



सिद्धिमुलं प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

भारतीय प्रबंध संस्थान इंदौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

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इ-टेंडर नोटिस न. E-Tender Notice No.

आई. आई. एम. आई./एस्टेट/21/2025/253 फ़ाइल न. 564
IIMI/Estate/21/2025/253 File No 564

तकनीकी व्यावसायिक प्रक्रिया
TECHNO COMMERCIAL PROPOSAL

Name of Work: "Upgradation of Existing Hipath
4000 V2 EPABX System to Openscape 4000
Ecoserver V11 System at IIM Indore Campus".


Tender Inviting Authority

प्रमाणित किया जाता है कि एनआईटी दस्तावेज़ में क्रमिक रूप से 1 से 50 तक 50 पृष्ठ हैं
Certified that the NIT Document contains 50 pages serially numbered from 1 to 50

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

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ई - निविदा आमंत्रण सूचना **NOTICE INVITING E-TENDER**

सन्दर्भ ई-टेंडर नोटिस न. आई. आई. एम. आई./ एस्टेट/21/2025/253 फ़ाइल न. 564

Ref: E-Tender Notice No. IIMI/Estate/21/2025/253 File No 564

आईआईएम इंदौर निविदा दस्तावेज में उल्लिखित पात्रता मानदंड के अनुसार पात्र बोलीदाताओं से आईआईएम इंदौर में उल्लिखित कार्य के लिए ई-प्रोक्योरमेंट पोर्टल के माध्यम से ऑनलाइन आइटम दर निविदा आमंत्रित करता है। विवरण नीचे दिया गया है:

IIM Indore invites online item rate tender through e-procurement portal under mentioned work at IIM Indore from the bidders eligible as per the eligibility criteria mentioned in the tender document. The details are given below:

A.	महत्वपूर्ण घटनाओं / गतिविधियों की अनुसूची Schedule of Important Events / Activities
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A.1 बोली से संबंधित जानकारी Information Related to Bid

A.1.1	NIT No. : IIMI/Estate/21/2025/253 File No 564	
A.1.2	About the Institute	IIM Indore is located on Rau Pithampur Road, 25 km away from main city centre. Our is an ethical Institution and we believe in transparency in every facets of work. There is least interference other than quality assurance and timely delivery. There is no need to interact with anyone other than concerned engineer. No material will be allowed to enter the campus from Security gate without passing the same by concerned engineer following technical specifications of the tender. There will be joint measurement of works when completed and bill will be submitted after the joint measurement is accepted. The payment will be made online without any contact with anybody. Strict quality control will be ensured for the job to be executed as per technical specification and make/brand of materials (in case of any brand or its equivalent specified, sample have to approved in advance).
A.1.3	कार्य का नाम Name of Work	“Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000

		Ecoserver V11 System at IIM Indore Campus”.
A.1.4	निविदा की प्राक्कलित राशि (गुड्स एंड सर्विस टैक्स रहित) Estimated Cost Put to Tender (Excluding Goods & Service Tax)	Rs. 33,45,246/- (Rupees Thirty-Three Lakh Forty Five Thousand Two Hundred and Forty Six Only) Excluding GST
A.1.5	ईएमडी Earnest Money Deposit (EMD) (in Rs.)	Rs. 66,905/- (Rs. Sixty-Six Thousand Nine Hundred and Five Only) by e-payment through electronic mode (NEFT/ RTGS). Bank Detail is given below: Name of Beneficiary: Indian Institute of Management Indore Account No.: 53018623445 Name of the Bank: State Bank of India IFSC Code: SBIN0030525 Bidders will have to upload scanned copy of Payment details towards cost of EMD during the submission of tender and the same will be accepted only on verification & confirmation by the Institute. Any delay in credit will not be entertained by the Institute. Note: 1. EMD shall be refunded after the selection process is over. 2. Normally in case of unsuccessful bidders it gets refunded on or before the 30th day after the award of the contract. 3. The EMD deposited along with bid by the successful bidder shall be returned after receiving the requisite performance guarantee. 4. EMD may be forfeited • if any bidder withdraw or modify their Bids during the period of validity, or • if the successful bidder after being awarded the contract, fail to sign the contract, or to submit a performance Guarantee before the deadline defined in the NIT or as per the instruction of IIM Indore, whichever is later. In this case the action of forfeiture shall be undertaken without any notice. Also, the bidder shall not be allowed to participate in the re-tendering process of the services. Along with the aforesaid, they will be suspended for the period of two years from being eligible to submit Bids for contracts with the IIM Indore.

A.1.6	समापन की अवधि Completion period	90 Days
A.1.7	निविदा जमा करने की विधि Mode of submission of tender	केवल ऑन-लाइन मोड On-Line mode only

A.2 प्रमुख घटनाएँ और तिथियाँ Key Events and Dates

A.2.1	प्रकाशित करने का दिनांक Publishing Date	October 14, 2025
A.2.2	दस्तावेज सहित निविदा के ऑनलाइन जमा करने की अंतिम तिथि और समय Last date and time of closing of uploading/online submission of tender	Up to 03:00 PM of November 03, 2025
A.2.3	तकनीकी बोली के ऑनलाइन खोलने की तिथि और समय Date & Time of online opening of technical bid	Up to 03:30 PM of November 04, 2025
A.2.4	योग्य बोलीदाताओं की वित्तीय बोली खोलने की तिथि और समय Date and Time of opening of financial bid of qualified bidders	बाद में सूचित किया जाएगा Will be notified later

A.3 बोली से संबंधित अन्य महत्वपूर्ण जानकारी Other Important Information Related to Bid

A.3.1	प्रतिभूति जमा Security Deposit	5 % shall be deducted from RA/Final Bill
A.3.2	परफॉर्मन्स गारंटी Performance Guarantee	5% of tendered value on acceptance of bid. The performance guarantee may be submitted in the form of bank guarantee OR demand draft OR fixed deposit receipt from a scheduled commercial bank which shall be refunded after 60 days of completion of work as per complete scope of this NIT/issue of completion certificate whichever is later.
A.3.3	बोली की वैधता Bid Validity	निविदा खोलने की तिथि से 90 दिन 90 Days from the date of opening of tender
A.3.4	Method of Selection	Quality and Cost Based Selection

B. Guidelines for Online Bid Submission Through CPPP

- B.1** It is mandatory for all the applicants to have class II or III digital signature certification from licensed certifying agency like NIC, MTNL, e-mudra, TCS, safescrypt, GNFC etc.
- B.2** Detailed NIT can be viewed free of cost on IIM Indore website under the URL <http://www.iimidr.ac.in/tenders/> . Schedule of quantities (Financial bid form) can be downloaded only from <https://eprocure.gov.in/eprocure/app>. Uploading of tender will be possible only after making payment of Tender Processing Fee and EMD.
- B.3** The tender shall be submitted online in the prescribed format before the date and time as mentioned in NIT. No other mode of submission is acceptable.
- B.4** The applicant have to upload the details of e-payment of processing fee & EMD before the last date & time and download the tender documents form the e-tendering portal <https://eprocure.gov.in/eprocure/app>.
- B.5** Tenderer are advised to upload their documents well in time to avoid last minute rush on the server or complication in uploading. IIM Indore will not be responsible for any type of problem in uploading the documents. No hard copies for tender submission shall be entertained.
- B.6** Online bid documents submitted by intending bidders shall be opened only of those bidders, who has deposited e-Tender Processing Fee and Earnest Money Deposit and other documents scanned and uploaded are found in order.
- B.7** Information and Instructions for bidders posted on website shall form part of bid document.
- B.8** The bid document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <https://eprocure.gov.in/eprocure/app> free of cost.
- B.9** Those contractors / vendors not registered on the website mentioned above, are required to get registered beforehand. If needed the intending bidders may get acquainted with the process online from the www.eprocure.gov.in site itself.
- B.10** On opening date, the contractor can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
- B.11** Contractor can upload documents in the form of JPG format and PDF format.
- B.12** The price bid format is provided in a spread sheet file like BoQ_price bid.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/BOQ template must not be modified/replaced by the bidder; else the bid

submitted is liable to be rejected for this tender.

