

**Office of the Comptroller And Auditor General of India  
New Delhi – 110124**

No. 542/Tel.Ex./02/2024-25

**Online Tender Enquiry for Comprehensive Onsite Annual Maintenance Contract (COAMC) of one Atos/Unify HiPath 4000 Version-10 (V-2) Hybrid (Microprocessor Based also supporting SIP Extensions) EPABX System installed at 9, Deen Dayal Upadhyaya Marg, New Delhi- 110124.**

**Director (Personnel)  
Office of the Comptroller and Auditor General of India,  
9 Deen Dayal Uppadhyay Marg,  
New Delhi-110124  
Tel: 23509400**

**Office of the Comptroller And Auditor General of India**  
**New Delhi – 110124**

No. 542 /Tel. Ex./02/2024-25

Dated: 07/01/2025

To

All Vendors

**Subject: E-Tendering for Comprehensive Onsite Annual Maintenance Contract (COAMC) of one Atos/Unify HiPath 4000 Version-10 (V-2) Hybrid (Microprocessor Based also supporting SIP Extensions) EPABX System installed at 9, Deen Dayal Upadhyaya Marg, New Delhi- 110124.**

Madam/Sir,

The Director (Personnel), office of the Comptroller and Auditor General of India, New Delhi invites online tenders on Government e-Marketplace (GeM) Portal from reputed, qualified, experienced, technically and financially sound suitable firms for Comprehensive Onsite Annual Maintenance Contract (COAMC) of one Unify/Siemens HiPath 4000 Version-10 (V-2) Hybrid (Microprocessor Based also supporting SIP Extensions) EPABX System installed at 9, Deen Dayal Upadhyaya Marg, New Delhi- 110124. (Enclosed Annexure-II).

**Instruction for Online Submission:**

1.	The intending bidders must read carefully all the terms and conditions of the tender documents. The firm/company should only submit bids if the firm/company fulfils all the eligible criteria.
2.	The information and instruction for bidders along with technical and financial bids etc. posted on website shall form part of the bid documents.
3.	<p>The documents as uploaded in website can be viewed and downloaded free of cost by anyone including the intending bidders.</p> <p>Notes:</p> <ul style="list-style-type: none"><li>i) Download the tender documents on free of cost from web site <a href="https://gem.gov.in">https://gem.gov.in</a></li><li>ii) The technical bid and financial bid shall be filled up uploaded within due date of submission</li><li>iii) The PDF document available in website are part of tender document and can't be uploaded on the e-tendering portal in its present form, however the bidders may download the specific forms/data sheets etc. filled up, <b>scanned with 100 dpi with black and white option</b> and upload the same as required.</li><li>iv) The tender document submitted manually can't be accepted and shall be rejected summarily.</li><li>v) In order to participate in online e-tendering process, it is mandatory for the applicants to have user ID &amp; password to get access to the website <a href="https://gem.gov.in">https://gem.gov.in</a></li><li>vi) The agency shall download the pre bid clarification, if any, for the COAMC and upload the same (scanned copy) duly signed and sealed.</li><li>vii) The revised documents (if any) shall be uploaded in the tender portal.</li></ul>

