

CSIR-Central Road Research Institute
Delhi-Mathura Road, New Delhi-110025

File No. CRRI/QSP/ESD/AMC/DIR-EPABX/2026-27

Detailed Notice Inviting Tender

1. (i).(a) Online CAMC tender are hereby invited through e-tendering portal **<https://etenders.gov.in>** for the work of **"CAMC of MITEL-UNIFY EPABX (1+8) and (X-3) System installed at Director's Secretariat office, CSIR-CRRI, New Delhi 110025."** from the Original Equipment Manufacturer(OEM)/Original Equipment Assembler (OEA) or their Authorized Firms having worked with CPWD, Railways, MES, State PWD's, Semi government organizations and / or from those who have successfully carried out similar works for CSIR or its laboratories, govt. or semi government organizations. The tenderers should have successfully completed at least three similar works* amounting to 40% or at least two similar works amounting to 60% or at least one work amounting to 80% or above in single contract of the estimated cost of work during the last seven years, ending on the last day on the month previous to the one in which tender is being invited. The contractors may apply with proof of fulfilling the above conditions along with copies of PAN, GST registration number, satisfactory work completion certificates as stated above along with proof of having office in Delhi/NCR etc.

(b)*Similar work shall mean "Supply, Installation Testing and Commissioning/Repairing/ AMC/ CAMC of Mitel-Unify EPABX (1+8) and (X-3) System ".

Note: Work experience certificates for the last seven years is advisable to provide in Annexure-II

- (ii) The tender submitted by the Bidders and all other subsequent correspondence and documents related to the tender exchange between the bidder and the institute, shall be written in either Hindi or in English language only.
2. The Estimated cost of work for two years is **Rs. 41,800.00 (Rupees forty-one thousand eight hundred only)** based on **prevailing Market rates including applicable GST.**
3. (i)The Rates for this Comprehensive Annual Maintenance contract is called for the period of two years. However, it may be extended for another one year with same rates, terms and conditions subject to satisfactory performance of the vendor, and or other periods as CSIR-CRRI may decide.
 - (ii) Duration of contract for carrying out of the work may be **730 Days** from the date of commencement which shall be reckoned from the tenth day of issue of award letter.
4. The tender in two bid system shall be submitted through online at CPP–portal by the tenderer, as per date given in Critical Date Sheet below:

Critical Date Sheet

S. No.	Schedule of activities	Date
1	Publish Date on CPP Portal	20 /08 / 2026 @ 5:00PM
2	Bid document download start date	20 /08 / 2026 @ 5:30PM
3	Bid submission start date	20 /08 / 2026 @ 5:30PM
4	Bid submission end date	28 /08 / 2026 @ 5:30PM
5	Technical Bid opening date (Cover – I)	31 /08 / 2026 @ 10:30AM
6	Financial Bid opening date (Cover – II)	To be intimated later on

5. a) Scanned copies of Tender Cost (non-refundable) of **Rs 150.00 (Rupees One Hundred and Fifty Only)** and Earnest Money Deposit amounting to **Rs. 836.00 (Rupees Eight Hundred Thirty-Six only)**, deposited through RTGS / NEFT in favour of Director, CRR (Account No. 30268867237; IFSC Code- SBIN0006069 of State Bank of India, NFC) shall be uploaded in Cover-I of the tender. Tenders received without tender cost and earnest money deposit will not be considered
- b) **Undertaking (Annexure-I)** on prescribed format shall be uploaded in Cover-I of the tender. Tenders received without 'Undertaking' will not be considered.
6. The tenderer is to indicate the name & telephone nos. of issuing agency of the completion certificates to enable the verification of the documents, if necessary. It may be noted that even after opening of price bid, the credential submitted found to be false/forged the offer submitted shall be rejected out rightly. No further clarification will be sought from the tenderers.
7. The employer does not bind himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted by him.
8. No tenderer shall be permitted to tender for works in the concerned unit of C.S.I.R. in which a relative is posted in the grade between Controller of Administration and Junior Engineer, (both inclusive). He shall also intimate the name of persons who are working with him in any capacity or subsequently employed by him and who are relatives as mentioned above.

Note: A person shall be deemed to be a relative of another if, and only if, (a) they are members of a Hindu undivided family or (b) they are husband and wife or (c) the one is related to the other in the following manner: father, mother (including step mother), son (including step son), Son's wife, Daughter (including step daughter), Father's father, Son's son, Son's son's wife, Son's daughter, Son's daughter's husband, Daughter's husband, Daughter's son, Daughter's son's wife, Daughter's daughter, Daughter's daughter's husband, Brother (including step brother), Brother's wife, Sister (including step sister), Sister's husband.