- B.13** Contractor must ensure to quote rate of each item. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO) although the item have to be executed as per scope of contract.
- B.14** The technical bid will be opened online first on due date and time as mentioned above. The time and date of opening of financial bid of contractors qualifying the technical bid shall be communicated to them at a later date.
- B.15** Completed Tenders containing technical bid and price bid will be received ONLINE only on CPP Portal website <https://eprocure.gov.in/eprocure/app> at the fixed time and date indicted in the NIT. The Tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
- B.16** If there are any clarifications, this may be obtained online through the tender site, or thro’ the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- B.17** It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- B.18** The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- B.19** The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. Tenderers are advised to upload their documents well in time to avoid last minute rush on the server.
- B.20** The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

C. Other information and terms & conditions

- C.1 The bid submitted shall become invalid:
- If the bidder is found ineligible.
 - If any of the bidder put his quoted rates (as in financial bid document) in the envelope of Cover-I: Technical Bid.
 - If the documents submitted by the successful bidder does not match with the originals before the award of work.
- C.2 However, certified copy of all the scanned and uploaded documents as specified in NIT shall have to be submitted by the lowest bidder only within a week physically in the office of the “Chief Officer Engineering, Indian Institute of Management Indore, Prabandh Shikhar, Rau - Pithampur Road, Indore 453556 (M.P.).
- C.3 IF ANY INFORMATION FURNISHED by the applicant is found to be incorrect at a later stage, they shall be liable to be debarred from tendering/ taking up works in IIM INDORE.
- C.4 The competent authority on behalf of the Director IIM Indore does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.
- C.5 Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.
- C.6 The competent authority on behalf of the Director, IIM Indore reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.
- C.7 *The bid for the works shall remain open for acceptance for a period of Ninety (90) days from the date of opening of technical bid.* If any bidders withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, then the IIM Indore shall, without prejudice to any other right or remedy, be at liberty to suspend the bidder for two years.
- C.8 This notice inviting Bid shall form a part of the contract document. The successful bidders/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-
- The Notice Inviting Bid, all the documents including additional conditions, specifications, General Conditions of Contract and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
 - Any other Standard C.P.W.D. Form /other forms as applicable/ mentioned.

C.9 TAXES: -

- i) The Contractor should get registered under GST and tax as applicable as per the extant order on the subject work shall be paid by the contractor to concerned department. Which will be reimbursed by the Institute as per the recommendation of Finance & Accounts department of the Institute & the same will be final & binding to the contractor.
- ii) The quote should exclude the GST and inclusive of all other taxes applicable for the subject work.
- iii) Labour Welfare cess @ 1 % of gross value of work done shall be recovered from each bill paid to the contractor.
- iv) Income Tax and cess as applicable shall be deducted from bill paid to the contractor.
- v) Contractor should be registered under EPF and as per law, shall pay EPF of contract workers to concerned Department from time to time.
- vi) Any other taxes/cess as per Government directives shall be deducted from each bill paid to the contractor from time to time.

C.10 The specifications, Terms & Conditions, other regulations which are not herein mentioned will be guided by IIMI First regulation, manual for procurement of works from ministry of finance & department of expenditure of Govt. of India, relevant CPWD guidelines, manual, specifications / BIS / IS/ Other Central / State Govt. norms applicable for IIM Indore & as prescribed by the OEM and the decision in this regard will be guided by the decision of the competent authority of IIM Indore which shall be final and binding to the contractor.

C.11 Tender documents may be downloaded from IIM Indore's website/ CPPP e-Publishing portal free of cost.

C.12 Tenders and supporting documents should be uploaded through eProcurement portal i.e. CPPP only. Hard copy of the tender documents will not be accepted.

C.13 In the event of acceptance of a tender or as per the decision of the competent authority of IIM Indore, the documents submitted by the bidder/ successful bidder shall be verified with the originals before the award of work.

C.14 On acceptance of the tender, the tenderer has to furnish a bar chart showing work completion schedule and submit it along with the performance security guarantee.

C.15 The tenderer should not have been blacklisted or debarred by any Central/ State/ Autonomous/ Public Agency during last three financial years. In case blacklisted/ debarred bidder fills/ submits the bid/ being successful in bidding process awarded the job or during the execution of job the fact of being blacklisted/ debarred surfaced then the

- Bid (during the bidding process) will be considered as invalid &
- During the execution, if surfaced, then the contract will be liable to be terminated

D.	Eligibility Criteria, Evaluation and Selection of Contractor
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a. Minimum Eligibility Criteria: Prospective bidder should have the following for making oneself eligible for participation in the bidding process (Joint Ventures are not allowed):

- 1. Work Experience:** Experience of having successfully completed similar works during the last five years ending previous day of last date of submission of tenders.

One similar completed work of aggregate cost not less than the amount equal to 80% i.e. **Rs. 26,76,197/-** of the estimated cost put to tender.

OR

Two similar completed works each costing not less than the amount equal to 60% i.e. **Rs. 20,07,148/-** of the estimated cost put to tender.

OR

Three similar completed works each costing not less than the amount equal to 40% i.e. **Rs. 13,38,098/-** of estimated cost put to tender.

Similar work means “Upgradation of older versions of EPABX System to Openscape 4000 Ecoserver V11 System”/ “**Installation commissioning of EPABX system**”.

- **The Bidder will submit adequate supporting documents in support of above.**

Note: The completion certificate issued from clients should indicate the date of commencement, period of completion- stipulated & actual, awarded cost & cost at completion, quality of work done, reason for delay (if any) etc.

- 2. Turnover:** Average annual financial turnover should be at least 50% i.e. **Rs. 16,72,623/-** (Rupees Sixteen Lakh Seventy-Two Thousand Six Hundred and Twenty-Three Only) of the estimated cost put to tender during last three consecutive financial years i.e. FY 2022-23, 2023-24, 2024-25. (scanned copy of original certificate from CA having UDIN Number to be uploaded)
- 3. Profit/loss:** The bidder should not have incurred any loss (before tax) in more than two years during last five consecutive P&L accounts, duly audited & certify by Chartered Accountant.
- 4. Solvency Certificate:** Solvency of the amount equal to 40% i.e. **Rs. 13,38,098/-** (Rupees Thirteen Lakh Thirty-Eight Thousand Ninety-Eight only) of the estimated value from scheduled bank. (Date of issue should be during the period of this tender submission or else the validity period should be mentioned on the Solvency Certificate & this should cover up the tender submission period)
- 5. Certificates:** (scanned copy of original certificates to be uploaded)
 - 5.1** PAN (Permanent Account Number)
 - 5.2** GST (Goods & Service Tax) Registration Certificate (in Active status)
 - 5.3** E-payment details towards EMD

6. **Past performance in IIM Indore:** Bidder, whose contract in IIM Indore has been determined/ terminated due to contractor's inability to execute the work, will be disqualified technically even though they may meet the other technical/eligibility criteria.

b. OVERALL EVALUATION PROCESS & SELECTION OF CONTRACTOR:

Bidding Process will be a two-bid system which comprises of technical bid and financial bid. Further the technical bid will be subdivided into two stages namely technical bid stage-1 and technical bid stage-2. The ratio of weightages for cost (financial) and technical score will be 70:30 (Seventy: Thirty).

The Method of selection will be Quality and Cost Based Selection (QCBS). As is said earlier the Technical bid will be evaluated in two stages, stage-1 will be based on minimum eligibility criteria required in respect of bidder's work experience & credentials whereas technical bid stage - 2 would be based on bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment and the same will be evaluated through the presentation submitted by bidder. After that the financial bid will be opened for the qualified bidders of the respective stage only. The weightage would be as follows.

i. Technical Bid

- Stage-1 (Bidder's work experience/ credentials) viz. minimum eligibility based on the criteria given at page 10 of 50 of NIT Document. For this no marks will be allocated towards final evaluation but this will be considered as mandatory for making oneself eligible to participate in the subsequent bidding process.
- Stage-2 (Comprising of bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment) : Weightage 30% (based on presentation)

ii. Financial Bid (i.e. cost) =70%

The bidder scoring the highest marks after final evaluation i.e. combined/ composite will be considered for selection of a contractor after due negotiation of cost, if required.

Note:

i. The broad methodology brief is as follows:

"Proposal with the lowest cost may be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.r.t. the lowest offer.

Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical score that are proportional to their marks w.r.t. the highest technical marks. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the contractor shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 and so on. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract."

- ii. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.

c. Details of marking & evaluation methodology:

c.1 TECHNICAL BID (STAGE-1)

The bidder will be shortlisted based on minimum eligibility criteria given at page 10 of 47 of NIT Document. For this no marks will be allocated towards final evaluation but this will be considered as mandatory for participation in the subsequent bidding process.

c.2 Technical bid (STAGE-2)

All those bidders who gets qualified in the Evaluation of Technical Bid (stage-1) will be eligible to participate in stage-2. The evaluation in this stage shall be based on presentation submitted by the bidder. The presentation shall be comprising of bidder's organizational structure, staffing, quality assurance mechanism in place & local establishment for which weightage to be given as 30% towards final evaluation.

The marking shall depend on submitted presentation, presentation before the Committee constituted for the purpose and verification.

Parameter wise marking system is as under for presentation:

- Presentation shall be submitted in PDF attachment during submission of tender. No physical copy of presentation required.

