



भारतीय उष्णदेशीय मौसम विज्ञान संस्थान
(पृथ्वी विज्ञान मंत्रालय, भारत सरकार का एक स्वायत्त संस्थान)
डॉ. होमी भाभा मार्ग पाषाण, पुणे- ४११ ००८

INDIAN INSTITUTE OF TROPICAL METEOROLOGY
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)
Dr. Homi Bhabha Road, Pashan, Pune - 411 008. India



Ordinary Post

सं. / No. PWS/141/2016/08

दिनांक / Date:

मेसर्स./ M/s.

प्रिय महोदय / Dear Sirs,

“दिनांक _____ की पूछताछ से _____ की अनुक्रिया में दिनांक _____ की नवोदित दर सूची,” लिफाफे पर लिखे मुहरबंद निवोदित दर सूची निम्नलिखित भण्डारों की आपूर्ति के लिए संस्थान दिनांक _____ के 12.00 घंटों तक निर्मंत्रित है जिन्हें उसी दिन 15.00 घंटों तक खोला जाएगा।

Quotation in sealed cover superscripted there on quotation due on **14th June 2016** response to **Enquiry No. PWS/141/2016/08** dated **20th May 2016** is invited for **Comprehensive Annual Maintenance Contract of IP Telephonic System** so as to reach this Institute latest by **12:00 Hrs. on 14th June 2016** which will be opened on the same day at **15:00 Hrs. on 14th June 2016**

यह जांच पत्र इस संस्थान के सम संख्यक जांच पत्र दिनांक 22/04/2016 के निरंतरता में जारी किया जाता है और दरसूची / बोली जमा करने की अंतिम तिथि दिनांक **17/05/2016** से **14/06/2016** दोपहर 12:00 बजे तक के लिए बढ़ा दी गई है। निविदाएँ उसी दिन 15:00 बजे खोली जाएंगी।

This enquiry letter is issued in continuation to this Institute's even no. enquiry letter dated 22/04/2016 & last date of submission of quotation / bid is **extended** from **17/05/2016** to **14/06/2016 up to 12:00 hrs. Bids will be opened on the same day at 15:00 hrs.**

The quotation shall normally remain valid for a minimum period of 90 days from the date of opening इस पष्ठ की दूसरी और छपे अनुदेशों को ध्यान में रख कर निवोदित दरसूची भरी जाएगी।
The quotation shall be filled in with the consideration to the instruction printed overleaf.

क्रम सं. Sr. No.	विवरण Description	इकाई Unit	मात्रा Quantity
01.	Comprehensive Maintenance Contract of IP Telephonic System	Job	One

एस.टी./सी.एस.टी./आदि के लिए संस्थान कोई रियाती फार्म नहीं दे सकता।
This Institute is unable to furnish any Concessional form for S.T / C.S.T. / etc.

Encl: Annexure I & II

भवदिय / Yours faithfully

(V.R. Mali)
Scientific Officer Gr-II
for Director

1. Indian Institute of Tropical Meteorology, Pune intends to enter into **“Comprehensive Maintenance Contract of IP Telephonic System, for items mentioned in Annexure II.”**
2. Tenders/Quotations addressed to the Director, Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, Pashan, Pune – 411008, must be submitted in sealed cover superscripting **“Quotation for Comprehensive Maintenance Contract of IP Telephonic System “. Due date 14th June 2016”.**
3. Last Date for the receipt of completed quotation is up to **12:00 Hrs. of 14th June 2016.**
4. The Quotation must be valid for a period of 90 days from the date of opening.
5. System can be inspected on any working days (Monday to Friday) between 10:00 hrs. To 17:00 hrs.
6. Vendor should have at least 5 year proven experience in the relevant field.
7. The Contract shall cover both Preventive as well as Corrective maintenance of all equipment for all the working days and (holidays as and when required) the maintenance (both Preventive as well Corrective) shall cover services for rectification of fault, if any and replacement/repairs of specified components.
8. The Hardware and software problems will be reported to the contractor and will be attended by them based on priority indicated by IITM. On the some occasions such complaints may be given directly by the IITM on non-working days/ off duty hours or in emergency telephonically.
9. **Payment Terms:**
 - a. No Advance payment.
 - b. Quarterly payment on completion of each quarter after satisfactory performance certification from concern division.
 - c. TDS will be deducted as per government rules and TDS certificates will be issued on request.

10. Security Deposit

The successful firm/contractor, within a period of 10 days, shall furnish a Bank Guarantee for 10% of the total cost of CAMC, valid till the end of the contract period towards security for smooth performance of the CAMC.

11. The contract may be terminated by either party by giving one month's notice in writing.
12. The maintenance service should be available from Monday to Friday from 9:30 to 18:00 hours.
13. The vendor should give SLA for 24X7 supports valid for 1 year with 2 hours response time and same day resolution.
14. The contract will be valid for a period of 1 year. Institute may terminate the CAMC if found performance is not satisfactory.

15. Penalty Clause

Penalty shall be imposed for not meeting the SLA i.e. if not responded within 2 hours (on any working day 8X5) at the rate of Rs. 500.00 (Rs. Five hundred only) for delay of every 2 hours and maximum up to 10% of the total contract value.

16. The contract may be extended for second and third year if the services are found satisfactory.
17. The successful bidder will be based on lowest quotation.
18. The Director, IITM reserves the right to reject any or all tenders without assigning any reason.
19. In case of any dispute regarding maintenance, The Director IITM, Pune will be final authority to decide appropriate action and it will be binding on the vendor.


(V.R. Mali)
Scientific Officer Gr-II
for Director

Specification for IP Telephonic System

Sr. No.	Item Details	Qty
1	IBM System x3650M2	1
2	Media Gateway	1
3	Cisco IP Phone 7975G	70
4	Analog 24 Port Gateway	N/A



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for Director