- viii) After submission of the bid/document the bidder can re-submit revised bid/document any number of times but before last time and date of submission of bid/documents notified.
- ix) If the agencies found ineligible, after opening of pre-qualification bid/technical bid, tender shall become invalid.
- x) Tenderers are advised to upload their documents well in advance, to avoid last minutes rush on the server or complications in uploading. CAG's office, in any case, shall not be held responsible for any type of difficulties during uploading the documents including server and technical problems, whatsoever.
- xi) Submission of the tender documents after the due date and time (including extended period) shall not be permitted. Time being displayed on e-tendering portal shall be final and binding on bidders.
- xii) The tenderers are advised to submit the hard copies towards EMD and other documents etc. well in advance, to the Tender Inviting Authority, so that it would reach on or before the due date and time. Delay in receipt of hard copies due to postal delay or delay due to any other reasons etc. shall not be accepted and tender shall be rejected forthwith.
- xiii) The complete Tender Document is available for reference at <https://www.cag.gov.in/> website of this office under the tab "Tenders and Contracts" and Government e-Marketplace site. <https://gem.gov.in>
- xiv) The bidder(s) shall submit the quotations online in the following two categories separately:  
a) Technical Bid (Proof of bid security/EMD amount) (As per Annexure III) and  
b) Financial Bid in the form the BOQ-xxxx.xls on to the portal. (As per Annexure IV)
- xv) Bids shall be submitted online only at GeM website: <https://gem.gov.in>
- xvi) **BID OPENING:** Proof of bid security/EMD amount will be opened as on stipulated Date Sheet.
- xvii) **BID EVALUATION:** The Technical and Financial bids will be evaluated by the committee of appropriate level officers nominated by the competent authority in this office. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to be successful bidder(s). However, the Committee/its authorized representative and office of CAG can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.
- xviii) **TECHNICAL BID EVALUATION:** Technical bids will be opened of the bidders whose bid security/EMD will be received on or before the last date of submission of the online bids.
- xix) **FINANCIAL BID EVALUATION:** Financial bids will be opened of the bidders who qualifies in technical bid on date and time as stipulated in Date Sheet.
- xx) If CAG's office considers necessary, Revised Financial Bids could be called for before opening the original financial bids for recommending the final contract order.
- xxi) In the event of revised financial bids being called the revised bids should NOT be higher than the original bids, otherwise the bid shall be rejected and EMD forfeited.
- xxii) There will be **NO NEGOTIATION** regarding the financial bid.
- xxiii) The rates shall be quoted in Indian Rupees as per the Financial Annexure and should be inclusive of all taxes, levies, etc. as applicable for this solution.

Yours truly,

  
(Amit Upadhyay)

Sr. Administrative Officer (IT & Capital Projects)

011-23236703

## “Annexure-I”

### (Terms & conditions)

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers/vendor will result in rejection of their tenders.
2. The contract shall be purely Comprehensive and effective for one year including all Atos/Unify/Siemens make whether hardware, software, consumable or non-consumables.
3. OEM/Authorized firms should have their own service centre & setup in Delhi/NCR for the last three years.
4. **OEM Authorization Certificate/Manufacturer Authorization Form (MAF)** of manufacturer or authorized partner of Atos/Unify for specific tender shall be submitted.
5. Firm should have Annual Maintenance of Atos/Unify/Siemens make EPABX system in Delhi/NCR, for the last three years, copies of contract thereof may be submitted.
6. Number of Hardware/Software engineers working with contractor's organization as on date and their academic and technical qualifications.
7. The tenderer's/firm must be registered with Delhi/NCR Sales/Service Tax Department for supply/services. Copies of such certification-mentioning registration number etc. shall be furnished alongwith tender/quotation.
8. Copies of the IT returns, wherever is applicable for the last three financial years shall be furnished.
9. The tenderer/firm must submit the copies of TIN/PAN Number etc.
10. An "Earnest Money Deposit (EMD)" to the tune of Rs. 15,000/- (Rupees Fifteen thousand only) in the form of crossed Demand Draft drawn in favour of **“PAO, O/o C &AG of India** shall be submitted.
11. The successful tenderer hereafter referred to as Contractor, has to furnish 'Bank Guarantee' for an amount equal to 5% of total contract value in favour of Director (Personnel) in this office which will be released after six months on completion of the warranty/support period.
12. In case the tenderer fails to cope up with the workload or does not render satisfactory services during the period of COAMC, the contract awarded to him shall be cancelled without giving any notice or without assigning any reason whatsoever and the Bank Guarantee shall be encashed proportionately or in full and payment due to him, if any, shall be forfeited. In this connection, decision of the Director (P) shall be final and binding on the tenderer.