Sl. No.	Criteria		Maximum Marks
1	Presentation	Organisational structure (Engineers, monitoring mechanism etc. to ensure quality work) (a) Engineers i. 1-5 nos. -----4 Marks ii. More than 5 nos.-----5 Marks	5
2		The bidder must have successfully completed Similar works (as defined above), over the last five years (ending previous day of last date of submission of tender) with the following criterion: (i) Value of single completed work less than the estimated cost - zero Marks (ii) Value of single completed work equal to the estimated cost - 4 Marks (iii) Value of single completed work double or more of the estimated cost - 5 Marks Note: - For value in between (ii) & (iii) marks will be given on pro-rata basis	5

3	Company's financials as per below: A. Company's Financial Strength: (i) Average Annual Financial Turnover of last three consecutive years (FY 2022-23, 2023-24, 2024-25) (Total 5 Marks): a) 4 Marks for equal to the estimated cost b) 5 Marks for double or more of the estimated cost Note: - For value in between (a) & (b) marks will be given on pro-rata basis. For value less than estimated cost zero marks will be given. (ii) Solvency Certificate (Total 5 Marks): a) 4 Marks for equal to the estimated cost b) 5 Marks for double or more of the estimated cost Note: - For value in between (a) & (b) marks will be given on pro-rata basis. For value less than estimated cost zero marks will be given.	10
4	Presentation citing details of similar works done earlier, in-progress and also having details about how the bidder proposes to execute this work and any other details which the bidder feels appropriate to share.	8
5	OEM Authorization and Certification (validity, partnerships, support capability) Manufacturer's Authorization Form as per annexure-4	1
6	Warranty & post-sales Support (onsite support, AMC options, response times) as per annexure-5. (To be submitted by all bidders) Note:-(The L1 bidder shall be required to submit the prescribed undertaking/acceptance on a non-judicial stamp paper of value ₹100/- (Rupees One Hundred only) within the stipulated time, after issuance of the Letter of Intent (LOI). The cost of the stamp paper shall be borne by the bidder.)	1
Total Marks		30

Important Note: Bidder who do not submit the presentation, they will be technically disqualified.

c.3 Financial bid: The weightage of marks scored in the financial bid shall contribute 70% towards the final evaluation.

E.	List of Documents to be uploaded
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While submitting bid, the following documents are to be uploaded:

For Cover-1:

- i) E-payment details towards EMD
- ii) NIT Document duly sign & sealed on each page to be scan and uploaded.
- iii) Certificates of Work Experience: Experience of having successfully completed works during the last 5 years ending previous day of last date of submission.
- iv) Copy of CA certificate having UDIN number for annual financial turnover to be uploaded
- v) Audited copy of profit & loss account
- vi) Copy of solvency certificate
- vii) PAN (Permanent Account Number)
- viii) GST (Goods and Services Tax) Registration Certificate
- ix) EPF registration certificate, if applicable
- x) ESI registration certificate, if applicable
- xi) Technical staff: List of technical staff they possess and proposed to deploy for the work to be uploaded
- xii) Certification of Incorporation/ Registration of firm
- xiii) IT Return for 2022-23, 2023-24, 2024-25
- xiv) Presentation prepared by bidder
- xv) Power of Attorney for the person who will sign the agreement (if applicable)
- xvi) Undertaking/ letter of Transmittal as per the format given at Annexure-1
- xvii) Undertaking for “Local Content certification” to be submitted in your company’s letter head as per standard format prescribed in Annexure-3.
- xviii) Manufacturer’s Authorization Form as per annexure-4
- xix)** Warranty & Post-Sales Support Commitment Form as per annexure-5
- xx) Bank Account details
- xxi) Declaration regarding pending cases (if any) of litigation, arbitration, debarment etc.

Important Note: Bidder who do not submit the presentation, they will be technically disqualified.

For Cover-2:

- i) Schedule of Price Bid in the form of .xls

F. General Instructions to Tenderers

1) Scope of Work:

- i) The work includes upgradation of the existing **HiPath 4000 V2 EPABX System** to the latest **OpenScape 4000 EcoServer V11 System**.
- ii) The upgraded system shall ensure full compatibility with existing hardware and licenses while providing additional capacity, scalability, and advanced functionalities as per the requirements detailed in this specification.

2) Existing System Configuration (Installed in EPABX Room)

- a) Core System: Siemens/Unify HiPath 4000 Communication Server (TDM and IP support).
- b) Installed Peripheral Cards:
 - SLMAC - 10 Nos. (240 analog extensions).
 - SLMAE - 13 Nos. (312 analog extensions).
 - SLM024 - 01 No. (24 digital extensions).
 - DIUNT2 - 01 No. (PRI card).
 - TM2LP - 01 No. (Analog trunk card).
- c) Operator Console: Hardware-based console for call monitoring and transfer.
- d) Licenses: Existing User Licenses - 544 (mix of analog and digital).
- e) Call Billing Software: Licensed version, presently operational in EPABX Room.

3) Requirements After Upgrade

- a) Card Continuity: All existing cards (SLMAC, SLMAE, SLM024, DIUNT2, TM2LP) shall be supported in the upgraded system.
- b) Additional Analog Extensions: Supply, installation, and integration of 08 Nos. latest SLMAV cards (192 additional extensions).
- c) Licensing:
 - Existing Licenses: 544.
 - Additional Licenses: 192.
 - Total Licenses required after upgrade: 736 Users.
- d) Call Billing Software: The existing software shall be replaced with a new system having the following minimum features:
 - Real-time monitoring with wallboard display.
 - Online processed information available instantly after call completion.

- Export options (Word/Excel/Database/Spreadsheet).
 - Directory for official numbers with distinction of official/personal calls.
 - Encrypted storage of call data with daily backup/restore facility.
 - Detailed and summary reports (User-wise, Department-wise, Trunk-wise, Auth Code-wise, etc.).
 - Real-time cost monitoring by call type (Local/National/International/Mobile).
- 4) System Capacity & Scalability
- a) The system shall support up to 12,000 subscribers per installation.
 - b) Networked configurations shall support up to 100,000 users without difficulty.
 - c) The solution shall support analog, TDM, DECT, and IP convergence requirements.
 - d) The EcoServer shall support up to 15 directly connected AP3700 Host Shelves plus 83 distributed IP-based shelves.
Virtual deployment shall be supported with VMware® High Availability and vMotion.
 - e) Redundancy and Disaster Recovery shall be supported, including survivability for branch concepts.
- 5) Hardware Specifications
- a) EcoServer: Rack-mounted (19”), supporting direct connection to Access Points (AP3700).
 - b) AP3700 Shelf: Minimum 13 slots for subscriber or trunk cards, compatible with analog/TDM/DECT devices.
- 6) Software & Licensing
- a) The system software shall be OpenScape 4000 V11, installed on a Linux platform.
 - b) Licensing Requirements:
- 7) Standard Licenses: For analog devices, TDM devices, DECT base stations, ISDN/S0 devices.
- Flex Licenses: For IP-based devices. (First device requires Flex, up to 3 additional under same subscriber with Standard).
 - Trunk lines shall not require licenses.
- 8) Functional Features
- a) System Features**
- Integrated connectivity for analog, TDM, and VoIP subscribers.
 - Least Cost Routing (LCR) for cost optimization.
 - Integrated attendant and operator functions.
 - Multilingual interface, multiple time zones.
 - Branch survivability and gatekeeper redundancy.
 - Secure communication: TLS/SRTP encryption, PKI integration.
 - CTI integration (CSTA III ASN1/XML).
 - Call detail recording and SIP video endpoint integration.
 - Emergency calling and MLPP support.

b) User Features

- Call transfer, forwarding, deflection, waiting, parking.
- Redial, speed dialing, message waiting indication.
- Eight-party conferencing.
- Executive/secretary functions.
- One Number Service - parallel ringing.
- Mobile HFA (network-wide mobility).
- Flexible PIN and override features.
- a) Networking Features
- IP, TDM, and analog networking via SIP, ISDN, QSIG.
- SIP-Q tunneling of CorNet-NQ feature set.
- Centralized administration via OpenScape 4000 Manager.
- SIP trunking with IPv4/IPv6 support and certified providers.
- LCR optimization across enterprise-wide network.
-

9) VoIP Gateway Specifications

a) IP Gateway functionalities shall be provided via HG3500 cards or virtual vHG3500.

b) Minimum Features Required:

- Support for HFA, SIP-Q, native SIP subscriber interface.
- TLS/SRTP encryption.
- Integration with MS Teams, Cisco CUCM, OpenScape UC.
- Up to 120 simultaneous connections per gateway.
- Support for T.38 fax, G.729 compression, adaptive jitter buffer, echo cancellation.
- Redundant LAN interfaces and standby board resilience.
- QoS compliance (IEEE 802.1p/q, DiffServ).
- SNMP network management.

10) Deliverables

- a) Supply, installation, configuration, and commissioning of OpenScape 4000 V11 EcoServer System.
- b) Integration of all existing extensions, PRI, analog trunks, and user licenses.
- c) Supply and integration of additional cards and licenses.
- d) Replacement of Call Billing Software with upgraded version as per Clause 3.d.
- e) System documentation, user manuals, and training to Institute staff.
- f) Testing, commissioning, and final handover of fully functional system.

