

ANDREW YULE & COMPANY LIMITED
(A Government of India Enterprise)
Tea Division
8, Dr. Rajendra Prasad Sarani
Kolkata – 700 001

NOTICE INVITING TENDERS

ANDREW YULE & CO. LTD. invites e-Tender under two part system (**Part I: Techno-Commercial Bid and Part II: Price Bid**) from bona fide and reputed **Company/Firm** for supply, the details of which are available in Annexure-III “**Scope of Work / Technical Specification**” as specified in this tender document.

Tender document may be downloaded from MSTC website www.mstcecommerce.com/eprochome/aycl or www.andrewyule.com. Corrigenda or clarifications, if any, shall be hosted on the above mentioned websites only.

AYCL reserves the right to accept or reject any tender.

Schedule of Tender

1.	TENDER NO.	AYCL/HO/GD/EPABX/01 Dated. : 21/05/2018
2.	MODE OF TENDER	e-Procurement System Online submission of Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/aycl The intending bidders are required to submit their offer electronically through this e-tendering portal. No physical tender is acceptable by AYCL/MSTC
3.	E-Tender No. / Event No.	AYCL/TEA DIVISION/11/18-19/ET/49
4.	Date of publication of e-Tender through publication MSTC/AYCL websites and Central Public Procurement Portal	25/05/2018
5.	Date of availability of NIT to the Vendors for downloading	25/05/2018
6.	Earnest Money and other document	<ul style="list-style-type: none">• “Earnest Money Deposit” of Rs.5000.00 (Rupees five thousand only) may be paid by Cheque/D.D. favouring Andrew Yule & Co Ltd., payable at Kolkata.• Other document as described in Annexure – I, Sl. No. 2

7.	Last date of submission of EMD & other documents to AYCL Ltd.	14/06/2018
8.	Date of Starting of e-Tender for submission of Online Techno-Commercial Bid and Price Bid at www.mstcecommerce.com/eprochome/aycl	To be intimated to the eligible vendor separately by email as well as through Corrigendum in the website.
9.	Date of closing of Online e-tender for submission of Techno-Commercial Bid & Price Bid at www.mstcecommerce.com/eprochome/aycl	To be intimated to the eligible vendor separately by email as well as through Corrigendum in the website.
10.	Date & time of opening of Part-I (Techno-Commercial Bid)	To be intimated to the eligible vendor separately by email as well as through Corrigendum in the website.
11.	Date & time of opening of Part-II (Price Bid)	To be intimated to the eligible vendor separately by email as well as through Corrigendum in the website.

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**ANDREW YULE & COMPANY LIMITED
Tea Division**

Important Instructions for E-procurement
Ref.E-Tender No.: AYCL/TEA DIVISION/11/18-19/ET/49
Ref. Tender No.: AYCL/HO/GD/EPABX/01

This is an e-procurement event of **ANDREW YULE & COMPANY LTD, TEA DIVISION**

You are requested to read the Terms & Conditions (Annexure- II,III,IV) of this tender before submitting your online tender. Tenderers who do not comply with the Conditions with documentary proof (wherever required) will not qualify in the Tender for opening of Price Bid.

1. Process of E-tender:

A) **Registration:** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type Digital Signature Certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/aycl

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU / Govt. depts. → Register as Vendor under AYCL- Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact MSTC/AYCL (before the scheduled time of the e-Tender).

Contact person for Techno Commercial clarification(ANDREW YULE & COMPANY LTD):

1. Mr. Satyendra Kumar Pandey
Dy. Manager (Personnel & Administration)
Mobile No. 93390 27941
Email: satyendrakumar.pandey@andrewyule.com

Contact person (E-Commerce, MSTC Ltd):

- | | |
|--|---|
| 1. Mr. Arindam Bhattacharjee
MobileNo: 09330102643
Email: arindam@mstcindia.co.in | 2. Mr. Sabyasachi Mukherjee
Mobile- 07278030407
Email:smukherjee@mstcindia.co.in |
| 3. Ms Sumona Maity
Mobile-09831155225
Email: smaity@mstcindia.co.in
Landline: (033) 22901004 | |

System Requirement:

