

हाउसिंग एण्ड अर्बन डेवलपमेन्ट कॉर्पोरेशन लिमिटेड, (भारत सरकार का उपक्रम) Housing and Urban Development Corporation Ltd., (A Govt. of India Enterprise)
5 वीं मंजिल, तालमुत्तु नटराजन बिल्डिंग, # 1, गांधी इर्विन रोड, एगमोर, चेन्नै - 600 008. दूरभाष : 044-2841 2711/2841 3282-83. ईमेल : cro@hudco.org
5th Floor, Thalamuthu Natarajan Building, # 1, Gandhi Irwin Road, Egmore, Chennai - 600 008. Phone : 044-2841 2711/2841 3282-83. E-mail : cro@hudco.org

GST No. : 33AAACH0632A1ZK

NOTICE INVITING TENDER

28/06/2024

**Sub: Quotations for Comprehensive Annual Maintenance
Contract of Unify Openspace Business - X5 EPABX System**

Housing & Urban Development Corporation Ltd., (HUDCO) is a Govt. of India Enterprise under the administrative control of Ministry of Housing and Urban Affairs, Gol with its Registered Office at HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi 110 003 and Regional Office at 5th floor, CMDA Tower – I, Gandhi Irwin Road, Egmore, Chennai – 600 008.

HUDCO Regional Office, Chennai invites sealed quotations for Comprehensive Annual Maintenance Contract of Unify Openspace Business - X5 EPABX System. Initially, the Comprehensive Annual maintenance Contract will be valid for one year from the date of awarding the contract with a provision to extend the contract for one more year at the existing rate, terms and conditions, if the service is found satisfactory.

TERMS & CONDITIONS:-

1. The bids may be submitted in two sealed cover envelopes separately, which may be finally placed in one envelope.
 - a. First envelope shall contain Technical Bid as **per Annexure -I.**
 - b. Second envelope shall contain Financial Bid as **per Annexure – II.**

The quotation should be sent in a sealed cover containing all two envelopes as per Sl. No. 1, superscribing **“Quotation for Comprehensive Annual Maintenance of Unify Openspace Business - X5 EPABX System”** and should be addressed to The Regional Chief, HUDCO Regional Office, Chennai, either by post or deposited personally in the Tender Box placed in the reception area of HUDCO, 5th Floor, CMDA- Tower-I, T N Building, Chennai. The last date for submitting the quotation is 15.07.2024 by 3.30 p.m. and the quotations will be opened on the same date at 4.00 p.m.

पंजीकृत कार्यालय : कोर 7 ए, हडको भवन, भारत पर्यावास केन्द्र, लोधी रोड, नई दिल्ली-110 003
दूरभाष : 011 - 2464 8160, फैक्स : 011-2462 5308, आई एस ओ 9001:2015 प्रमाणित कम्पनी
वेबसाइट : www.hudco.org.in सी आई एन : L74899DL1970GOI005276 जी.एस.टी : 07AAACH0632A1ZF
Regd. Office : Core 7 'A', HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi-110 003.
Tel : 011 - 2464 8160, Fax : 011-2462 5308, AN ISO 9001:2015 Certified Company,
website : www.hudco.org.in CIN : L74899DL1970GOI005276 GST : 07AAACH0632A1ZF

**Profitability with Social Justice**

2. Technical Bid shall be opened first and thereafter, Financial Bid shall be opened only of those bidders who qualify technically, as per **Annexure -I.**
3. Bidders who are registered with MSME can only participate in the bidding process as notified by the Ministry of Micro, Small and Medium Enterprises, Govt. of India, D.O. No. 21(1)/2011 – M.A. dated 24th June , 2024. Bidders must be registered under TReDS (Trade Receivable Discounting System) Portal.
4. The rates for the item(s) shall be quoted in the relevant column in **Annexure – II.**
5. The rates shall be valid for a period of three months from the date of opening of Financial Bid.
6. Before submitting the quotations, bidder should clearly understand HUDCO's requirements and, in case, any information / clarification is required, the same may be obtained from the undersigned during the working hours (**Monday to Friday between 10.00 A.M. to 5.30 P.M.**) or You may visit HUDCO, Chennai Regional Office to assess the existing system from 20.06.2024 to 12.07.2024 between 3.00 p.m. to 5.00 p.m. with prior intimation to the undersigned (Mobile 9444382586)
7. Quotations received late will not be considered. HUDCO shall not be responsible for any postal delay.
8. The contractor shall follow all rules regarding safety norms.
9. The contractor shall arrange him/her all the tools/instruments needed for smooth maintenance/repair/testing purpose.
10. Any type of minor/major repair of aforesaid machine/equipment including replacement of worn out parts with new genuine parts during AMC period shall be the responsibility of the contractor.
11. If, at any point of time, the job so executed is found to be unsatisfactory the bills shall not be processed for payment.