11) The scope of work shall include the following.

a. All works as detailed in Bill of Quantity and specifications complete as mentioned in the tender & as per the direction of Engineer-in-Charge.

b. Any other work related to but not specifically mention above, required for completion of the job as per the intent and scope of work.

The Tenderer shall get acquainted with the location of the sites and carefully check the specifications and shall satisfy himself that the material / items offered is complying with the IIM Indore's requirements and specifications laid down in the tender document or as per the direction of Engineer-in-Charge.

Inspection of materials/work at site

The IIM Indore's engineer and /or his representative shall inspect the materials at site after delivery before the same is used in the work. The IIM's engineer and /or his representative shall have free and full access at any time during execution of the contract to the contractor's works or site. In case of execution of work for the aforesaid purpose, and IIM's engineer may require the contractor to make arrangements for inspection of work or any part thereof or any material at his premises or at any other place specified by the IIM Indore's Engineer.

Note: (a) The contractor shall provide the Specification, Test Certificate, and Warranty Certificate and training to IIMI Engineer(s) and also as & when required. All items must be OEM certified and compatible with existing system.

1. The Engineer-in-charge shall have the power-

- i) To reject the whole/part of the items/ materials/ equipment's tendered for inspection, if after inspection of such portion thereof, as he may in his discretion think fit, he is satisfied that the same is unsatisfactory; and
- ii) To mark the rejected items / materials or parts with a rejection mark so that it may easily be identified if re-submitted.

2. Maintenance & Guarantee/ Warranty:

- a. The rate quoted should be inclusive of charges of all the works & respective associated accessories including SITC of the materials/ equipment's at earmarked / specified locations including maintenance during **Defect Liability Period of Five Year**.
- b. **The Contractor shall ensure availability of OEM-backed support, patches, and software updates during the warranty period.**
- c. During the Defect Liability Period, IIM Indore reserve the right to cross check the performance of any item / material with the minimum performance levels specified in the specifications.
- d. Any damage of the existing structure, building etc. made by the successful bidder during execution of this work shall be made good as it was at his own cost & risk and to the satisfaction of Engineer-in-Charge.
- e. **Comprehensive on site warranty of 5 years involving all kind of repairs/replacement part or full. No payment shall be made towards dismantling/reinstallation involved in repairs/replacements of Openscape 4000 Ecoserver V11 system.**

G. Terms of Payment

Release of payment: Payment shall be made by IIM Indore to the contractor under following condition: -

- Final bill/RA bill to be paid when submitted along with supporting documents including **Test Certificate, Warranty Certificate, OEM authorisation**. Payment shall be made under actual measurement.
- The contractor shall also submit to the department his computerized Abstract and Measurement Book.
- Contractor should get registered under GST and tax as applicable as per the extant order on the subject contract shall be paid by the contractor to concerned department which will be reimbursed/paid by the Institute as per the recommendation of Finance & Accounts department of the Institute & the same will be final & binding to the contractor.
- Income Tax and cess as applicable shall be deducted from bill paid to the contractor.
- Any other taxes/cess as per government directives shall be deducted from bill paid to the contractor from time to time.
- The performance guarantee shall be refunded to the contractor after the completion of the work/service and recording of the completion certificate as above.
- Security Deposit will be released after completion of DLP period.
- Payment to be made online to vendor's bank account. Vendor must give details of the bank account for online transaction of payment after Submission of Final bill duly certified by IIM to the institute representative.

Note:

- Contractors should have financial capability to finance the project on their own without waiting for RA Bill payment from IIM Indore to progress on job.
- RA Bills will be paid based on measurement of the BoQ item-wise job carried out at site, supported by MB entry and certification by the Engineer of the quantity Verified for payment.

H. Safety Codes

Relevant safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

I. Fire Safety

This will be as per the Fire Safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

J.	Integrity Pact
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INTEGRITY PACT

To,

.....,

.....,

.....

Sub: NIT No. IIMI/Estate/21/2025/253 File No 564 for the work of “Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus.”

Dear Sir,

It is here by declared that IIM Indore is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIM Indore.

Yours faithfully

Chief Officer Engineering

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of 2025
BETWEEN

The Director, IIM Indore represented through Chief Officer Engineering, IIM Indore, (Hereinafter referred as the IIM Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore “Principal/Owner”, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
..... (Name and Address of the Individual/ firm/ Company)

Through
(Hereinafter referred to as the (Details of duly authorized signatory) “Bidder/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender IIM/Estate/21/2025/253 File No 564 (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus”. hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

(1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

(2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code

(IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

(1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Indore / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

(2) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or

transmitted electronically. (d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(d) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

(3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Indore interests.

(5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

(1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

(2) Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

(3) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

(1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

(3) If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

(1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

(2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

(3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/ Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as

specified above, unless it is discharged/determined by the Competent Authority, IIM Indore.

Article 7- Other Provisions

- (1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.
- (2) Changes and supplements need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- (4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
- (5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....
(For and on behalf of Principal/Owner)

.....
(For and on behalf of Bidder/Contractor)

WITNESSES:

1.....
(Signature, name and address)

2.....
(Signature, name and address)

Place:

Dated:

Format for Agreement

THIS AGREEMENT made at Indore on the ____ day of ____ 2025 between **Indian Institute of Management Indore Rau- Pithampur Road, Indore** (hereinafter called "**The IIM INDORE**" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) of the one part AND _____

_____ (herein after called "**The Contractor**" which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns) of the other part.

WHEREAS

The IIM INDORE is desirous of carrying out the work of "**Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus**" issued vide IIMI/Estate/21/2025/253 File No 564.

The Works are to be executed as per the scope of work, technical specifications, drawings etc. as is mentioned in the tender document for tendered rate amounting to Rs. _____.

The Contractor has agreed to execute the said works subject to the provisions hereinafter contained and subject also to General Conditions of Contract, Special conditions of contract, Safety Code, Model Rules for the protection of health and other arrangements for workers, Specifications, Preambles and Schedule of Quantities and erection & furnishing schedule (all of which are hereinafter collectively referred to as the 'said tender conditions') and strictly in accordance with the Scope of work annexed hereto at or for the respective rates set out in the Schedule of Quantities amounting to the sum as there under arrived at or such other sums as shall become payable there under (hereinafter referred to as the said tendered amount).

NOW IT IS HEREBY AGREED AS FOLLOWS: -

1. In consideration of the said tendered amount to be paid by The IIM INDORE to the Contractor at the time and in the manner set forth in the said tender conditions and in accordance with the Schedule of Payments to execute and complete the work shown upon the said Drawings strictly in accordance with the specifications and Schedule of Quantities.
2. The said tender conditions, scope of work and the annexure-1 hereto shall be read and considered as forming part of this contract and the parties hereto shall respectfully abide by to the said conditions and perform the agreement on their part respectively contained in the said conditions.
3. The approved drawings if any, notice inviting tenders technical specification etc. shall also form the basis of this contract.

4. This contract is neither a Lump sum Contract, nor a piece work contract, but is a contract on item rate basis to be carried out and to be paid for according to the Schedule of Payments at the rates contained in the Schedule of Quantities.
5. The contract herein contained shall comprise not only the works mentioned above but all subsidiary works connected therewith within the same site as may be ordered to be done from time to time by the said Engineer-In-charge for the time being, even if such work may not be shown on the said Drawings or described in the said Specifications and Schedule of Quantities.
6. The IIM INDORE reserves to themselves the right of altering the drawings and the nature of the work by adding to or omitting from the scope of work any item of work or portions of the same without prejudice to this contract.
7. Time shall be considered as the essence of this contract and the Contractor hereby agrees to commence the work as mentioned in LOI/ work order and shall complete the entire work within the stipulated time limit.
8. All payments by the IIM INDORE under this contract shall be made only at Indore.
9. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen in respect of IIM Indore and Director IIM Indore only shall have jurisdiction to determine the same.
10. That the contract and several parts of this contract have been read by the contractor and fully understood by him. The contractor shall not be entitled for payment beyond tendered quantities unless ordered specifically by written instructions of the Engineer-in-charge IIM INDORE.
11. This contract shall be signed in duplicate, the original whereof shall be kept in the custody of the IIM INDORE and the duplicate with the Contractor.
12. The Engineer-in-Charge may, without prejudice to his any other right or remedy against the contractor in respect of any delay, non-commencement, inferior workmanship, any claim for damages and/ or any other provisions of this contract or otherwise, and whether the date for completion has or has not elapsed, by notice in writing determine/ repudiate the contract.

IN WITNESS WHEREOF the IIM INDORE has set his hands hereunto and duplicate hereof through his duly authorized official and the Contractor has caused these presents and duplicate hereof under his common seal by his duly authorized representative at the place and on the date month and year first herein above written.

SIGNED, SEALED AND DELIVERED by IIM INDORE, by the hand of

Signature:

Name:

Designation:

IN THE PRESENCE OF

(1) Signature:

Name:

Address:

(2) Signature:

Name:

Address:

SIGNED, SEALED AND DELIVERED BY the Contractor M/s _____
_____.