13. If any defect(s) is (are) noticed or any complaint made by the users during the maintenance period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, will be decided by the Director (P) of this office to enforce penalty claim from the contractor.
14. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government of NCT of Delhi or Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
15. **One well skilled Engineer/Technician** having sufficient knowledge and experience for maintaining EPABX systems shall be provided on every working day between 9.00 AM to 5.30 PM for the period of maintenance on fully disposal of this office. Extra engineer(s) shall also be provided in case of emergency. The said duty hours of the engineer will be extended by this office if the situation warrants so. The engineer concerned shall attend and accomplish his job sincerely. Rs. 1000 shall be recovered from the COAMC charges for each absence of engineer. Punctuality of the engineer shall be ensured by the contractor and the same shall be replaced by suitable one at once, if the performance of the Engineer is not found up to the mark for any reason, this may ask for his replacement immediately, Non-replacement of engineer as directed by this office on the grounds of unpunctuality, non-performance, improper attitude, disobedience etc. shall attract the penalty of Rs. 1000 per day for each.
16. The contractor shall indemnify this office against any liability for compensation due to injury to their own workmen/engineers or to other persons inside the office premises while executing the contract and for any damage to the property.
17. If for any reason, the contractor is not able to attend the complaints/problem, the job shall be got done from some other firm or from the open market at the risk and cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may also entail the termination of the contract and encashment of the Bank Guarantee to be furnished by the contractor.
18. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the contract, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he/she shall be responsible for the acts, defaults and neglects of his/her and any of his/her agent's servants or workmen.

19. As the Annual Maintenance Contract shall be comprehensive and ONSITE, Resident Engineer or Technician shall sort out all problems on-site itself. If it is not possible to solve any problem on the site by Resident Engineer, the contractor shall arrange to deploy competent Engineer (s) to sort out the problem ONSITE immediately. If a particular equipment/item is to be removed from the site, then the contractor shall arrange (i) to deploy his/her labour (s) to shift the item out of this office premises (after getting prior approval of the competent authority) (ii) to provide suitable standby item on turn-key basis i.e. standby equipment/item alongwith consumable and non-consumable spare parts. Even in the case of any item damaged due to electrical fluctuation, fire or for any other reason, contractor shall provide stand-by one immediately until rectification of the defective/damaged item. All materials, skilled/unskilled labours and other services required for rectification of error shall be arranged to be provided by the contractor within this office premises so as to rectify the complaints within this office premises.
20. If at all, any equipment/asset shall require to be moved out of this office premises for rectification of error, then it shall go directly to concerned OEM's premises/Service Centre or contractor's premises only and proper acknowledgement given by OEM for receipt of item of this office and their (rectification) report on the item shall be produced to this office in original. Safety & security as well as the transportation of equipment/asset to OEM's/contractor's premises and vice versa shall be at the risk and cost of the contractor. Any asset (s) sent to OEM/contractor's premises shall be returned along with detailed rectification report (showing nature of complaint/problem, action taken to rectify the problem, make/model of the parts replaced and notional cost thereof etc.) as soon as possible but not later than a week. Any delay in supply of stand-by item (s) or returning of the rectified Asset (s) along with rectification report shall attract the penalty of Rs. 1000 per item per day or part thereof.
21. As the ONSITE Maintenance Service/support shall be comprehensive one, it shall cover all parts (consumable, non-consumable and hardware/software including telephone instruments whether Digital/Analog, EPABX Cards/trunk cards, Patch/Line/Receiver Cords, MDF, inner/outer metal/plastic parts) of equipment covered under warranty/extended warranty. Parts of systems/equipments which are damaged/non-functional/defective due to fire/flood/natural disaster/earth leakage or for any other reasons shall be replaced by the new parts of the same model & make and the cost of replacement shall be borne by the contractor. In the event of such new part not being compatible with the existing part, such existing part shall also be replaced with the new original part. If a particular item/Asset is irreparable, then the irreparable item shall be replaced by new one of the same brand/model or higher and the cost of the new part shall be borne by the contractor. In such case, after rectification/repair/replacement of the said items, shall automatically come under warranty/extended warranty of the vendor.

