



भारतीय भूचुम्बकत्व संस्थान
INDIAN INSTITUTE OF GEOMAGNETISM
(An Autonomous Scientific Research Organization
under the Department of Science and Technology, Govt. of India)
PLOT NO-5, SECTOR -18, Near Kalamboli Highway, New Panvel, Navi Mumbai-410218

Website : <https://iigm.res.in>

Open Tender No. IIG/EM/AMC/EPABX/2025 /21 dated :26.03.2025

**Open Tender for Providing
(AMC) for Telephone (EPBAX) System at IIG, New Panvel.**

Tender Estimated Value : Rs.99655/-approx (Per Year) inclusive all taxes and levies.
Price of Bid Document : NIL

For Tender Query : In-charge, EM Section, IIG : 022-27484000,27484196
Email : iig.incharge.em@iigm.res.in



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INDIAN INSTITUTE OF GEOMAGNETISM
प्लॉट नं. 5, सेक्टर -18, कलंबोली हायवे, न्यू पनवेल,
नवी मुंबई - 410218
PLOT NO-5, SECTOR -18, KALAMBOLI
HIGHWAY, NEW PANVEL (W),
NAVI MUMBAI - 410218

निविदा संदर्भ/Tender Ref.: IIG/EM/AMC/EPABX/2025/21

दिनांक/ Date: 26.03.2025

निविदा सूचना / TENDER NOTICE

विषय: "भा.भू.सं, न्यू पनवेल में टेलीफोन (ईपीबीएक्स) के लिए वार्षिक रखरखाव अनुबंध (एएमसी) के लिए निविदा।

Subject: Tender for Annual Maintenance Contract (AMC) for Telephone (EPBAX) for at IIG, New Panvel.

Bids are invited from AMC service providers involved in this field on system for Comprehensive Annual Maintenance Contract of BPL Tadiran Make IP PBX Model Tadiran IPX 500 EPABX System Telephone Exchange "Model- Coral-III" with accessories installed in IIG. The tender in respect of AMC BPL Tadiran Make IP PBX Model IPX 500 EPABX System with accessories as mentioned above, whose specific details are indicated in the terms and condition and scope of work is indicated at Annexure-I and Annexure-II of this document Tender documents may be downloaded from IIG web site : <https://iigm.res.in>

Tenders in sealed envelope are invited from interested parties, in r/o for "Annual Maintenance Contract (AMC) for Telephone (EPBAX) at IIG, New Panvel, covering repairs of telephone Analog Extensions (approx. 300 nos.) & related accessories, telephone cabling, identifying faults in the cabling setup etc.

The sealed tenders addressed to "The Registrar, Indian Institute of Geomagnetism, Plot No. 5 sector -18, Kalamboli Highway, New Panvel (w), Navi Mumbai - 410218 should reach the office on or before 07.04.2025.

I) निविदा का विवरण / Details of Tender:

निविदा संख्या. और प्रकाशित तारीख Tender No. & published date	निविदा संख्या : IIG/EM/AMC/EPABX/2025/21 तारीख : 26.03.2025 Tender No.: IIG/EM/AMC/EPABX/2025/21 Date: 26.03.2025
प्रति वर्ष निविदा लागत Tender Cost per annum	रु. 99655/- लगभग Rs. 99655/- approximately

निविदा प्रारूप Tender format	दो बोली Two bid
निविदा प्राप्ति की आखिरी तारीख और समय Last date & time of receipt of Tender	07.04.2025 को 15:00 बजे 07.04.2025 at 15:00 Hrs.
बोली खोलने का कार्य Opening of Technical Bid	07.04.2025 को 15:30 बजे 07.04.2025 at 15:30 Hrs.
ईएमडी/बयाना धन जमाराशि	शून्य / Nil
कार्य-संबंधी सुरक्षा Performance Security	25000/-

Tender Notice for Annual maintenance of EPABX System and its allied works in Indian Institute of Geomagnetism New Panvel.

Terms & conditions

1. The rates shall be quoted for the comprehensive maintenance of the EPABX system including repair maintenance of all extension lines, repairs of telephone instruments and deployment of technical person for prompt attendance of any faults in the system and its immediate rectification.
2. The AMC of EPABX system (Indian Institute of Geomagnetism New Panvel) that includes maintenance of the system including its repairs and maintenance of all extension lines at IIG New Panvel and deployment of technical person for prompt attendance of any fault in the system and its immediate rectifications. (PRA Line 01 nos, Analog Trunk Lines 16 nos, Digital Lines/Cards 16 nos, Analog Extensions 300 nos, Call Billing Software 01 no, Operator Console 300 with key phone Models, Digital Phones 12 nos, IPX 500 DC power supply card 02 nos, IPX 500 Tadiran CPU card 01 no, IP Phone Modes T207-10 Nos).
3. The rates tendered by the bidder/ firm shall be inclusive of GST. No increase on any account would be accepted by this office.
4. The bidder should have their registered office or branch in Navi Mumbai.
5. The bidder/firm should be registered with GST authorities and must be in possession of PAN. The documentary proof in this regard should be attached along with the bid.
6. The firm should have previous experience of at least five years in maintenance of EPABX system. Copies of experience are to be enclosed along with the bid.
7. Conditional tenders shall not be accepted.
8. Corrective maintenance will be carried as and when the complaints are registered with the firm in writing or on phone. The faults should be rectified by the same day or on the next day of the date of complaints.
9. Any breakdown in the system should be rectified within 24 hours of registering the complaint. In case of failure to rectify the complaint within 24 hours, an amount of Rs. 500/- will be deducted per day from the AMC bill payable to the firm.
10. All the items related to EPABX replaced will be of standard quality with ISI/BIS mark.