Signature:

Name:

Designation:

IN THE PRESENCE OF

(1) Signature:

Name:

Address:

(2) Signature:

Name:

Address:

1. General

The specifications of the items will be guided by the item description along with the direction of Engineer-in-charge. Institute reserves the right to specify the makes to ensure best quality material in the interest of the work & institute.

To Upgrade the existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System.

2. Existing System (Installed in EPABX Room)

- Core System: Siemens/Unify HiPath 4000 Communication Server.
- Peripheral Cards:
 - SLMAC: 10 Nos (240 analog extensions).
 - SLMAE: 13 Nos (312 analog extensions).
 - SLMO24: 1 No (24 digital extensions).
 - DIUNT2: 1 No (PRI card).
 - TM2LP: 1 No (Analog trunk card).
- Operator Console (hardware-based).
- Call Billing Software.
- Existing Licenses: 544 (TDM mix of analog + digital).

3. Requirements After Upgrade

- **Card Continuity:** All existing SLMAC, SLMAE, SLMO24, DIUNT2, TM2LP to be supported.
- **Additional Analog Cards:** 8 Nos SLMAV (192 extensions).
- **Licensing:** Total licenses = 544 (existing) + 192 (new) = **736 users**.
- **Call Billing Software:** To be replaced with upgraded version having:
 - Real-time monitoring & wallboard.
 - Export to Word, Excel, DB.
 - Official vs personal call distinction.
 - Encrypted storage with backup/restore.
 - Detailed & summary reports (User-wise, Dept-wise, Trunk-wise, Auth-code wise).

- Real-time cost analysis (Local/National/International/Mobile).

4. System Capacity & Scalability

- Supports up to 12,000 subscribers per system.
- Supports up to 100,000 users in networked systems.
- Converged IP, TDM, analog, DECT support.
- EcoServer supports 15 direct AP3700 shelves + 83 distributed IP shelves.
- VMware® supported virtual deployment with redundancy and disaster recovery.

5. Hardware Specifications

- EcoServer (19” rack-mounted) with redundancy option.
- AP3700 shelves (13 slots each) for analog/TDM/DECT.

6. Software & Licensing

- OS: Linux.
- Licenses:
 - **Standard Licenses:** Analog, TDM, DECT, ISDN devices.
 - **Flex Licenses:** For IP-based devices (first device requires Flex, additional up to 3 need Standard).

7. Core Features

- **System Features:** Least Cost Routing, time zones, multilingual UI, branch survivability, encryption (TLS/SRTP), CTI integration, SIP video endpoints, MLPP.
- **User Features:** Call forwarding, conferencing (8-party), executive/secretary functions, intercom, mobility, parallel ringing, PIN, message waiting, speed dial.
- **Networking Features:** SIP-Q, SIP trunking (IPv4/IPv6), CorNet-NQ full feature set, central admin, LCR optimization.

8. VoIP Gateways

- HG3500 cards or vHG3500 (virtual).
- Up to 120 simultaneous connections.
- Supports HFA, SIP-Q, native SIP, Microsoft Teams/Cisco CUCM integration.
- TLS/SRTP encryption, QoS (IEEE 802.1p/q, DiffServ).
- T.38 fax, G.729 compression, adaptive jitter buffer, echo cancellation.
- Redundant LAN & board-level resilience.

M. General Conditions of Contract

This will be as per the General Condition of the Contract (GCC) Maintenance works - 2023 of CPWD (except clause-12 which has been detailed under Schedule-F) to extent applicable to the IIM Indore. Decision in this regard will be governed by the Engineer-in-Charge which shall be final and binding to the contractor.

N. Proforma of Schedules

SCHEDULE "A"

Schedule of quantities - as per Financial Bid.

SCHEDULE 'B'

Schedule of materials to be issued to the contractor. - Deleted.

SCHEDULE "C"

Tools and plants to be hired to the contractor - Deleted.

SCHEDULE "D"

Extra schedule for specific requirements/document for the work, if any. - To be intimated later if required.

SCHEDULE "E"

Reference to General Conditions of contract laid down in the tender document.

Name of Work	"Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus"
Estimated Cost Put to Tender (Excluding-Goods & Service Tax)	33,45,246/- (Rupees Thirty-Three Lakh Forty-Five Thousand Two Hundred and Forty-Six Only) Excluding GST
EMD Amount	Rs. 66,905/- (Rs. Sixty-Six Thousand Nine Hundred and Five Only)
Performance Guarantee	5 (Five) % of tendered value
Security Deposit	5 % shall be deducted from RA/Final Bill and it will be released after DLP period of Five years

SCHEDULE "F"

General Rules & Directions

- Officer inviting tender: The Chief Officer Engineering, IIM Indore on behalf of the Director, IIM Indore

Definitions:

2(v)	Engineer-in-Charge	Chief Officer Engineering, IIM Indore
2(viii)	Accepting Authority	Director, IIM Indore
2(x)	Percentage on cost of materials and labour to cover all overheads and profits	15%
2(xi)	Standard Schedule of Rates	CPWD DSR 2023 for Civil items and Market rates for Non-DSR Items.
2(xii)	Department	Estate Department, IIM Indore

Clause 1

- Time allowed for submission of Performance Guarantee from the date of issue of letter of acceptance: **7 Days**
- Maximum allowable extension with late fee @ 0.1% per day of Performance Guarantee amount beyond the period provided in (i) above: **7 days**

Clause 2

- Authority for fixing compensation under clause 2. : Director, IIM Indore
- Compensation for delay of work : 2% (two Percent) per month of delay to be computed on per day basis

Provided always that the total amount of compensation for delay to be paid under this Condition shall not exceed 10% of the Tendered Value of work or of the Tendered Value of the item or group of items of work for which a separate period of completion is originally given.

Clause 2A

Whether Clause 2A shall be applicable: **No.**

Clause 5

Number of days from the date of issue of letter of acceptance for reckoning date of start: **As per Letter of commencement.**

Total time allowed for completion of work: 90 (Ninety) Days.

Authority to decide:

- (i) Extension of time : Director, IIM Indore
- (ii) Shifting of date of start in case of delay in handing over of site : Chief Officer Engineering, IIM Indore

Clause 6

Computerised Measurement Book (CMB) / Electronic Measurement Book (EMB)

(S) Mode of measurement: Computerised Measurement Book (CMB)

Clause 7

Part payment may be made (at the rate as decided by Engineer-in-charge) after receipt of Openscape 4000 Ecoserver V11 System at site, as decided by Engineer-in-charge.

Clause 10 A

List of testing equipment to be provided by the contractor at site lab. - Deleted.

Clause 10 B - As per General Condition of the Contract (GCC) Maintenance works - 2023 of CPWD to extent applicable to the IIM Indore. Decision in this regard will be governed by the Engineer-in-Charge which shall be final and binding to the contractor.

Clause 10 C - Deleted.

Clause 10 CC - Deleted

Clause 11

Specifications to be followed for execution of work:

Relevant BIS code, CPWD Specifications with up-to-date correction slips and OEMs specifications as applicable and or as per the direction of Engineer-in-Charge.

Clause 12

Name of work: **“Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus”.**

Deviation Limit shall be 50%. The details of clause 12 shall be as per below:

The Engineer-in-Charge shall have power (i) to make alteration in, omissions from, additions to, or substitutions for the original specifications, drawings, designs and instructions that may appear to him to be necessary or advisable during the progress of the work, and (ii) to omit a part of the works in case of non-availability of a portion of the site or for any other reasons and the contractor shall be bound to carry out the works in accordance with any instructions given to him in writing signed by the Engineer-in-Charge and such alterations, omissions, additions or substitutions shall form part of the contract as if originally provided therein and any altered, additional or substituted work which the contractor may be directed to do in the manner specified above as part of the works, shall be carried out by the contractor on the same conditions in all respects including price on which he agreed to do the main work except as hereafter provided.

12.1 The time for completion of the works shall, in the event of any deviations resulting in additional cost over the tendered value sum being ordered, be extended, if requested by the contractor, as follows:

- (i) In the proportion which the additional cost of the altered, additional or substituted work, bears to the original tendered value plus
- (ii) 25% of the time calculated in (i) above or such further additional time as may be considered reasonable by the Engineer-in-Charge

Deviation, Extra Items and Pricing:

12.2 In the case of extra item(s) (items which are not available in the contract), the contractor may within fifteen days of the receipt of order or occurrence of the item(s), submit claim for market rate(s), supported with proper analysis of rate and manufacturer's specification for the work, invoices, vouchers, etc. (as applicable), failing which the rate(s) approved later by the Engineer-in-Charge shall be final and binding. Where the contractor submits claim for market rate(s) in the manner prescribed above, the Engineer-in-Charge shall, within 45 days of the receipt of the claims, after giving consideration to the analysis of rates and other documents submitted by the contractor, determine the rates on the basis of the market rates and the contractor shall be paid in accordance with the rates so determined.

