

Bid Document

Bid Details	
Bid End Date/Time	01-09-2020 16:00:00
Bid Opening Date/Time	01-09-2020 16:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Personnel Public Grievances And Pensions
Department Name	Department Of Personnel And Training
Organisation Name	Central Bureau Of Investigation (cbi)
Office Name	Head Office
Item Category	Annual Maintenance service-SIP based IPPBX - SIP based IPPBX; OEM Authorised Service Provider; CISCO , Annual Maintenance service-SIP based IPPBX - PRI Gateway; OEM Authorised Service Provider; CISCO , Annual Maintenance service-SIP based IPPBX - Wireless SIP IP Phone; OEM Authorised Service Provider; , Annual Maintenance service-SIP based IPPBX - CLI Display IP Phone; OEM Authorised Service Provider; , Annual Maintenance service-SIP based IPPBX - License; OEM Authorised Service Provider; CISCO
Contract Period	1 Year(s) 6 Day(s)
Project Experience Required	No
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Estimated Bid Value	1063271

EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	3.00
EMD Amount	31898

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	10.00
Duration of ePBG required (Months).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Superintendent of Police (Systems)
 Head Office, Department of Personnel and Training, Central Bureau of Investigation (CBI), Ministry of Personnel Public Grievances and Pensions
 (Amit Kumar Chauhan)

Splitting

Bid splitting not applied.

Additional Required Data/Document(s)

Document depicting Asset details and its Distribution across the user location as applicable:[1596622022.pdf](https://www.gem.gov.in/asset/1596622022)

Annual Maintenance Service-SIP Based IPPBX - SIP Based IPPBX; OEM Authorised Service Provider; CISCO (2)

Technical Specifications

Specification	Values
Core	
Type Of Asset	SIP based IPPBX
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	2	N/A

Annual Maintenance Service-SIP Based IPPBX - PRI Gateway; OEM Authorised Service Provider; CISCO (1)

Technical Specifications

Specification	Values
Core	
Type Of Asset	PRI Gateway
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	1	N/A

Annual Maintenance Service-SIP Based IPPBX - Wireless SIP IP Phone; OEM Authorised Service Provider; CISCO (70)

Technical Specifications

Specification	Values
Core	
Type Of Asset	Wireless SIP IP Phone
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	70	N/A

Annual Maintenance Service-SIP Based IPPBX - CLI Display IP Phone; OEM Authorised Service Provider; CISCO (440)

Technical Specifications

Specification	Values
Core	
Type Of Asset	CLI Display IP Phone
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	440	N/A

Annual Maintenance Service-SIP Based IPPBX - License; OEM Authorised Service Provider; CISCO (400)**Technical Specifications**

Specification	Values
Core	
Type Of Asset	License
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	400	N/A

Annual Maintenance Service-SIP Based IPPBX - License; OEM Authorised Service

Provider; CISCO (600)**Technical Specifications**

Specification	Values
Core	
Type Of Asset	License
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	600	N/A

Annual Maintenance Service-SIP Based IPPBX - License; OEM Authorised Service Provider; CISCO (5)**Technical Specifications**

Specification	Values
Core	
Type Of Asset	License
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	NA
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Periodicity of Preventive Maintenance Services	NA
Addon(s)	

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity	Additional Requirement
1	Amit Kumar Chauhan	110003,SYSTEM DIVISION, B WING, 6TH FLOOR, CBI HEAD OFFICE, LODHI ROAD, CGO COMPLEX, NEW DELHI-110003	5	N/A

Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Malicious Code Certificate:

The seller should upload following certificate in the bid:-
(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
(i) Inhibit the desires and designed function of the equipment.
(ii) Cause physical damage to the user or equipment during the exploitation.
(iii) Tap information resident or transient in the equipment/network.
(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

3. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
4. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
5. PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

This Bid is governed by the [General Terms and Conditions](#), conditons stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---