22. Maintenance Service shall be comprehensive in nature which shall include preventive, corrective maintenance of the equipments/assets irrespective of make/brand. All the equipments including EPABX systems etc. shall be cleaned and checked thoroughly at least in every two months. Site condition of each a location (s) along with equipment/item shall be thoroughly checked periodically and a report thereon mentioning proper date & time of checking the site and status of equipment/items etc shall be submitted to this wing. The cost of repair/replacement of any damaged item due to electrical problem including earth leakage shall be borne by the contractor only, if the site condition of the particular equipment (s) is not commented in the monthly site-condition report which is due on 10<sup>th</sup> of every month. Materials/labours required for cleaning and checking of equipment (s) & Site condition shall be brought by the contractor.
23. In case of breach of any terms as mentioned in this contract, the contract shall be terminated by this office without any notice and moreover the contractor shall be liable for black listing in various Departments of Government Sector including Ministries for a period of two (2) years.
24. The Agreement/Contract/Work-order will be governed by the laws and procedures established by the Government of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealing/processing.
25. The agency and their deployed personnel either during the contract or after its completion shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of CAG's office without the prior written consent of this office.
26. In any event of dispute arising out of this contract, the competent courts at Delhi will have the jurisdiction to adjudicate such dispute.
27. The payments will be made on quarterly basis after rendering the services satisfactorily. In the event of any question, dispute or difference under any circumstances, in connection with the contract, the decision of the competent authority in this office shall be final and binding on the COAMC holder firm.
28. The contract of the successful vendor may be continued upto three years without any enforcement in the contract value, if the vendor follow all ibid terms & conditions and provide satisfactory services.
29. Each page of the Tender documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.



(AMIT UPADHYAY)

Sr. Administrative Officer (IT & Capital Projects)

## Annexure "II"

**Details of EPABX System and equipment installed at 9, Deen Dayal Upadhyaya Marg,  
New Delhi- 110124**

S. No.	Description of items	Make/Model	Qty.
<b>01</b>	<b>EPABX System</b>	<b>Atos/Unify HiPath 4000 Version-10 (V-2) Hybrid (Microprocessor Based also supporting SIP Extensions) Dual Eco Server EPABX System including following components:</b>	<b>01</b>
	i) Digital Extension Cards (24 Ports)	Atos/Unify/Siemens HiPath 4000	08
	ii) Analog Extension Cards (24 Ports)	Atos/Unify/Siemens HiPath 4000	13
	iii) Trunk Cards 08 Ports (Analog)	Atos/Unify/Siemens HiPath 4000	06
	iv) PRI Card 2 Lines	Atos/Unify/Siemens HiPath 4000	01
	v) Connectivity Card	Rail Tel	01
	vi) Digital Telephone instruments	Unify Open Scape CP 400T/Open Stage 40T	51
	vii) Digital Telephone instruments	Unify Open Scape CP 200T/ Open Stage 15T/ Siemens 500	95
	viii) Key Module	Openstage 40T	7
	ix) Analog Telephone Instruments	Beetel, Panasonic, MTNL etc.	300
	x) Patch Panel (24 Port)	Riser with RJ 45 Patch Cord	65
	xi) Metal Rack	Atos/Unify/Siemens HiPath 4000	01
	xii) Call Billing Software	-	01
	xiii) Voice Mail Software	-	01
	xiv) Accessories	MDF/Riser/Patch Cord/Line/Crown Module/ Cord/Receiver Cord/Jumper Wire/PVC telephone cable/RJ-45/ RJ-11 Connectors etc.	As required
<b>02</b>	<b>Well Skilled and experienced full time Technician for daily complaints</b>		<b>01</b>



## **“Annexure-III”**

### **A. Technical Bid**

1. The following documents are to be furnished by the bidder along with Bid Security/EMD amount as per the tender documents:
2. Bidder must provide a copy of the following in the name of the bidding company:
  - a) PAN Card
  - b) Good and Service Tax Registration
  - c) Annexure IV
3. Signed and scanned copy of Tender Acceptance letter in the Annexure VII "Tender Acceptance Letter".
4. Other conditions for submission of bids
  - a) Bidder shall adhere to the Date Sheet mentioned in the online Tender Enquiry. No bids shall be accepted by post the deadline as mentioned in the critical date sheet.
  - b) CAG's office will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
  - c) The bids submitted by fax/email etc. shall not be considered. No correspondence will be entertained on this matter.
  - d) Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
  - e) In case, the day of bid submission is declared Holiday by Government of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
  - f) At any time prior to the last date for receipt of bids, CAG's office, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. The amendment will be notified on GeM website and should be taken into consideration by the prospective agencies while preparing their bids.
  - g) In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, CAG's office may, at its discretion, extend the last date for the receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in forfeiture of Vendor's EMD.
  - h) The agencies will bear all costs associated with the preparation and submission of their bids. CAG's office will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
  - i) Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case terms and conditions of the tender document are not acceptable to any vendor, they should clearly specify the deviations in their bids.
  - j) Bids not submitted as the specified format and nomenclature may be out rightly rejected.
  - k) Ambiguous/Incomplete/Illegible bids may be out rightly rejected.
  - l) Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in all respect will be at the vendor's risk and may result in the rejection of the bid.
  - m) Bidder has to submit bid online.

