

TENDER DOCUMENT

FOR

**COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT FOR ARIA
1000 EPABX AND IP OFFICE SYSTEM
INSTALLED AT CIFE OLD AND NEW
CAMPUSES, CIFE, MUMBAI**



ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION

(A University Established Under Sec.3 of UGC Act, 1956)

Panch Marg, Off Yari Road, Versova, Andheri (West)

MUMBAI – 400 061

Phone: 022-26361446/7/8

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Website: www.cife.edu.in

ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION

(DEEMED UNIVERSITY)
PANCHAVATI, PANCH MARG, OFF YARI ROAD,
VERSOVA, ANDHERI (W), MUMBAI - 400 061

Date: 13.11.2025

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR ARIA 1000 EPABX and IP Office SYSTEM INSTALLED AT THE OLD AND NEW CAMPUSES OF ICAR-CIFE, MUMBAI

TENDER SCHEDULE

IMPORTANT DATES AND INFORMATION

Date for Issue/Publishing the Tender	From 13.12.2025 at 15.00 hrs.
Start Date of uploading the Tender	From 20.11.2025 at 09.00 hrs.
Last date for receiving the Tender	03.12.2025 at 15.00 hrs. (21 days from the date of Issue/Publish)
Date of opening of Tender	04.12.2025 at 15.00 hrs. (Next day of the last date of bid submission).
Date of completion of Work	One Year from award of work.
Earnest Money Deposit (EMD)	Rs. 15,000/- (Rupees Fifteen Thousand Only) in the form of Demand Draft drawn in favour of "ICAR Unit CIFE Mumbai".
Original Demand Draft for EMD should be submitted to OIC (Works), ICAR-CIFE Mumbai before the bid/tender submission end of date and time.	

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F. No. 32(16)/2025-26/Works

Date : 13.11.2025

To

Name of the Work: Comprehensive Annual Maintenance Contract for Aria 1000 EPABX and IP Office System installed at Old and New campuses of ICAR-CIFE, Mumbai.

The Director- Vice Chancellor, ICAR – Central Institute of Fisheries Education, Mumbai invites Online tenders for **Comprehensive Annual Maintenance Contract for Aria 1000 EPABX and IP Office System installed at Old and New Campuses of ICAR-CIFE, Mumbai**, as per the Specifications, and Quantities (BOQ) reflected in the enclosed Annexure from eligible and approved Govt. Registered Contractors.

IMPORTANT DATES:

Last date for receiving the quotations : **Up to 15.00 hours on 03.12.2025**

Date of opening of quotations : **At 15.00 hours on 04.12.2025**

FOLLOWING ARE SOME IMPORTANT INSTRUCTIONS AND TERMS &

CONDITIONS:

1. Quotations must be addressed to “The Director, Central Institute of Fisheries Education (Deemed University, ICAR), Panch Marg, Off. Panchvati Building, Off. Yari Road, Versova, Andheri (W), Mumbai - 400 061”
2. The quoted rates should be valid for 1 year. No increase in the quoted rates shall be allowed during the period of AMC
3. The Quotation received after due date and time shall not be entertained.

4. An Earnest Money Deposit (EMD) of **Rs. 15,000/- (Rupees Fifteen thousand only)** must be enclosed along with the tender in the form of demand draft/FDR/BG pay order payable to **"ICAR Unit-CIFE"**, Mumbai. However, Agencies registered with Central Purchase Organization, National Small Industries Corporation (NSIC), MSME or concerned Ministry or Department is exempted from paying EMD. Such Agencies have to enclose necessary certificates to this effect along with the Technical Bid. The particulars of the earnest money deposited must also be super scribed on the top of the envelope by indicating the draft/receipt number and date, failing which the tender will not be opened. The Tender will not be considered if the earnest money is not deposited with the Tender.