- i) Windows XP-SP3 or above / Windows 7 Operating System
- ii) IE-7 or above Internet browser.
- iii) Signing & Encryption type digital signature
- iv) JRE 7 update 79 software to be downloaded and installed in the system.
Security level should be medium
- v) To enable ALL active X controls and disable 'use pop up blocker' under
Tools → Internet Options → custom level (Please run IE settings from the
page www.mstcecommerce.com once)

1. Part-I: Submission of EMD & other Documents:

Within 21 days from the publication of advertisement the vendor must submit the following documents to Sr.Manager(Supply Chain/Materials), Tea Division, Andrew Yule & Co. Ltd., 8 Dr. Rajendra Prasad Sarani, Kolkata – 700001. Off-line.

- Earnest Money of Rs.5000/- (Rupees five thousand only) by Cheque/DD favouring Andrew Yule & Co. Ltd. Payable at Kolkata
- General information, under Annexure-II complete in all respect alongwith desired document.
- Acceptance of Scope of Work/Technical Specification, under Annexure-III. alongwith desired information/Data.
- Acceptance of General Terms & Conditions, under Annexure-IV. alongwith desired information/Data.

In case of failure to submit the EMD and other document within the stipulated time, the Tender may be rejected.

Part-II: Online Bid submission: On the basis of submission of EMD and other Documents at Andrew Yule & co , the list of vendors who will participate in online Techno commercial and price bid submission will be finalized .Only those qualified bidders will be eligible to submit Online Techno-commercial and price bid.

Bidding in e-Tender:

- a. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by ANDREW YULE & COMPANY LTD. EMD to be paid along with the Document with in the last date as mentioned in SOT.
- b. The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.
- c. The bidder(s) who have submitted the EMD and documents to Andrew Yule will be short listed by Andre Yule and those qualified bidders can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → Psu / Govt depts. → Login under AYCL → My Menu → Auction Floor Manager → live event → Selection of the live event.
- d. The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after opening of Bid floor. Then they have to fill up Common terms /Commercial specification and save the same. After that clicking on the Techno-Commercial bid, if this application is not run then the bidder will not be able to save / submit his Techno-Commercial bid.
- e. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on **"Save"** to record their Price Bid. Then once both the Techno-Commercial bid & Price Bid has been saved, the bidder can click on the **"Submit"** button to register their bid.
- f. Vendors are instructed to use link in **My Menu to Upload Documents** in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.
- g. Once documents are uploaded in the library, vendors can attach documents through *Attach Document* link against the particular tender. For further assistance please follow instructions of vendor guide.
- h. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

- i. During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- j. The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- k. Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can download Technical Comparative statement.
- l. Price bid will be opened electronically on specified date and time given in the NIT. Bidder(s) can download Price Comparative statement.
- m. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- n. All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter **SUPPLIER**.
- o. It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- p. Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- q. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- r. Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

E-tender cannot be accessed after the due date and time mentioned in NIT.

All notices / corrigendum and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by ANDREW YULE& COMPANY LTD/MSTC LTD. Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC. Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.

No deviation to the technical and commercial terms & conditions are allowed.

ANDREW YULE & COMPANY LTD has the right to cancel this e-Tender without assigning any reason thereof.

The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website www.mstcecommerce.com/eprochome/aycl of MSTC Ltd.

The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.

The bid will be evaluated based on the filled-in technical & commercial formats.

Bidders are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome/mstc of MSTC Ltd. to familiarize them with the system before bidding.

ANDREW YULE & COMPANY LIMITED
Tea Division

General Information

Ref.E-Tender No.: AYCL/TEA DIVISION/11/18-19/ET/49

Ref. Tender No.: AYCL/HO/GD/EPABX/01

(This document should be dully filled up and attached along with EMD)

The applicants are required to furnish full information to the queries included in this form. In giving the particulars, the supporting documents/certificates as called for per queries at places, must be tagged with the application for evidencing the information furnished in the application.

1. Name of the firm in full :

2. Address, Telephone No.,
Fax No. & E-mail :
a) Address :

b) Telephone No. :

c) Fax No. :

d) E-mail ID :

3. Status of the organization :

4. Trade Licence No. :
(Please attach photocopy of the licence)

5. Bankers name
(a) Name of the Bank :

(b) Name of the Branch :

(c) Account No. :

Note : A copy of Banker's Certificate to be attached.