**“Annexure- IV”**

**Detailed Financial Bid**

Note:

- It is necessary that the bidder submits financial bid in table below
- Financial bids shall be opened only for that receipt of Bid Security/EMD amount is verified.
- Prices should be quoted in Indian Rupees.
- The cost is inclusive of all taxes, levies etc.
- Taxes indicated in the financial bid will be charged as per the prevailing rate.

**Table- Detailed Financial Bid**

S. No.	Description of items	Make/Model	Qty.	Amount (Rs.)	
<b>01</b>	<b>EPABX System</b>	<b>Atos/Unify HiPath 4000 Version-10 (V-2) Hybrid (Microprocessor Based also supporting SIP Extensions) Dual Eco Server EPABX System including following components:</b>	<b>01</b>		
	i) Digital Extension Cards (24 Ports)	Atos/Unify/Siemens HiPath 4000			08
	ii) Analog Extension Cards (24 Ports)	Atos/Unify/Siemens HiPath 4000			13
	iii) Trunk Cards 08 Ports (Analog)	Atos/Unify/Siemens HiPath 4000			06
	iv) PRI Card 2 Lines	Atos/Unify/Siemens HiPath 4000			01
	v) Connectivity Card	Rail Tel			01
	vi) Digital Telephone instruments	Unify Open Scape CP 400T/Open Stage 40T			55
	vii) Digital Telephone instruments	Unify Open Scape CP 200T/ Open Stage 15T/ Siemens 500			95
	viii) Key Module	Openstage 40T			7
	ix) Analog Telephone Instruments	Beetel, Panasonic, MTNL etc.			300
	x) Patch Panel	Riser Room with Patch Cord RJ 45			65
	xi) Metal Rack	Atos/Unify/Siemens HiPath 4000			01
	xii) Call Billing Software	-			01
	xiii) Voice Mail Software	-			01
xiv) Accessories	MDF/Riser/Patch Cord/Line/Crown Module/ Cord/Receiver Cord/Jumper Wire/PVC telephone cable/RJ-45/RJ-11 Connectors etc.	As required			
<b>02</b>	<b>Well Skilled and experienced full time Engineer/Technician for daily complaints on fully disposal of this office from 9.0 AM to 5.30 PM</b>		<b>01</b>		
	<b>Total Amount</b>				

**Amount Rs. (in figures):**

**Amount Rs. (in words):**

Note: The same format will be provided along with the tender document in the form of BOQ\_XXXX.Xls on to the portal. Bidders are advised to download the same and quote their rates and upload it on to the portal.

**“Annexure- V”**

**BIDERS SUMMARY**

Name of Bidder		
Date of Incorporation		
Registered office Address		
Authorized signatory Detail	Name	
	Designation	
	Email	
	Mobile Number	
	Office Phone Number	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Mobile Number	
	Office Phone Number	

**“Annexure- VI”**

**Details of EMD**

<b>S. No.</b>	<b>Particular</b>	<b>Amount (in Rs.)</b>	<b>Draft No.</b>	<b>Date</b>	<b>Bank</b>	<b>Branch</b>
1.	EMD	Rs. 15,000/-				

## **ANNEXURE VII: TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

To

The Director (Personnel),  
Office of the Comptroller and Auditor General of India,  
9, Deen Dayal Upadhyaya Marg,  
New Delhi-110124.

**Subject: Acceptance of Terms & Conditions of Tender.**

Tender Reference No. 542/Tel.Ex./02/2024-25

**Name of the Tender: COAMC of Atos/Unify HiPath 4000 Version-10 (V-2) Hybrid with Dual Eco Server EPABX System installed in Office of the CAG of India at 9, Deen Dayal Upadhyaya Marg, New Delhi- 110124.**

Sir,

1. I/We have downloaded/obtained the tender document (s) for the above mentioned 'Tender/work' from the web site (s) namely <https://gem.gov.in> as per your advertisement, given in the above mentioned website (s).
2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), etc. which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum (s) in its totality/entirely.
5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Government Department/Public Sector Undertaking.
6. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the bidder, with official seal)