

Tender Enquiry Document

For

**Supply, Installation, Testing and Commissioning of E1(PRI-
ISDN) based Interactive Voice Response System (IVRS)
System**



BY

HLL Infra Tech Services Limited

**A fully owned subsidiary of
HLL Lifecare Limited**

(A GOVERNMENT OF INDIA ENTERPRISE)

B-14 A, Sector-62, Noida-201 307

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SECTION I
NOTICE INVITING TENDERS (NIT)
HLL Infra Tech Services Limited(HITES)
A fully owned subsidiary of
HLL Lifecare Limited
(A GOVERNMENT OF INDIA ENTERPRISE)
B-14A, Sector-62, G. B. Nagar, Noida - 201307
Phone: 0120-4071500; Fax: 0120-4071513

Tender EnquiryNo: HITES/ IT-03/15-16

Dated. 18-09-2015

HLL Infratech Services Limited, B-14A, Sec-62 , Noida- 201307 (UP) invites sealed bids under Two Bids System (Technical & Financial Bids) for supply, Installation, Testing and Commissioning of E1 (PRI-ISDN) based IVRS System as per following Terms and Conditions.

Terms and Conditions:-

1. Interested bidders may read the tender enquiry document carefully before submitting their bid.
2. This is a two part bidding Bidders are requested to download the tender enquiry document from the website of HLL i.e. www.lifecarehll.com and may quote for one or more items under single EMD (Earnest Money Deposit) amount of Rs. 6,000/- by way of Demand Draft in favour of “HLL Infra Tech Services Limited” payable at Delhi. All tenders must be accompanied by EMD. Tender without EMD shall be rejected.
3. Prospective bidders may attend the pre-bid meeting, for clarifications, if any, on this tender scheduled to be held in the Conference Hall of HITES at the address specified below.
4. Important Dates:
 - a. Prebid meeting : 28-09-2015, 02.00 PM
 - b. Bid submission date : 14-10-2015, 02.00 PM
 - c. Bid Opening date : 14-10-2015, 02.30 PM
5. In the event of any of the above mentioned dates being declared as a holiday / closed day for the purchase organisation, the tenders will be received/opened on the next working day at the appointed time
6. Tender must be accompanied by EMD as mentioned above. Tender without EMD shall be rejected. EMD of unsuccessful bidders shall be returned within seven days from date conclusion of tender.
7. Earnest Money is required to protect the purchaser against the risk of the Tenderer’s conduct, which would warrant the forfeiture of the EMD. Earnest money of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without

- prejudice to other rights of the purchaser. The successful tenderer's earnest money will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.
8. The successful bidder shall submit a Performance Security in form of Demand Draft/Bank Guarantee equal to 10% of contractual amount valid till two months beyond the contractual obligations including warranty. EMD of successful bidders shall be retained till the receipt of such Performance security.
 9. In the event of any failure /default of the supplier with or without any quantifiable loss to the purchaser, the amount of the performance security is liable to be forfeited.
 10. The purchaser reserves the right to accept or reject a tender either in part or in full without assigning any reason.
 11. Language of Tender should be in English only
 12. Tendering expenses shall be borne by the bidder and HITES shall not be in no case responsible.
 13. Tender should be valid for its acceptance for a period of 60 days.
 14. This is Two Stage bidding System: Techno-commercial Bid (Unpriced Bid) and Price Bid
 15. **Techno-commercial bid** (Un-priced bid) should be comprise the following and sealed in an envelope, duly marked as "Techno-commercial Bid"
 - a. EMD amount specified above
 - b. Downloaded Tender document duly signed in all pages as a confirmation of acceptance to the terms and condition of the tender enquiry document
 - c. Documentary evidence, complying the "**Eligibility Criteria**"
 - d. Authorisation letter/ dealership agreement with the manufacturer /National franchisee by the bidder, if the bidder is an Agent of OEM.
 - e. No Technical deviation statement/Technical compliance statement supported by Technical brochure/ catalogue/ datasheet
 - f. Copy of PAN no. of the bidder
 - g. Copy of Sales Tax/VAT Registration
 - h. Copy of P&L A/c and Balance Sheet for last three completed financial year.
 - i. Authorisation letter to quote in the bid
 - j. Acceptance to the warranty Condition.
 16. **Price tender:** Bidder should submit their price as per the format recommended at Annexure-2.
Price bid should be sealed in a separate envelope and marked as "Price Bid- Not to be opened with Techno-commercial bid"
Price should be quoted in INR only and inclusive of all taxes & duties and any other charges till delivery, installation and commissioning of tendered item, as specified in technical specification, at site at Noida.
 17. Both **Techno-Commercial Bid envelope** and **Price Bid envelope** should be put into a third envelope which should be sealed and super scribed with the Tender number, Due Date of Opening, Title as "Tender for IVRS".