9. Tenders submitted shall remain valid for a period of 120 days from the bid submission end date for the purpose of acceptance and award of work. Validity of the tender beyond 120days from the bid submission end date shall be extended by mutual consent.
10. In e-tendering, tenderer can quote the rates in figure only. The rates in words, amount of each item and total is generated automatically. Therefore, the rate quoted by the tenderer in figure is to be taken as correct.
11. Before tendering, the tenderer shall inspect the site to fully acquaint himself about the conditions in regard to accessibility of site, nature and area/extent of ground, working conditions of site and locality including stacking of materials, installations of tools & plants etc., conditions affecting accommodations and movement of labour etc. required for the satisfactory execution of contract. No claim whatsoever on such accounts shall be entertained by the Employer under any circumstances.
12. If any tenderer withdraws his tender within the validity period or makes any modification in terms and conditions of the tender, before the award of work, which are not acceptable to CSIR-CRRI then CSIR-CRRI shall, without prejudice to any other right or remedy, shall be at the liberty to forfeit 50 % (fifty percent) of the Earnest Money deposit absolutely. Further, the tenderer shall not be allowed to participate in the re-tendering process for this work.
13. Except writing rates in figure only, the tenderer should not write any conditions or make any changes, additions, alterations and modifications.
14. 100% Earnest Money will be forfeited if the contractor fails to commence the work within the stipulated period after the Award of the work.
15. Minimum value of work for the intermediate / interim certificate will be **Rs 20,900.00 (Rs Twenty thousand Nine hundred only)** on yearly basis.
16. For any Technical queries relating to the Tender Document and the terms and conditions content therein should be addressed to **Head (ESD-Division), email id: headesd.ccri@nic.in**.

17. Opening of Technical Bid (Cover. I)

- (a) The Technical bid will be opened **by Tender Opening Committee (TOC) on _ / 08/2026 at 2.30 PM, CSIR-CRRI, Delhi-Mathura Road, New Delhi-110025**, in the presence of such intending tenderers or their authorized representatives who may wish to be present at that time. No claim or any grievances will be entertained what-so-ever by the Tender Opening Committee in this regard.
- (b) The TEC, after evaluation of documents contained in Cover-I i.e. Technical Bid, will decide the eligible tenders, as per the criteria laid down in the NIT.
- (c) The TEC will then open the Financial Bids of only eligible tenderer.

18. Opening of Financial Bid (Cover- II)

The Cover-II of Technically Qualified Bidders/Tenderers shall be opened.

Tender Liable for Rejection.

Tender is liable for outright rejection if on opening it is found that –

- (a) The Tenderer has not strictly followed the procedure laid down for submission of tender.
- (b) If the tender is **CONDITIONAL**
- (c) If the Tenderer has quoted his offer anywhere else other than specified place provided.
- (d) The Tenderer has not uploaded the documents or Failed to fill the prescribed format.
- (e) Any other ground as decided by the TEC in view of deviation from Tender Document.

19. The instructions for the submission of e-tender are available on the CPP portal i.e. <https://etenders.gov.in> under the "Instruction for Online Bid Submission". All the intending tenderers are requested to go through these instructions before entering into the process of e-tendering.

20. The tenderer shall submit an undertaking on Firm/Company letter head for **black listed/bankrupt etc.** as per **Annexure-I**. The scanned copy of the undertaking shall be uploaded in Cover-I and the Original Copy of the same should be submitted before award of work to Concerned Division / Office.

21. PERFORMANCE SECURITY/GUARANTEE: The contractor shall be required to deposit an amount as Performance Guarantee within the period prescribed in the letter of award issued to him.

- (i) **Performance Guarantee:** PG shall be 5% of the estimated cost put to tender (ECPT) or contract amount whichever is higher.
- (ii) **Requirement of Additional Performance Guarantee (APG):** In case of abnormally low bids as defined, the bidder shall be required to submit Additional Performance Guarantee (APG) in addition to the Standard Performance Guarantee. The amount of Additional Performance Guarantee (APG) shall be equivalent to the difference between the 80% amount ECPT and quoted amount.
- (iii) The contractor will be allowed to start the work unless the Performance Security/Guarantee is submitted by him. In case of failure by the contractor to furnish the Performance Security/ Guarantee within specified period, Employer shall without prejudice to any other right or remedy available in law, be at liability to forfeit the Earnest Money absolutely.
- (iv) The Performance security shall be initially valid upto 60 days after recording of satisfactorily completion of work by the Employer. In case the time of completion of work gets and enlarge, the contractor shall get the validity of Performance Security extended to cover such enlarge time for completion of work on 60 days of recording of satisfactory completion of work by the Employer, the Performance Security shall be returned to the Contractor, without any interest.