5. Special Terms for Qualification criteria

- The bidder shall have knowledge of LG-ARIA technology and AVAYA IP-Office and shall submit the customer experience certificate of same.
- The bidder shall have minimum 3-years' experience in AMC contract of LG- ARIA Epabx and AVAYA IP-Office system in Government sector.
- The bidder shall submit the 3-years Copy of purchase / work order of LG-ARIA Epabx and AVAYA IP-Office system executed for similar work by Government sector.
- The bidder shall submit maintenance / Authorized Dealership / distributor certificate for LG-ARIA and AVAYA IP-Office by manufacturer / principal company.
- The bidder shall enclose the stock list of spares of ARIA Epabx like CPM, ASLC, PSU, DNIC etc. and spares of AVAYA IP-Office system like Control unit, Power supply, data storage chip, Trunk card, ISDN card, & IP Voice network card available at their custody and this will be inspected by CIFE.
- The successful Bidder shall bring the spares of LG-ARIA Epabx like CPM, ASLC, APTC, PSU, DNIC, IOTU & MOTHERBOARD of ARIA Epabx and spares of AVAYA IP-Office system Control unit, Power supply, data storage chip, Trunk card, ISDN card, IP Voice network card at CIFE premise for inspection, and the same shall be returned after inspection by CIFE.
- If your product / company has been qualified by CIFE, if so the documentary evidence toward the same shall be submitted.
- The firm shall be based in Mumbai and having a minimum annual turnover of Rs. 10 lakhs and above in the last 3 financial years (2022-23, 2023-24, and 2024-25). A minimum of one work of Rs. 10 lakhs or more, OR two works of Rs. 5 lakhs e a c h or more during one financial year in the last three consecutive years.

6. **CHECK LIST:** The following documents **must be enclosed** along with the duly filled in tender form so as to consider it eligible for services (for technical bid):-

- a) **Registration Certificate:** Registration certificate of the firm under **BOMBAY SHOPS & ESTABLISHMENT ACT 1948 (FORM – D)**, Govt. of Maharashtra or equivalent.
- b) **Copy of Work Orders:** Work / Supply Orders in support of Minimum Annual Turnover of the Agency / Firm in the last 3 years (2022-23, 2023-24, and 2024-25) and also in support of continuous experience of the firm in the field of providing such services in Central Govt. establishments / Autonomous bodies of Govt. of India / Corporations of Govt. of India/ Corporate Offices / reputed public or private organizations must be enclosed.
- c) **Certificate for turnover:** Certificate for turnover of the firm for the last 3 financial years. **This turnover certificate should be issued by registered Chartered Accountants**, failing which tender is liable to be rejected.
- d) **IT and Balance Sheet:** Income Tax Return and balance sheet of the Firm/Agency for the last 3 Years, and a copy of the PAN Card.
- e) **Experience - Cum - Satisfactory Services Certificate:** Duly certified copies (minimum three) of the satisfactory performance where the Tenderer has provided satisfactory services during the last three years in government & non-government organization.
- f) **Client list:** A list of clients where the Firm has undertaken similar works
- g) **GST (ST)** Registration certificate issued by Govt. of India.

7. The quoted rates should be inclusive of all costs (i.e. actual cost of material, carriages, & labour charges, etc.). The quoted rate shall not be increased under any circumstances during the contract period i.e. comprehensive maintenance.

8. If applicable, GST & other taxes must be clearly mentioned; failing which, it will be presumed that the quoted rates are inclusive of all taxes. No claim to this effect after opening of Tenders is entertained.

9. The tenders/bidders in their own interest are instructed to visit the site for evaluating the site conditions, nature of work involved, etc. the EPABX system are to be taken over for Comprehensive Maintenance on “as is where is basis” and could be inspected by prospective bidder on any working day between 3.00 p.m. to 5.p.m. from 13.11.2025 to 03.12.2025.

10. Scope of Work under this Comprehensive Annual Maintenance Contract for Two Nos.

Aria 1000 EPABX and Two Nos. IP-Office Systems installed at Old CIFE & New CIFE.

- Maintaining two numbers Aria 1000 EPABX and two numbers Avaya IP-Office System installed at Old CIFE at Fisheries University Road and New CIFE at Panch Marg.
- Engineer Service Support for both Aria 1000 EPABX and both IP-Office Systems installed at Old CIFE at Fisheries University Road and New CIFE at Panch Marg.