6. GST Registration No. :
(Please attach photocopy GST Registration Certificate/Acknowledgement of GST Enrolment Form

7. I. T. Permanent Account No.:
(Please attach photocopy of PAN Card)

8. Financial Capacity : Year (2017-2018)

(a) Fixed capital :

(b) Working capital :

I/we hereby certify that the particulars furnished by me/us above are true to the best of my / our knowledge and belief and mis-representations of facts will render me/us liable to my/our action as may be deemed fit by Andrew Yule & Co. Ltd. (Tea Division) & have the sole discretion to reject or accept my/our candidature.

(Signature of the Applicant)
Office Stamp/Seal.

Place :

Date ;

List of Enclosures :

ANDREW YULE & COMPANY LIMITED

Tea Division

Scope of Work / Technical Specification

Ref.E-Tender No.: AYCL/TEA DIVISION/11/18-19/ET/49

Ref. Tender No.: AYCL/HO/GD/EPABX/01

1. Scope of Work

Supply as per specification, FOR Kolkata including installation and commissioning at site.

2. Specification

- EPABX should be designed to use intercom, direct line, ISDN with today's state of art technology, capable of supporting analogue, digital PC based with suitable client software. The offered system shall be the OEM's latest model available with the latest operating system software release.
- The operating system of EPABX should be IP based with CPU having 64 / 32 Bit processor and hardened to avoid any virus attacks
- For easy integration / interoperability with third party applications the offered system shall have open standards for its operating system, call processing, signaling & networking. There shall not be any proprietary/vendor's specific protocols in operating system, call processing, signaling & networking.
- The system should be equipped with minimum 12 incoming trunk lines and equipped with at least 10 digital extensions and 140 analogue extensions. Conference Call should support minimum 32 party calls and SMDR Storage capacity should support minimum 1000 calls (without any additional SD Card).
- The EPABX system should be provided with back-up power for 1 hrs run and a maximum of 500W power consumption for energy efficient use. System memory backup duration should be 1 years without any hardware change / upgrade
- The system should have 2 Port Auto Attendant (enabled from day one) without any additional card or license
- Ring Frequency - 20 Hz/25 Hz , Operating Environment Temperature not more than 40 °C with non- condensing humidity range - 10 % to 90 % | Conference Call - Should support 32 party calls | System should support Rack and/or Wall mounting | SMDR Storage capacity - Should support 1000 calls (without any additional SD Card), 4000 calls (with additional SD Card)
- EPABX System should support Music on Hold.
- System should have at least one built in LAN port and programmable using Browser without using or Installing any Utility or application in the PC.
- System should support Software application to dial from PC and Integration with Microsoft outlook to be used with Analog / Digital and IP phones. Basic version should be available with unlimited activations as default functionality
- System should support 8 party Basic Conference and 32 party conference bridge without using any 3rd party Hardware .Third party conference should be available from SIP phones / Extensions also.
- System should support ACD routing for contact center / Help Desk functionality with Q message announcing caller waiting number and time without using any 3rd party Hardware.
- There should be option to have manual recording also from Digital / IP phones.
- System should be capable of software update through FTP, USB and PC & . to have back up for UM / Voice mail / 2 way recording / system data on USB , FTP and PC .
- System should support Network DSS / Barge In / Common Voice mail for IP PBX Networked on ISDN Q Sig / IP of the same make .
- System should have built in Least Cost Routing | Trunk Reservation feature | Hotline with delay
- System should have capability of routing calls based on 4-5 digits (Initials) of dialing numbers.
- System should have SNMP based system administration & networking features with remote Maintenance Facility through IP.

- System should have power supply working on 110-230 V
- The system shall be modular in design and shall be based on standard protocols.
- The equipment shall be capable of maintaining its guaranteed performance when operating continuously for 24 hrs a day and 365 days a year.
- The EPABX system shall be compatible with the public switched telephone network of BSNL/other companies (service provider) and shall be approved from TEC/DOT for the specified configuration.
- Standards System shall be designed as per relevant international standards or equivalent applicable Indian standards and safety measures - IEC complaint, TEC, CCITT, ITU complaint. The valid TEC/DoT approval for make and offered model should be submitted along with the offer for EPABX system, DID facility, ISDN PRI/BRI etc.