- (v) The Employer shall not make a claim under the Performance Guarantee except for amounts to which the Employer is entitled under the contract (notwithstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
- a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Employer may claim the full amount of the Performance Guarantee.
 - b) Failure by the contractor to pay the Employer any amount due, either as agreed by the contractor or determined under any of the clause/ conditions of the agreement, within 30 days of the service of notice to this effect by the Employer.
 - c) In the event of the contract being determined or rescinded under provisions of any of the clause/ condition of the agreement, the Performance Guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Employer.

22. IN-CASE OF DEATH OF CONTRACTOR

Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the Employer shall have the option of terminating the contract without compensation to the contractor.

23. . RATES TO INCLUDE ALL TAXES

- a) Rates quoted by the contractor shall be **inclusive of GST** (Such as CGST, SGST and IGST and all the applicable taxes), in respect of this contract. **However, at the time of submission of bill/tax invoice, the component of prevailing applicable rates of GST (which has already been included in the rate/ amount quoted by contractor) should be extruded/bifurcated and shown separately in the tax invoice. The Employer shall not entertain any claim whatsoever in this respect.** However pursuant to the Constitution (Forty Sixth Amendment) Act, 1982 if any further tax or levy is imposed by Statutes, after the date of receipt of tenders and the contractor thereupon necessarily and properly pay such taxes / levies the contractor shall be reimbursed the amount as per the rules on producing proof of payment so made provided such payments, if any, is not in the opinion of the Employer (whose decision shall be final and binding) attributable to delay in executing of work within the control of the contractor.
- b) The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the Employer and further shall furnish such other information and documents as the Employer may require.
- c) The contractor shall within a period of thirty days of imposition of any further tax or levy pursuant to the Constitution (Forty Sixth Amendment) Act, 1982 give a written notice thereof to the Employer that the same is given pursuant to this condition together with all necessary information relating thereto.

24. ASSIGNMENT OR SUB-LETTING

- a) The contract shall not be assigned or sublet without the written approval of the Employer. And if the contractor shall assign or sub-let his contract or attempt to do so or become insolvent or commence any insolvency proceedings or make any composition with his creditors or attempt to do so or if any bribe, gratuity or gift, loan, perquisite, reward or advantage pecuniary or otherwise, shall

either directly or indirectly, be given, promised or offered by the contractor or any of his servants or agents to any person in the employment of the Employer in any way directly or indirectly interested in the contract, the Employer shall have the power to adopt any action deemed fit including termination of the contract.

b) Where the contractor is a partnership firm, the approval in writing of the Employer shall be obtained before any changes in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement hereunder the partnership firm would have the right to carry out the work be deemed to have been assigned or sublet in contravention of clause 24 (a) and the same action may be taken and the same consequences shall ensue as provided in the said clause 24

25. ARBITRATION

- i. In the event of any question / dispute / difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement), the same shall be referred to the Delhi International Arbitration Centre for appointment of Arbitrator to adjudicate the dispute.
- ii. The award of the Arbitrator shall be final and binding on the parties. The Arbitration may give interim award(s) and / or directions, as may be required.
- iii. Subject to the aforesaid provision, the arbitration and conciliation act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

26. The Details Scope of work is given at Annex-III. The Bidder is required to read the detail scope of work carefully before quoting the rates of Financial bid.

27. List of documents to be scanned and uploaded in Cover-I & II are as per follows:

Sl. No.	Cover-I	Cover-II
1	Proof for Deposition of EMD and Tender fees.	Financial/Price bid
2.	(a) Authorization certificate from OEM/Authorized Service Provider of CAMC of Mitel-Unify EPABX (1+8) and (X-3) System (b)Copies of experience certificate/similar works completed satisfactorily as per NIT shall be provided.	
3	Documentary proof of office located in Delhi/NCR.	
4	Copy of GST registration number	
5	Copy of PAN Card	
6	Undertaking Annexure-I as per clause No. 20.	

28. **Penalty Clause**

- (i) It will be ensured by the vendor to attend the complaint within 24 to 48 hrs. During working days otherwise a penalty of Rs.100/- per day will be charged from the Contractor. The working days are from Monday to Friday from 09:00 to 17:30 hrs. IST.
- (ii) External factors and natural calamity beyond human control shall exempt from the penalty clause.
- (iii) The Director CRRI reserves the right to terminate the contract after giving one month's notice in case it is felt that the contractor has failed to fulfil the required terms and conditions. In this connection decision of the Director CRRI shall be final and binding upon the contractor.