- Attending Major & Minor Complaints of both Aria 1000 EPABX and both IP-Office Systems installed at Old CIFE at Fisheries University Road & New CIFE at Panch Marg.
- Maintenance of System data and back-up of both Aria 1000 EPABX and both IP-Office Systems installed at Old CIFE at Fisheries University Road & New CIFE at Panch Marg.
- Maintaining & Replacement of Faulty Control Processor Card of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of Faulty Power Supply of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty Motherboard with data storage disk on chip of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of Faulty Trunk Cards with Daughter Board of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of all faulty Analog Extension Line Card Old & New version of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty ISDN Pri Network Card used for connecting Old CIFE and New CIFE of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty Digital Extension & Operator Console Card of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty IOTU System Programming Interface Card with computer PC of both Aria 1000 EPABX System.
- Maintaining & Replacement of faulty External DC Power Supply of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty Digital Operator Console of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of all faulty Digital Telephones of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty Auto Attendant unit of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of Faulty Control Processor Unit of both IP-Office Systems.
- Maintaining & Replacement of Faulty Power Supply of both IP-Office Systems.
- Maintaining & Replacement of faulty data storage chip of both IP-Office Systems.
- Maintaining & Replacement of Faulty Digital Trunk Cards Daughter Board of both IP-Office Systems.
- Maintaining & Replacement of faulty ISDN Pri Network Card of IP-Office Systems used for connecting Old CIFE and New CIFE of both Aria 1000 EPABX Systems.
- Maintaining & Replacement of faulty IP Voice Networking Channels Card of both IP-Office Systems.
- Proper linking between both the EPABX System and facilitating intercom connectivity between both the campuses round the clock.
- Attending major & minor Complaints of both the campuses of EPABX systems.
- Engineer service supports for both EPABX systems.
- The AMC awarded Firm should produce similar type of ongoing or completed AMC work orders and experience certificates.

11. Contractor shall obtain end user's certificate every month regarding satisfactory working of machines during the previous month.
12. If the Agency/ contractor fails to do the work, the same shall be got done through some other firms or from the open market at the risk and cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of contract; forfeiture of the performance guarantees and debarred for any future contracts from the Govt. Departments.
13. The contractor shall be responsible for payment of wages/settlement of dues with the worker engaged by the firm as per prevailing labour/wages laws in force. The contractor shall arrange to get the character and antecedents of worker and verified the same before deployment and their full particulars shall be furnished to the institute.
14. No advance payment shall be made. **The payment shall be made on quarterly basis** in respect of the actual number of machine repaired/maintained by the firm, on submission of bills.
15. The successful bidder is responsible for carrying out all types of repairs and maintenance of EPABX System. No extra charges whatsoever on repairing of EPABX system will be paid under any circumstances.
16. The Annual Maintenance Contract (AMC) is initially for a period of 1 year and can be extended by 1 more year depending upon the merit of the performance (i.e. if the performance is satisfactory).
17. **Before the expiry of A.M.C. tenure, all Aria 1000 EPABX and IP Office system installed at CIFE old and new campus, machines with all accessories must be handed over to the Institute in good and perfect working condition in all respects.** The Security Deposit of the Agency shall be released only after the taking over the EPABX system in good and working condition. And, the cost of shortcomings, if any, should be borne by the outgoing contractor, In this regard, the decision of the Director, CIFE, Mumbai shall be final and binding on all concerned.
18. **Monthly Servicing:** EPABX system should be serviced and cleaned every month during the period of contract.
19. **Attending to Complaints:** All complaints about non-functioning of any intercom or related problems shall be brought to the notice of the Firm. The Firm should attend to the problems immediately within 2 - 3 hours; and initiate necessary repairs to bring back the system in perfect working condition. All defects and problems are to be rectified at the earliest. No unwanted or fabricated delay shall be tolerated.
20. **Liquidity Damages:** If written/email complaints are not attended within 24 hours, a penalty amounting up to Rs. 2,000/- (Rupees Two Thousand only) per day shall be charged and the Firm has to pay the same, failing which the same shall be deducted from the bill.