12. Problem reported has to be rectified within 3 hours on the same day or within the minimum possible time from the time of complaint lodged. In case, the problem has not been rectified within the specified time frame, the same shall be rectified at the risk of cost and the cost shall be deducted proportionately from AMC.
13. The breach of any condition(s) of the tender/agreement at any stage, legal action as per laws/rules shall be initiated against the contractor and the EMD amount would be forfeited.
14. The contractor has to deposit with the company 10% of the quoted rate as Security Deposit and it shall be released only after expiry of contract. The said Security Deposit shall be treated as Contract Performance Guarantee for all purposes. No interest shall be paid on the Security Deposit.
15. Payment shall be made at the end of each quarter after ensuring satisfactory performance of the system under contract, TDS deduction as per IT Rules as applicable.
16. The Service Provider should have their office at Chennai for carrying out the maintenance work. The vendor should also have at least 3 years experience of carrying out similar / related work.
17. In case of any dispute arising, decision of The Regional Chief, HUDCO shall be final and binding on both the parties.


28/09/2024
RANBU

Jt. General Manager (Projects)
HUDCO Regional Office, Chennai

TECHNICAL BID

**Technical Bid for Comprehensive Annual Maintenance
Contract of Unify Openspace Business - X5 EPABX System**

1. Name of the Agency :
2. Address of the Agency :
3. Whether the firm has its office in Chennai : YES/NO
 - a. If yes, Please indicate the address and contact person :
4. Years of Experience : ----- Years
5. Details of Ministry/Department in which the Agency has supplied and providing

AMC for the items mentioned in this Tender:-

S.No.	Name of the Ministry/Department (Attach copy of Contract)	YEAR

6. PAN/TIN number of the agency:
7. Specification of the EPABX System : **Unify Openspace Business - X5 EPABX System**
8. Whether the quote is as per technical specifications indicated by HUDCO – YES/NO
9. Are you registered under TReDS (Trade Receivable Discount System) Portal : Yes / No
If Yes, copy of proof may be submitted
10. Whether your firm is authorized UNIFY Service provider . Yes / No
If Yes , copy of the proof may be submitted

Dated:
Place:

((Signature of Authorised Person)
Seal of the firm/Agency



FINANCIAL BID

**Financial Bid for Comprehensive Annual Maintenance
Contract of Unify Openspace Business - X5 EPABX System**

Sl. No.	Description	Qty.	Amount in (Rs.)	Taxes Extra
01	Openscape Business X5 (IP switch) Equipped with - 8 Analog Trunks - 16 Digital Extensions - 52 Analog Extensions - Operator Console Openstage 40T + Key Module Built-in 5 party conference Welcome Greetings Built-in IP Card (used to configure IP extensions & IP trunking) Remote Maintenance	Ls		
02	Digital Phone Openstage 15 T	12		
03	Analog Telephone without CLIP (Euroset 802)	40		
04	a) (100+ 100 + 50) Pair MDF with Krone Modules b) 50 Pair 0.5mm unarmored PVC cable – 20 meters	LS		
05	Call Billing Software	1		
	TOTAL			
(Rupees in words)				

Note :

1. No advance payment will be claimed for the aforesaid work.
2. Deduction: TDS will be deducted as per IT Rules
3. Rates quoted for the items inclusive of Service Tax.
4. We agree to abide by the terms and Conditions laid by HUDCO.

Dated:

Place:

(Signature of Authorised Person)
Seal of the firm/Agency