30. **Payment terms:**

- (i) The payment for AMC shall be released on yearly basis after getting satisfactorily report from Engineer-in-Charge.
- (ii) No advance payment or the payment for mobilization of work will be made to the contractor.
- (iii) All payment shall be subject to deduction of taxes at sources as per rule.

31. **Deviations**

- (i) All the services, works and jobs shall be performed strictly in accordance with Terms & Conditions and Scope of work mentioned as given vide Annexure-IV in the Tender documents.
- (ii) Any unforeseen item of work/supply/extra item of work as being authorized by Engineer in-Charge (EIC) of the work and the same was not included in the contract, shall be done by the contractor. Prior approval of EIC in written shall be obtained before undertaking any extra work. The Payment of such item shall be made on an actual basis supported with documentary evidence duly provided by the contractor and verification by the Engineer-in-charge (EIC).

- 32. In case this tender does not contain a provision or terms for dealing with a situation, that may arise during the execution of the work, the relevant provision contained in the latest CPWD Manual/SOP or any other law rule shall be followed in such cases and the same will be binding on the contractor.
- 33. The bidder must have a local office / Service Centre at Delhi/NCR. Copy of Rent Agreement/Telephone/Electricity bill/any other document which proof that bidder have a local office /Service Centre in Delhi/NCR, shall be enclosed along with technical bid.

UNDERTAKING

(To be given on Company's Letter head)

I age..... years is resident of..... do here by solemnly stated on oath that, I am the sole Proprietor /Owner/Power of Attorney Holder of the firm/Company named..... ,

- i) That my firm/company presently not black listed/debar by any Central Govt./State Govt./ Autonomous bodies/ PSU's etc.
- ii) That the firm/company is not under any liquidation, Bankrupt, Court receivership or similar proceedings.
- iii) That I have submitted online Tender for the **"CAMC of MITEL-UNIFY EPABX (1+8) and (X-3) System installed at Director's Secretariat office, CSIR-CRRI, New Delhi 110025."** on Govt. official site i.e. <https://etenders.gov.in>
- iv) That I have carefully gone through, read, thoroughly studied and understood all terms & condition, specification included in the tender document (Tender Form, Detail Tender Notice, conditions and specifications common set of Deviations drawings etc.) I hereby accept all these conditions, I agree to abide by the terms & condition in the tender document and agree to execute the work/job as per terms and conditions, specifications laid down in the tender document.
- v) I do here by state on oath that the documents uploaded by me in Cover-I of this tender are true, correct and bonafide. There are no errors and omissions in the uploaded documents. In case in future, if it is found that, any of the uploaded document /information is false / wrong, I will be personally responsible for the same and I will be liable for legal action against me.

(Name, address and signature of
Tenderer

Performa of work experience certificate for last Seven years

S. No.	Name of Work/Project with address	Short description of work	Value of work Executed	Actual time of Completion of work		Name contract no. of Organization/Engineer-in charge, If applicable	Remarks (Page No. where Certificate enclosed)
				Date of Start of Work	Actual Date of Completion work		

ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT MADE AT _____ this _____ day of _____ BETWEEN the Council of Scientific & Industrial Research, New Delhi, a Society registered under the Societies Registration Act 1860 (Hereinafter referred to as the Employer, which expression shall include its successors and assignees and authorized officers of the Society) of the one part and _____ trading in the name and style of _____ (hereinafter referred to as the contractor(s) which expression shall include his / their respective heirs, executors, administrators and permitted assignees) of the other part.

WHEREAS the Employer is desirous of getting the work of _____ done and has caused drawings, schedule of Quantities and Specifications describing the work to be prepared.

AND whereas the said specifications and the schedule of quantities and other documents have been signed by on the behalf of the parties.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. In consideration of the payments to be made to them as hereinafter provided the Contractor shall upon and subject to the conditions hereinafter contained execute and complete, the work at the rates specified in the attached schedule of quantities and with such materials as are provided for and in accordance in all respect with specifications, designs, drawings and instructions in writing. Time for carrying out the work will be _____ and the date of commencement shall be reckoned from the tenth day of issue of award letter.
2. The Employer shall pay to the Contractors such sums as shall become payable hereunder at the times and in the manner specified in the said conditions.
3. This agreement contains the following documents in addition to pages of Articles of Agreement.
 - i) Detailed Notice Inviting Tender Page No.....
 - ii) Article of agreement Page no.....
 - iii) Performa of Performance Guarantee Page No.
 - iv) Scope of work Page No.....
 - v) Award letter page no.....
 - vi) Office Memorandum Page no.....
 - vii) BOQ (Financial bid in excel sheet) page no.....
 - viii) Annexure-I Bid Securing Declaration form Page no.....
 - ix) Annexure-II Undertaking Page no.....