21. **Sub contract:** The successful bidder with whom the contract of AMC shall be awarded should not subcontract with second/third party. Subcontract is not allowed under any circumstances. It shall be obligatory on the part of the contractor to carry out repair/maintenance of machine under his direct supervision and in no case this shall be sub-contracted.
22. **Tools and Tackles:** No tools and tackles shall be provided by the Institute. The Firm must make their own arrangement to keep all requisite tools and tackles in the premises for carrying out day-to-day repairs and maintenance works. Frequent bringing and taking out of tools and tackles should be avoided as it leads to wastage of time of the firm as well as the concerned Officers in issuing Gate Pass and fulfillment of other Security concerned formalities.
23. **Safety of the Technician and Labors:** The selected Firm is responsible for taking all safety and welfare measures to their workmen during the period of AMC. Important measures like keeping the First Aid Box with lifesaving medicines should be kept in ready –to- use condition in the premises near the site. The Firm should abide by all prevailing labour laws including providing medical facilities to their workers. CIFE shall not be responsible in such matters.
24. **Risk Clause:** CIFE/ICAR reserves the right to discontinue the services of the Firm/ Agency at any time, if the services are found unsatisfactory by giving a show-cause notice to be replied within a week and also has the right to award the contract to any other Agency at the risk and cost of the current Agency, and excess expenditure incurred on account of this can recovered from S.D. or pending bills or by rising a separate claim.
25. **Security Deposit:** The successful Agency has to pay Security Deposit amounting to 10% of the annual contract value. The Security Deposit shall be released only after 6 months from the date of expiry of the AMC.
26. **Arbitration Clause:** In case of any dispute, the Director, CIFE will appoint an arbitrator in consultation with the Secretary, ICAR, New Delhi and the decision of the arbitrator shall be final and binding to both the parties
27. The Firm/Agency shouldn't give any lenient or casual impressions in duties. They should be always be alert and attentive. The Contractor/Agency shall be solely and fully responsible for carelessness and negligent attitude of his staff/supervisors towards assigned work/job. In case of any loss, theft, damage to the life and property of the institute and its employees due to carelessness and inattentiveness attitude of his staff/supervisor, the Contractor/Agency shall compensated the amount of loss or damages.
28. **No legal Suit / Criminal Case against the Agency/Firm:** Whether the firm has any legal suit/ criminal case pending against it for violation of PF/ESI, Minimum Wages Act or other law (give details). The firm/agency must enclose a certificate indicating that there is no criminal/legal suit pending or contemplated against it.

29. Execute this agreement on **Non-Judicial Stamp Paper of Rs. 100/-** at bidder's cost within one week of work order. The duplicate copy of this letter may please be returned duly accepted and signed by you or your authorized representative in token of your acceptance of this letter of acceptance.

The Director, CIFE, Mumbai reserves the right to accept or reject any tender / all tenders without specifying any reason whatsoever. No correspondence shall be entertained in this regard. The decision of the Director, CIFE shall be final and binding on all concerned in such matters.

Yours faithfully,



Assistant Administrative Officer (Works)

Enclosed : BOQ with technical specifications

NOTE : Further updates and corrigendum, if any, shall be uploaded only on Institute's website and Central Public Procurement Portal.

AMC for Aria 1000 EPABX system**Financial Bid**

SN	Description of items	Amount Per year (Rs.)
1	Comprehensive AMC of Two number Aria 1000 EPABX system, with control Processor cards, Mother board, Power supply, All Analog Extension cards, All ASLC 3 Analog Extension cards, All Trunk Cards, ISDN PRI Network Cards, Attended Console, Digital Key phones, 4 port Voicemail with auto attendant and complete system for the one year period (Details of work to be done are also mentioned at Point No. 19)	
2.	Comprehensive AMC of Two number IP office, IP 500 Hardware, and Software ,ISDN PRI card for connection Aria EPABX, 2-IP Voice networking channels for Hard ware , 20 IP voice networking channels at CIFE old & New campus internal connectivity system (Details of work to be done are also mentioned at Point No, 19)	
	GST of any other taxes	
	Grand total	

(Total Rupees**only)****Date:****Seal:****Sign. of bidders**