18. Bidders shall ensure that their tenders, complete in all respects, are dropped in the Tender Box located at HITES, B-14 A, Sector -62, Noida -201307, Uttar Pradesh on or before the closing date and time indicated above, failing which the tenders will be treated as late and rejected. The tenders sent by post must reach the above said address on or before the closing date & time, as indicated, failing which the tenders will be treated as late tender and rejected.
19. Price bids shall be considered for ranking for those bids which meets the tender requirements.
20. **Delivery Period:** The goods shall be delivered at the purchaser's site within two weeks from the date of placement of Supply order and should be installed within a week time from the date of supply.
21. General Conditions of Contract
 - a. Inspection shall be carried out at site by the authorised representative of purchaser.
 - b. **Warranty:** Standard Manufacturer's warranty/ one year warranty, whichever is higher, from the date of acceptance.
 - c. 100 % Payment shall be made against submission following documents
 - i. Tax invoice in Duplicate
 - ii. Proof of receipt and technical acceptance.
 - iii. Warranty Certificate
22. Liquidated Damages: If the supplier fails to deliver any or all of the goods within the time frame(s) incorporated in the Supply Order, the Purchaser shall, without prejudice to other rights and remedies available to the Purchaser under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% per week of delay or part thereof on delayed supply of goods until actual delivery or performance subject to a maximum of 10% of the contract price. Once the maximum is reached Purchaser may consider termination of the contract.
23. **Eligibility Criteria**
 - a. The bidder must be an authorised dealer of the Original equipment Manufacturer (OEM) or National Franchisee of the OEM.
 - b. The bidder should be having Sales tax/VAT registration.
 - c. Should have average annual turnover of Rs. 10 Lakh, during last three years
 - d. The bidder should have successfully dealt with similar items for at least one year. In support, bidder should submit proof of supply/ purchase orders (at least three numbers) from institutions of repute.
24. Technical Specification (Annexure-1) compliance/ datasheet shall be submitted along with the techno-commercial bid
25. Amendment to this tender enquiry document, if any, shall be published in the website mentioned above. Prospective bidders may please refer the website regularly till the time for closing of submission of bid.

Technical Specification

1. Technical features of E1 (PRI-ISDN) : 30 channel IVRS software*
2. Technical features of Database : Compatible with IVRS software
3. Technical specifications of Work station : PC compatible with IVRS software (with licensed operating system) of Multi National Company (MNC) brand only
4. Technical specifications of E1 Voice Card/ Telephony Board : Compatible with IVRS software and capable to handle 30 simultaneous calls incoming and outgoing through PRI-ISDN.
5. GSM Modem : Compatible with IVRS software capable to send/ receive SMS.
6. And any other related accessories compatible with the overall system for best performance

***The above system is required to be configured with the existing EPABX system :-
Make – MATRIX, Model - GE 12 S**

Price Bid Format

S.No	Item Description	Qnty.	Make & Model or Version	Rate (Per Unit) in Rs.	Total Price
1	E-1 (PRI-ISDN) based 30 channel IVRS software				
2	Database compatible with IVRS software				
3	Work station PC compatible with IVRS software (with licensed operating system) of Multi National Company (MNC) brand only				
4	E-1 Voice Card/ Telephony Board compatible with IVRS software and capable to handle 30 simultaneous calls incoming and outgoing through PRI-ISDN.				
5	GSM Modem: Compatible with IVRS software capable to send/ receive SMS				
6	Any other related accessories compatible with the overall system for best performance				
Total Price in Words					

Name of the Signatory

Designation

Seal and Signature of the Authorised signatory.