In witness whereof the parties hereto have set their respective hands the day and year herein above written.

Signed by, for and on behalf of Employer _____

In the presence of

(1) _____

(2) _____

Signed by the said contractor

In the presence of

(1) _____

(2) _____

Performa for PERFORMANCE SECURITY in case of Bank Guarantee:-

To

Council of Scientific & Industrial Research

In consideration of Council of Scientific & Industrial Research (hereinafter) called "The Council" having awarded to M/s. _____ a Company registered under the Companies Act 1956 (hereinafter) called the Contractor, a contract for (hereinafter) called the said contract under the terms and conditions of an Agreement dated _____ made between the Council and the Contractor hereinafter called the said agreement and Council agreed to accept a Deed of Guarantee as hereinafter provided for Rs. _____ (Rupees _____ only) from a Scheduled Bank towards due performance of the contract by the Contractor as per the terms and conditions of the contract on the condition that the Bank on demand from the Council and without demur pay to the Council the aforesaid amount.

1. We, _____ Bank Ltd., (hereinafter) referred to as the 'bank' do hereby undertake to pay to the Council an amount not exceeding Rs. _____ against loss or damage caused to or suffered or would be caused to or suffered by the Council by reasons of any breach or breaches of any of the terms of conditions of the said agreement by the said contractor.
2. We, _____ Bank Ltd., do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Council by stating the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Council for reasons of any breach by the said contractor(s) of any of the terms & conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.
3. This guarantee shall come into force immediately and continue in force and remain valid till six months after the completion of all works under the said contract which according to the terms of the said contract should be six months from the probable date of completion viz., the _____ day of _____. If, however, the period of the completion of the works under the said contract is for any reason extended and upon such extension if the Contractor fails, before the terms of this guarantee expires, to furnish a fresh or renewed guarantee for the extended period, the Bank shall pay to Council the said sum of Rs. _____ or such lesser sum as Council may demand.
4. This guarantee shall not be affected by any change in the constitution of the Bank or of the Contractor.

Notwithstanding anything hereinbefore contained, the liability of the Bank under this guarantee is restricted to Rs. _____ (Rupees _____ only) and claim or demand under this guarantee is presented to the Bank within six months from that date all the rights of Council under this guarantee shall be forfeited and the Bank shall be released and discharged from all obligations hereunder.

Annexure-III

Scope of Work

Comprehensive AMC of MITEL-UNIFY EPABX (1+8) and (X-3) System installed at Director's Secretariat office, CSIR-CRRI, New Delhi 110025." include following scope of work.

- (i) Comprehensive AMC of MITEL-UNIFY EPABX (1+8) and (X-3) System Telephone exchange system includes rectification of all hardware/software problems/defects that include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the below mentioned EPABX systems and telephones instruments. No extra charges for any general wear and tear / spare parts, etc. shall be paid by CSIR-CRRI.
- (ii) Maintenance of Software / Programmed of EPABX Mini-EPABX system with telephone instruments, Adaptor, Line Cord and all other related peripherals etc. include replacement as and when required. Repair/replace the above items in case of non-functioning of the same (excluding cables.) replacement of cables, with prior approval of Engineer in charge will be at CSIR-CRRI cost/extra cost.
- (iii) Arrange the programming if necessary for proper running of the telephone exchange /extension provided at CSIR- CRRI Director Office.
- (iv) The vendor will responsible for maintaining records of all the complaints as and when received from Engineer-in-Charge and vendor will arrange the visit of qualified technical person for immediate resolution of the received complaint.
- (v) Proper cleaning of EPABX system and telephone instruments installed in DRRI office as and when required or as directed by Engineer-in-Charge.
- (vi) The contractor/vendor will maintain a call register and make service report to this office before yearly release of the payment.
- (vii) Maintaining UPS & its batteries (in case of replacement of batteries, the same will be borne by CSIR-CRRI)

Following are the details of EPABX System for which CAMC is to be awarded: -

S.no	Description	Make	Quantity
1.	No of Phones/end points (Analog Extensions /FXS Max).	Siemens	4 nos.
2.	Number of Digital Phones	Siemens	08 Nos.
3.	Number of junction /FXO line (Max.)	Siemens	04 Nos.
4.	650 VA UPS	-	01 No.