The rate(s) of extra items so determined by the Engineer-in-Charge shall be final and binding on the contractor, and shall not be arbitrable.

Deviation, deviated Quantities, Pricing:

“In the case of contract items which exceed the limit laid down in Schedule F, the contractor may within fifteen days of the receipt of order or occurrence of the excess, claim revision of the rates, supported with proper analysis of rate and invoices, vouchers, etc. (as applicable), for the quantity in excess of the above-mentioned limit. The Engineer-in-Charge shall within 45 days of receipt of the claims, after giving consideration to the analysis of rates and other documents submitted by the contractor, determine the rates on the basis of the market rates and the contractor shall be paid in accordance with the rates so determined.

The rate(s) so determined by the Engineer-in-Charge shall be final and binding on the contractor, and shall not be arbitrable.

12.3 In the case of contract items which exceed the limit laid down in Schedule F, the Engineer-in-Charge shall after giving notice to the contractor within 30 days of submission of that bill by the contractor which contains such item(s), and after taking into consideration any reply received from the contractor within 15 days of the issue of such notice, reduce the rate for quantity in excess of the above-mentioned limit on the basis of market rates, within 30 days of the expiry of the said period of 15 days, and the contractor shall be paid in accordance with the rates so determined. The rate(s) so determined by the Engineer-in-Charge shall be final and binding on the contractor, and shall not be arbitrable

12.4 The cost of any operation necessarily in contemplation of tenderer while quoting tender or necessary or incidental to proper execution of an item of work included in the Schedule of Quantities or in the Schedule of Rates mentioned in Schedule F, whether or not specifically indicated in the description of the item and the relevant specifications, shall be deemed to be included in the rates quoted by the tenderer or the rate given in the said Schedule of Rates, as the case may be. Nothing extra shall be admissible for such operations.

Clause 16

Competent Authority for Deciding reduced rates : Chief Officer Engineering,
IIM Indore.

Clause 25

Resolution of Disputes and Disagreements

If any dispute or difference of any kind whatsoever shall arise between the parties in connection with or arising out of this Agreement or out of the breach termination or invalidity of this Agreement thereof, the parties shall resolve them by resorting to the following :

- The Party shall attempt within a period of 7 days after receipt of notice by the other party of the existence of a dispute, settle such dispute in the first instance by mutual discussions between the parties represented by the **Contractor** and Chief Officer Engineering of the institute.
- If the dispute cannot be settled by mutual discussion within 7 days the matter shall be referred to the Director IIM Indore, whose decision shall be full, final & binding on the parties.

Clause 32

Requirement of Technical Representative(s) and recovery Rate

Sl no	Minimum Qualification of Technical Representative	Discipline	Designation	Minimum Experience	Number of Engineers/ Representatives	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause 32	
						Figures	Words
1	Engineer	Electronics & Communication Engineering	Project Manager cum planning/ quality/ site/ billing Engineer	Graduate Engineer with minimum 2 years' experience / Diploma holder with minimum 5 years' experience	1	Rs. 45,000/- per month	Rupees Forty-Five Thousand only

Assistant Engineers retired from Government services that are holding Diploma will be treated at par with Graduate Engineers.

Availability of site

Note:- Site will be made available in parts.

O. Special Conditions of Contract

1. The tenderer shall acquaint himself with the proposed site of work.
2. If for any reasons, any part of the site is not available temporarily for some time for part of the work under the contract, the agreed construction schedule shall be suitably modified and contractor shall diligently divert his men and materials to utilize them appropriately, profitably and no claim of damages whatsoever shall be entertained on this account. However, the contractor shall be allowed extension of time for completing the work as deemed fit by the competent authority. The contractor shall also not be entitled to any compensation for any loss suffered by him and revision in the rates quoted by him.
 - (a) On account of delay in commencing the work by the contractor.
 - (b) On account of reduction in the scope of work.
 - (c) On account of suspension of work or abandoned after award of work.
3. The contractor shall make his own arrangement for obtaining electric connection required for execution of work and make necessary payments directly to the concerned departments and nothing extra shall be payable on this account. The contractor shall make his own arrangement for water suitable for construction.
4. On account of security consideration, some restrictions may be imposed by the security staff on the working and/ movement of men and materials etc. The contractor shall be bound to follow all such restrictions/ instructions and he shall organise his work accordingly. No claim on this account, whatsoever, shall be payable.
5. The contractor shall take all precautions to avoid accidents by exhibiting necessary caution boards day and night, speed limit boards, red flags, red lights and providing barriers. He shall be responsible for all damages and accidents caused to existing/ new work due to negligence on his part. No hindrance shall be caused to traffic during the execution of the work.
6. The contractor shall be responsible for the watch and ward of all materials brought by the contractor to site against pilferage and breakage during the period of installation and thereafter till the works are physically handed over to the department.
7. The contractor shall take all preventive measures against any damage caused by rain, snowfall, floods or any other natural calamity, whatsoever during the execution of the work. The contractor shall be fully responsible for any damage to the Owners property and to the work for which the payment has been advanced to him under the contract. However, the contractor shall maintain an equal to the payment received against the work done, at his own cost. This will also cover the defect liability period. This shall be favouring the Director, Indian Institute of Management Indore. Nothing extra on this account shall be payable to the contractor for maintaining such insurance Policy.
8. The work will be carried out in the manner complying, in all respects, with the requirements of relevant bye-laws of the local body under the jurisdiction of

which the work is to be executed or as directed by the Engineer-in-Charge and nothing extra shall be paid on this account.

9. The contractor shall comply with proper and legal orders and directions of the local or public authority or municipality and abide by their rules and regulations and pay all fees and charges which may be liable.
10. The contractor shall give due notices to Municipal, Police and/or other authorities that may be required under the law/rules under force in the area and obtain all requisite licenses for temporary obstructions / enclosures and pay all charges which may be leviable on account of his execution of work under the agreement. Nothing extra shall be payable on this account.
11. All materials to be incorporated in the work shall be arranged by the contractor and shall be in accordance with the specifications laid down.
12. The tenderer shall use materials bearing ISI Certification Mark unless otherwise specified or allowed in writing by the Engineer-in-Charge. Any material banned by the department shall not be used in the work.
13. The contractor shall submit to the Engineer-in-charge samples of all materials for approval. Such samples of materials which affect aesthetics of the work shall also be got approved from the Engineer-in-charge of the project before procuring bulk supplies. These approved samples shall be preserved and retained in the custody of the Engineer-in-charge as standards of materials till the completion of the work. The cost of such samples shall be borne by the Contractor and nothing shall be payable on this account over the Agreement rates.
14. The contractor shall be required to get all the necessary mandatory and other tests as per the specifications/ IS codes, carried out on materials/ work from an approved laboratory as per the direction of the Engineer-in-charge. The testing charges and conveyance from the site shall be borne by the contractor.
15. In case any material / work is found sub-standard the same shall be rejected by the Engineer-in-charge/ Architect representative and the same shall be removed from the site of work within 48 hours, failing which the same shall be got removed by the Engineer-in-charge at the risk and cost of the contractor without giving any further notice and time.
16. In order to ensure quality of work during its execution, the Engineer-in-charge representative may require samples for mandatory or routine testing of materials. All costs of these samples, their packaging, conveyance from the site to the testing laboratory and return, shall be borne by the contractor.
17. Even ISI marked materials may be subjected to quality test at the discretion of the Engineer-in-charge/ Architect. Whenever ISI marked materials are brought to the site of work the contractor shall, if required by the Engineer-in-charge/ Architect, furnish manufacturer's test certificate or test certificate from approved testing laboratory to establish that the materials procured by the contractor, satisfy the provisions of relevant ISI codes. The testing charges shall be borne by the contractor. However cement/steel will be necessarily tested before start of work and also during the execution of work as per the

requirements of specifications and will not be used till test certificates are obtained and approved by Engineer-in-Charge/ Architect.