11. The faulty items once replaced, the same should be handed over to the office by the firm.
12. The technical person (s) must have an identity card and must wear it while on duty in this office. The identity card must be visible to make it easy to identify the technical person.
13. The technical person shall make his entry in the entry register kept by Security Post Receptionist.
14. The bidders are advised to visit the office during any working days to check the EPABX system and line layout.
15. The bid not complying with the conditions prescribed above will be summarily rejected.
16. The contract period shall initially be for one year only after the execution of the agreement of the contract. The contract may be renewed for further two years, one year at a time, at the discretion of this office based on satisfactory services provided by the agency on the same terms and conditions.
17. The successful bidder shall be required to furnish a performance security of Rs. 25,000/- (Rupees twenty five thousand only) through FDR in favor Indian Institute of Geomagnetism.
18. The performance security shall remain valid for a period of sixty days beyond the completion of all contractual obligations.
19. The office reserves the right to accept or reject any tender/all tenders in full or in part without assigning any reason whatsoever.
20. All disputes and differences arising out of/or in connection with this order shall be subject to the exclusive jurisdiction of courts in New Panvel.
21. **Liquidated Damages Clause:-** If complaints are not attended on the same day, then a penalty will be deducted from the contracto's bills :-

Sr.No	No of days	Penalty
1	1-3 days	1% of total quoted amount
2	4-6	2% of total quoted amount
3	More than week	3% of total quoted amount

DETAILS OF THE SYSTEM.

IPX 500 Tadiran Bpl Epabax system Details.

Sr.no.	Description	Quantity	
1.)	PRI LINE	01 nos.	
2.)	Analog Trunk Lines	16 nos.	
3.)	Digital Lines / Cards	16 nos.	
4.)	Analog Extensions	300 nos.	
5.)	Call Billing Software	01 no.	
6.)	Operator Console 300 s with key phone Models	01 no.	

7.)	Digital phones	12 nos.	
8.)	IPX 500 DC power supply card	02 nos.	
9.)	IPX 500 Tadiran CPU card	01 nos.	

Annexure-I

TECHNICAL BID / CHECK LIST OF DOCUMENTS

Tender for Annual Maintenance Contract (AMC) for Telephone (EPBAX) system at IIG, New Panvel.

Sr.No.	Description	Details
1.	Name, address and contact details of Head of firm	
2.	Whether all the pages of the tender documents are stamped and signed & properly tagged with all documents ?	
3.	Contact Person, Name, E-mail of firm and other details	
4.	Experience certificate - Documents in support of 05 years experience in providing such services (Work Orders enclosed)	
5.	Annual financial turnover last Three years	
6.	ITR Returns for the last three years (Proof enclosed)	
7.	Self Attested copy PAN no.(Proof enclosed)	
8.	GST Registration and/or exempted from payment of GST	
9.	Bank Account number & IFSC code (Cancelled cheque enclosed)	

Submission of Bids:

The interested parties/firms meeting all the requirements are requested to send their tenders in sealed cover to the following address.

The Bid should be submitted in three Envelopes as mentioned below:-

(a) Envelope-A (Duly sealed): Should contain Tender document each page duly signed and seal and other documents, certificates, balance sheet, bank details and any other certificates as required for fulfilling the eligibility criteria of bidder etc., required to submit as mentioned in this tender document.

(b) Envelope-B (Duly sealed): Should contain Financial Bid in standard formant as per formant only giving the unit price and amount against each item with grand total at the end in figures and in words on Firm's Letter-Head.

All the above two envelopes viz. 'A' and 'B' should be put in a bigger envelope. If the outer envelope is not sealed and marked as above, Institute will assume no responsibility for the misplacement or premature opening of Bid.

All the envelopes shall be addressed to Registrar, IIG, Plot no 05, Sector 18, New Panvel, Navi Mumbai.

“The Registrar,
Indian Institute of Geomagnetism,
Plot No. 5, sector -18,
Kalamboli Highway, New Panvel (w),
Navi Mumbai -410218

Financial Bid

Subject – Notice Inviting Tender for Annual Maintenance of EPABX system and its allied works – Financial Bid

S. No.	Description	Rate quoted by the firm	Remarks
1.	Annual Maintenance of EPABX system and its allied works – Financial Bid	Rs.	

Date –

Place –

(Signature of tendered with stamp of the firm)