3. Information / Data Required to be Furnished

- The Bidder should provide Tender Specific Manufacturing Authorization Form for EPABX.
- The Bidder should have Resident Service Setup in Kolkata.
- Catalogue with Complete Specification of offered items.
- User list for identical supplies for last 3 years with copies of few Purchase Orders.

ANDREW YULE & COMPANY LIMITED
Tea Division
General Terms & Conditions
Ref.E-Tender No.: AYCL/TEA DIVISION/11/18-19/ET/49
Ref. Tender No.: AYCL/HO/GD/EPABX/01

1. Specification

Supply as per specification, FOR Kolkata on %Door delivery basis+including installation and commissioning at site

2. Location of Site

Andrew Yule & Co. Ltd., %ule House+, 8 Dr. Rajendra Prasad Sarani, Kolkata . 700 001

3. Requirement . One Complete EPABX System.

4. Delivery

The entire work of supply, installation & commissioning is to be completed within July 2018.
The Bidders are requested to record / indicate their best possible delivery period.

Entire supply must reach site within ò ò ò ò ...weeks from date of order.

Installation & commissioning within ò ò ò ..ò .weeks from date of handing over site.

5. Liquidated Damage

In the event of failure on your part to complete the entire scope of correct, specific work against the contract to our satisfaction within the specified period of completion, we may recover as L/D a sum equivalent to ½% of the material value for each week or any part thereof default, where the delivery thereof will be accepted after expiry of the date stipulated for this purpose, but limited to a maximum of 10% of material value.

6. Risk Purchase

In case the contractor fails to execute the contract fully or partly, the purchaser shall have the right to execute the work through other agencies, as decided by the purchaser at the contractor's cost and risk after giving two weeks notice in writing.

7. Force Majeure

Any delay or failure in the performance of either party hereto will not constitute default there under or give rise to any claim for damages, if any, to the extent such delays or failure of performance is caused by the occurrence such as acts of god or the public enemy, appropriation or confiscation of facilities by Govt. Authorities, acts of war, rebellion or sabotage, fires, explosions, riots and illegal strike.

8. Terms of Payment

- 90%, against Supply, Installation and Commissioning of the EPABX System.
- Balance 10% on completion of 90 days from the date of Commissioning.
- Statutory deduction if any will be made as per rules.

9. Warranty Period

The equipment must be warranted against defective material, faulty workmanship and desired performance for a period of 12 months from date of Commissioning.

10. **Validity**

The offer must be valid for a period of 60 days from last date of submission.

11. **Earnest Money Deposit (E.M.D.)**

Bidders must ensure Earnest Money Deposit in the following manner which will be converted into Security Deposit for the successful bidder and will be released on successful Commissioning of the EPABX System.

E.M.D. value – Rs.5,000/- (Rupees: Five Thousand Only)

- EMD to be submitted by Cheque/D.D. favouring Andrew Yule & Co. Ltd., payable at Kolkata.

12. **Price variation**

The quoted price should remain Firm during pendency of the contract

13. **Purchaser's Liabilities**

We will be providing the followings as may be required during Installation & Commissioning: -

- All Related Electrical Wirings and Supply of 220V AC Power at our Site.
- All Related Civil Work, if required at our Site.

14. Decision for awarding contract/job is vested with the Management so as to reject, split / fragment.

15. Incomplete Quotation/Offer+is liable to be rejected.

For online submission

Annexure – IV

ANDREW YULE & COMPANY LIMITED
Tea Division

Price Sheet

Ref.E-Tender No.: AYCL/TEA DIVISION/11/18-19/ET/49

Ref. Tender No.: AYCL/HO/GD/EPABX/01

Location : Andrew Yule & Co. Ltd, “Yule Hose”, 8, Dr. Rajendra Prasad Sarani,
Kolkata – 700 001

Item : Supply installation & commissioning of EPABX as per specification

Quantity Offered	Unit	Basic price of equipment complete including packing & forwarding charges, if any	Transport and insurance charges for effecting “door delivery”	Charges towards installation / commissioning at site	GST as applicable	Unit Site Cost	Contract Price
1	No.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.