18. The contractor shall supply free of charge the material required for testing. The cost of tests shall be borne by the contractor.
19. The contractor shall be responsible for completing the work and for satisfying all terms and conditions of the Contract without any extra payment over his quoted rates unless otherwise specified. The contractor shall quote his rate for various items of work accordingly and no claim whatsoever shall be entertained for any incidental or extra work involved in the execution of the work as per nomenclature of the item and the specifications indicated in the tender documents.
20. Subject to the nomenclature of the item as per schedule of quantities, the specification indicated in the tender documents, the rates quoted shall include cost of all materials including royalty and taxes if any, labour, sundry inputs, execution of work at all heights, levels, pattern and design for all leads, lifts and depths including overhead charges and contractor's profit. Nothing extra shall be paid on this account.
21. The rates shall be inclusive of making any holes in walls/ RCC work for fixing any fixture/ frame work and making good the structure to its original shape and finish.
22. The contractor shall continue to maintain watch and ward to safeguard the Owner's property in his possession until the same is formally handed over as per directions of the Engineer-in-charge. Nothing extra over agreement rates shall be paid on this account.
23. The quantities of various items incorporated in the tender are approximate. However, the payments shall be made to the contractors on the basis of actual measurements taken at site.
24. The contractor shall protect the adjoining buildings or works and the work under execution from fire and shall make adequate arrangements for fire protection and firefighting and if any property is damaged, by fire due to the negligence of the contractor, the same shall be made good by the contractor at his own cost, to the entire satisfaction of Engineer-in-charge.
25. The contractor shall provide adequate lighting arrangements as approved by the Engineer-in-charge for carrying out the work during night time, if so required and also provide all other facilities for the labour employed to carry out the work as per direction of Engineer-in-Charge.
26. In order to achieve the targeted date of completion the contractor may have to work in multiple shifts, round the clock including public and gazetted holidays and nothing extra shall be paid on this account.
27. The contractor shall get the samples of all the materials to be used, in the work approved from Engineer-in-Charge before going for bulk procurement. Bulk procurement shall be taken up only after obtaining approval from the Engineer-in-charge. Any delay in getting the samples approved shall be contractor's responsibility.

28. All materials, articles and workmanship shall be of respective best quality and kind for the class described in the schedule of quantities and specifications. All materials, so used in different items of work shall be subject to the approval of the Engineer-in-charge and Architect.
29. The contractor shall be responsible for all statutory provisions and deductions towards ESI, PF or any other, as the case may be or any other levies and taxes shall be borne by the contractors. The TDS and Contract Tax or any other statutory levels/taxes incorporated from time to time shall be deducted progressively from the running account bills, as applicable at the time of payment. No claim in this regard shall be entertained.
30. The contractor is supposed to abide the minimum wages act, and shall produce all records to the Engineer-in-charge or any other statutory authority as and when called for. The Engineer-in-charge does not hold any responsibility on account of any lapses in this regard.
31. No extension of time shall be granted to the contractor on account of rains or inclement weather conditions.
 - (a) For any clarification/ doubt, the Institute may organize regular meetings with Contractor. The contractor shall attend such meetings invariably as and when required.
 - (b) In respect of the work of other agencies, where the commencement or progress of such work of any other agency is dependent upon the completion of particular portions of the contractor's work or generally upon the contractor maintaining progress in accordance with the approved coordinated construction programme, it shall be the responsibility of the Contractor to complete such portions and maintain such progress.
 - (c) Should any difference arise between the contractor and the other agencies, these shall immediately be brought to the attention of the Engineer-in-Charge who after reviewing the matters causing the differences will give their decision which shall be final and binding on the contractor.
32. All spaces allotted to the contractor as described above shall be vacated and all structures removed from site at any time as and when required and directed by the Engineer-in-charge, unconditionally and without any reservation. The Engineer-in-charge will not be obliged to give any reason for such removal. Upon receiving instructions to vacate the space, the contractor shall immediately remove all his structures, materials, etc. from the sources and clear and clean-up the site to the satisfaction of the Engineer-in-charge.
33. It shall be the responsibility of the Contractor to safeguard the site and ensure that no illegal encroachments are made by outside elements within the area allotted to the contractor. Upon completion of the work or earlier as required by Engineer-in-Charge, the contractor shall vacate the land totally without any reservation.
34. The contractor will arrange to erect, at his own cost, barbed wire or other appropriate fence around the infrastructure site, with entry/exit gates at suitable points. The contractor shall, at his own cost, provide and erect suitable fencing around the spaces allotted to him at the infrastructure sites to ensure

- the security of his men. Materials and equipment within the sites and in relation to other contractors who will also be allotted spaces at above sites.
35. The security of workmen, materials, equipment stores etc. within the area allotted to the contractor shall be the responsibility of the contractor.
 36. The site of work shall have required equipment's for various tests at site by the contractor at his own cost and nothing extra shall be payable on this account.
 37. The quantities indicated are for guidance only however it may vary to any extent and the contractor should not have any financial or other implications for such variations. The owner reserves to reduce the scope of work of any item if the contractor fails to deliver the works in time and the contractor shall not ask for any financial consideration for such deletion of scope of the work.
 38. The contractor shall take photographs of site prior to commencement of work, during construction and after completion of work as suggested and shall submit the photographs in soft and hard copies to IIM for which no extra payment will be made.
 39. If required and directed by Engineer-In-Charge, contractor shall arrange visits of his personnel comprising of Engineer-In-Charges to various places/ plants in or out side Indore to check and verify the quality of material at manufacturer's places. No extra cost shall be given for this to contractor.
 40. Proforma of Registers to be as per standard CPWD formats.
 41. Any debris/ dismantled unserviceable material generated at site should be disposed by the contractor in the area marked by Indore Municipal Corporation No payment shall be made towards the transportation & statutory fees, if any of IMC.
 42. Stamp Duty:
 - a. Stamp (wherever mentioned in the tender/ not mentioned but required legally), stamp duty will generally be following the Indian Stamp Act, 1899 (as applicable to Madhya Pradesh).
 - b. For the contract, the stamp duty shall be as per the Indian Stamp Act, 1899 (as applicable to Madhya Pradesh). Any revision, if made by the govt. will be applicable at the time of execution of the agreements.
 - c. The cost w.r.t. stamp duty will solely be with the bidder i.e. cost to be borne by successful bidder.

Letter of Transmittal

To,
The Chief Officer Engineering,
IIM Indore (M.P.)

Sub: Submission of bid for the work of “**Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus**”. Vide NIT No. IIMI/Estate/21/2025/253 File No 564

Sir,

Having examined the details given in Notice and bid document for the above work, I/we hereby submit relevant document.

1. I/we hereby certify that all the statement made and information supplied in respect of the aforesaid bid and accompanying statements are true and correct.
2. I/we furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/we submit the requisite bid security declaration/ requisite certified solvency certificate and authorize the Institute i.e. IIM Indore or its officials to approach the bank issuing the same to confirm the correctness thereof. I/We also authorize IIM Indore and its officials to approach individuals, employees firms and corporation to verify our competence and general reputation.
4. I/We submit the certificates/ documents in support of our suitability, technical knowledge and capability for having successfully completed the said works (as mentioned / as attached in support of eligibility requirement)

Seal of bidder

Date of submission:

Signature(s) of Bidder(s)

Format of Bank Guarantee
Bank Guarantee for Performance Security

(On letter head of the Owner with adhesive stamp / non-judicial stamp paper of appropriate value at the time of issue of Bank Guarantee)

THIS DEED OF GUARANTEE made on _____ day of _____ 2025, between [Name of Bank], having Registered Office at [Address], (hereinafter called the “Bank” which expression shall unless repugnant to the context and meaning thereof include its successors) in favor of **Indian Institute of Management Indore having its office at Prabandh Shikhar, Rau-Pithampur Road, Indore- 453556 (M.P.)** (hereinafter called “Owner” which expression shall unless repugnant to the context and meaning thereof include its successors and assigns).

WHEREAS (IIMI) Indian Institute of Management Indore has issued a Letter of Acceptance / Letter of Intent No..... dated _____ to _____ having its Corporate office at _____ (hereinafter called the “Contractor”) which constitute a binding Contract (hereinafter called “Contract Agreement”) for carrying out the **“Upgradation of Existing Hipath 4000 V2 EPABX System to Openscape 4000 Ecoserver V11 System at IIM Indore Campus”** based upon the Tender submitted by the Contractor and agreed between Client and Contractor and subject to the terms therein contained. The work to be carried out by Contractor shall be supervised and implemented by M/s _____. (hereinafter called “Contractor/Bidder”)

AND WHEREAS in accordance with the terms and conditions of the contract agreement, the Contractor has agreed to furnish a Bank Guarantee to Owner in the form of acceptable to performance guarantee for a sum of Rs. _____ (Rupees _____ Only) to ensure timely and satisfactory performance by the Contractor of its obligation under the Contract Agreement.

AND WHEREAS the Bank has at the request of the Contractor agreed to furnish this irrevocable and unconditional guarantee in favour of Owner to secure performance by the Contractor of its obligations under the Contract Agreement on the terms and conditions herein contained.

NOW THIS DEED WITHNESSTH AS FOLLOWS:

1. The Bank hereby unconditionally and irrevocably guarantees the due and punctual performance and observance of and compliance by the Contractor of the covenants, agreements, conditions and provisions expressed or implied on the part of the Contractor to be performed observed or complied with under the Contract Agreement in accordance with the terms thereof and in the event of any non-performance and non-compliance of the same for any reason, the Bank shall absolutely irrevocably and unconditionally without any demur right of set off or counter claim, forthwith upon written demand by Owner and without demur or protest and without reference to the Contractor pay to Owner a sum not exceeding

Rs. _____ (Rupees _____ only). A demand so made by _____ shall be final and binding on the Bank.

2. The Bank's liability under this Guarantee is restricted to Rs. _____ (Rupees _____ only).
3. The decision of Owner for the time being in force, or at any time thereafter as to the non-performance, non-observance and non-compliance by the Contractor of the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor, to be observed performed or complied with under the Contract Agreement shall be final, conclusive and binding upon the Bank and shall not in any circumstances be questioned by the Bank, under what so ever circumstances.
4. Any demand for payment under this Guarantee shall be made on the Bank by Owner in writing at [Bank Address] and shall be deemed to have been sufficiently made by Owner if the writing containing the demand is sent to the Bank by registered post to the address as aforesaid or sent to the Bank by hand delivery at such address and written acknowledgement obtained to such delivery.
5. The guarantee obligations of the Bank hereunder shall continue in force and effect and be binding on the Bank in accordance with its terms upto _____ or unless extended on written demand by IIM Indore until the due performance, observance and compliance by the Contractor of all the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor to be observed, performed or complied with under the Contract Agreement, the completion of the Defects Liability Period and issue of the Certificate of Final Completion by Owner in accordance with the Contract Agreement.
6. As between the Bank and Owner (but without affecting the Contractors' obligations) the Bank shall be liable under this Guarantee as if it were the sole principal debtor. The Bank's liability hereunder shall not be discharged nor shall its liability be affected by:
 - a. Any time, indulgence, waiver or consent at any time given by Owner to the Contractor.
 - b. Any amendment to the Contract Agreement,
 - c. The making or the absence of any demand by Owner on the Contractor or any other person for payment.
 - d. The enforcement or absence of enforcement of the Contract Agreement or of any security or other defect in any provision of the Contract Agreement or of any of the Contractors obligations there under;
 - e. The dissolution, amalgamation, reconstruction or reorganization or appointment of any Administrative Receiver of the Contractor.
7. The Guarantee herein contained shall not be determined or in any way prejudiced or affected by any change in the constitution of the Bank/ Owner or by any merger, or amalgamation or reconstruction of the Bank / Owner but shall be enforceable against the merged, amalgamated or reconstruction body.
8. The Bank hereby expressly and irrevocably waives all claims of waiver, release, surrender or compromise and all defenses, set offs, counter claims recoupments, reductions, limitations and impairments, whatsoever.

9. Owner shall be at liberty to vary and alter or modify any of the terms and conditions of the Contract Agreement including without limitation to extend from time to time the time for the performance of the Contract Agreement by the Contractor or to postpone from time to time any of the powers exercisable by owner against the Contractor, to forbear or to enforce any of the terms and conditions of the Contract Agreement, without in any manner affecting this Guarantee and without notice to or assent of the Bank.
10. The Bank waives any right to require/ proceeding first against the Contractor or the realization first of any other security or other guarantee, if any.
11. The Bank agrees and confirms that its obligation to make payment to Owner on demand hereunder and discharge of such obligation shall not be delayed, exercised or avoided by reason of any act or omission on the part of Owner.
12. The bank declares and confirms that the Bank has taken all necessary corporate action to authorize the execution delivery and performance of this Guarantee in accordance with the terms hereof and that the Bank has full power to enter into and perform and discharge its obligations under taken hereunder and that this Guarantee constitutes legal, valid and binding obligation of the Bank, enforceable in accordance with its terms and any defects therein or in its execution shall not be a plea for non-payment or performance of its obligation.
13. This guarantee shall be Governed by and construed in all respects according to the laws of India and shall be subject to the jurisdiction of the courts in Indore.
14. Any forbearance or indulgence on the part of Owner in the enforcement of the covenants, agreements, conditions and provisions, expressed or implied, on the part of the Contractor to be observed, performed or complied with by the Contractor under the contract agreement shall in no way relieve the Bank of its liability under the Guarantee.
15. Terms and expression defined in the contract agreement and used herein shall have the meanings assigned to them therein save and except where the context otherwise require.
16. Notwithstanding anything contained hereinabove;
 - a. Our liability under this bank guarantee shall not exceed Rs. _____ (Rupee _____)
 - b. This bank guarantee shall be valid upto _____ or and
 - c. It is a condition to our liability for payment of the guaranteed amount or part any thereof arising under this Bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before _____ or as provided in clause 5 failing which our liability under this bank guarantee will automatically cease.
 - d. This bank guarantee is not assignable and not transferable to third party.

IN WITNESS WHEREOF THE BANK HAS SET ITS HAND AND SEAL THE DAY AND YEAR FIRST ABOVE WRITTEN.

SIGNED for and behalf)
 Of the Bank by it's duly authorized)
 Representative)
 In the presence of)

Local Content certification

We M/s _____(bidder's name) under that we meet the mandatory Local Content (LC) requirement for qualifying as 'Class I Local supplier's' as per the PP-LC Policy against Tender No. _____dated _____. The percentage of Local Content in the Bid is _____%.

Authorized dated signature of the bidder with stamp.

Manufacturer's Authorization Form (MAF)
(To be issued on OEM's Letterhead)

To

The Chief Officer (Engineering),
Indian Institute of Management Indore,
Prabandh Shikhar, Rau-Pithampur Road,
Indore - 453556 (M.P.)

Sub: Manufacturer's Authorization & Warranty Commitment against Tender Document No. IIMI/Estate/21/2025/253 File No. 564 dated 22.09.2025

Dear Sir,

We,, a proven and reputable Original Equipment Manufacturer (OEM) of the Openscape 4000 Ecoserver V11 System having our manufacturing facilities at, hereby authorize our partner/authorized representative M/s. (name and address of the agent) to:

1. Submit the bid, enter into a contract with Indian Institute of Management Indore against the above referred tender.
2. Provide complete sales, installation, commissioning, warranty, and post-sales support services on our behalf for the executed work.

We further confirm that:

- No other firm, supplier, or individual except M/s. is authorized by us to represent, submit, or process this tender on our behalf for the said requirement.
- We extend our full warranty and comprehensive support commitment for the goods and services supplied against this tender, in line with Clause 16 of the General Conditions of Contract.
- We undertake to provide (directly or through our authorized partner) the following:
 - Onsite warranty support during the warranty period.
 - Annual Maintenance Contract (AMC) options post-warranty, if required by IIM Indore.
 - Response times and technical support as per tender requirements.
 - Continuous supply of genuine spares, upgrades, and technical documentation during the product's support lifecycle.

This authorization shall remain valid for the entire duration of the bid, contract execution, warranty period, and AMC period as applicable.

Yours faithfully,

For and on behalf of M/s.
[Name & Address of OEM / Manufacturer]

(Signature with date, name & designation of authorized signatory)
(with official seal & power of attorney details)

Note: This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.

Warranty & Post-Sales Support Commitment
(To be issued on Bidder's Letterhead)

To

The Chief Officer (Engineering),
Indian Institute of Management Indore,
Prabandh Shikhar, Rau-Pithampur Road,
Indore - 453556 (M.P.)

Sub: Warranty & Post-Sales Support Commitment against Tender Document No. IIMI/Estate/21/2025/253 File No. 564 dated 22.09.2025

Dear Sir,

We, (authorized partner), manufacturer of Openscape 4000 Ecoserver V11 System, hereby confirm our commitment to provide warranty and post-sales support for the goods and services supplied against the above-referred tender, as per the following terms:

1. Warranty Support

- We provide a comprehensive onsite warranty for a period of 5 years from the date of successful installation and commissioning.
- During the warranty period, we will provide:
 - Onsite corrective maintenance for hardware and software failures.
 - Replacement/repair of defective parts with genuine OEM parts, free of cost.
 - Software patches, updates, and upgrades released during the warranty period.

2. Response & Resolution Time

- Response time: Within 4 hours of lodging the complaint.
- Resolution time: Within 48 hours/days, depending on the severity and criticality of the issue.
- Escalation support: Bidder will provide higher-level technical expertise if the issue remains unresolved within the agreed timeline.

3. Post-Warranty Support (AMC / ATS)

- After expiry of the warranty, we commit to provide Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) on mutually agreed terms.
- AMC/ATS shall cover:
 - Periodic preventive maintenance visits.
 - Priority-based corrective maintenance.
 - Access to latest software patches, version upgrades, and OEM-certified spare parts.

4. Support Capability

- We confirm availability of trained engineers and service infrastructure in India to provide timely onsite support.
- Bidder shall ensure the availability of spares and technical support for a minimum period of 5 years after end-of-life of the product.

This commitment remains valid for the entire duration of the contract, including the warranty and post-warranty AMC/ATS period.

Yours faithfully,

For and on behalf of M/s.

[Name & Address of bidder]

(Signature with date, name & designation of authorized signatory)
(with official seal & power of attorney details)

Note: This letter of authorisation should be on the letter head of the bidder and should be signed by a person competent and having the power of attorney to legally bind.

Q.	FINANCIAL BID
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1. The Financial Bid is to be filled through e-procurement portal namely CPPP through <https://eprocure.gov.in/eprocure/app>
2. Any other mode of bid submission will not be accepted.


Tender Inviting Authority