

## Annexure-I

**OIL INDIA LIMITED**  
(A Government of India Enterprise)  
P.O. Duliajan-786602, Assam, India  
E-mail: [material@oilindia.in](mailto:material@oilindia.in)

**INVITATION FOR BID**  
**LOCAL COMPETITIVE BID**

OIL INDIA LIMITED invites Local Competitive Bid (LCB) through its e-procurement portal <https://etender.srm.oilindia.in/irj/portal> for the following items:

<b>Tender No</b>	<b>Bid Closing/ Opening Date</b>	<b>Item &amp; Qty</b>
<b>SDI0208P16 DT:09.02.2016</b> (SINGLE STAGE TWO BID SYSTEM)	<b>07.04.2016</b>	<b>UPGRADATION OF EXISTING GIS SOFTWARE &amp; HARDWARE</b>
<b>SDI0213P16 DT:10.02.2016</b> (SINGLE STAGE COMPOSITE BID SYSTEM)	<b>07.04.2016</b>	<b>VOICE &amp; SMS BROADCASTING SYSTEM FOR EMERGENCY MANAGEMENT</b>
<b>SDI0154P16 dtd. 04.02.2016</b> (SINGLE STAGE COMPOSITE BID SYSTEM)	<b>07.04.2016</b>	<b>WAITING AREA CHAIR</b>
<b>SDI0224P16 dtd. 12.02.2016</b> (SINGLE STAGE COMPOSITE BID SYSTEM)	<b>07.04.2016</b>	<b>500 KVA TRANSFORMER</b>
<b>SSI0152P16 dtd. 04.02.2016</b> (SINGLE STAGE COMPOSITE BID SYSTEM)	<b>31.03.2016</b>	<b>CGI SHEET</b>
<b>SSI0153P16 dtd. 04.02.2016</b> (SINGLE STAGE COMPOSITE BID SYSTEM)	<b>31.03.2016</b>	<b>M.S.PLATE</b>

Tender fee (Non-refundable): Rs 1,000.00; Bid Closing/Opening Time: **(11 Hrs.) IST/(14 Hrs.) IST**; Period of sale of documents **till One week prior to bid closing date..** The complete bid documents and details for purchasing bid documents, participation in E-tenders are available on OIL's e-procurement portal <https://etender.srm.oilindia.in/irj/portal> as well as OIL's website [www.oil-india.com](http://www.oil-india.com).

**NOTE:** All addenda, Corrigenda, time extension etc. to the tenders will be hosted on above website and e-portal only and no separate notification shall be issued in the press. Bidders should regularly visit above website and e-portal to keep themselves updated.



**OIL INDIA LIMITED**  
(A Government of India Enterprises)  
PO : Duliajan – 786602  
Assam (India)

TELEPHONE NO: (91-374) 2808719

FAX NO: (91-374) 2800533

Email: [tuhin\\_roy@oilindia.in](mailto:tuhin_roy@oilindia.in) ; [erp\\_mm@oilindia.in](mailto:erp_mm@oilindia.in)

**FORWARDING LETTER**

**Tender No.** : SDI0213P16 Dtd 10.02.16

**Tender Fee** : Rs 1,000.00

**Bid Security Amount** : Applicable

**Bidding Type** : SINGLE STAGE COMPOSITE BID SYSTEM

**Bid Closing on** : As mentioned in the e-portal

**Bid Opening on** : -do-

**Performance Security** : Applicable

**Integrity Pact** : Not Applicable

OIL invites Bids for **Voice And SMS Broadcasting (30 Ports) System for Emergency Management** through its e-Procurement site under **SINGLE STAGE COMPOSITE BID SYSTEM**. The bidding documents and other terms and conditions are available at Booklet No. MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders. The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area -> Tender Documents

The general details of tender can be viewed by opening the RFx [ Tender] under RFx and Auctions.. The details of items tendered can be found in the Item Data and details uploaded under Technical RFX.

**The tender will be governed by:**

- a) For technical support on various matters viz. Online registration of vendors, Resetting of Passwords, submission of online bids etc, vendors should contact OIL's ERP MM Deptt at following: Tel Nos = 0374-2807171 , 0374-2807192. Email id = [erp\\_mm@oilindia.in](mailto:erp_mm@oilindia.in).

- b) OIL's office timings are as below:

	Time (in IST)
Monday – Friday	07.00 AM to 11.00 AM; 12.30 PM to 03.30 PM
Saturday	07.00 AM to 11.00 AM
Sunday and Holidays	Closed

Vendors should contact OIL officials at above timings only.

- c) “General Terms & Conditions” for e-Procurement as per Booklet No. MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders.

- d) Technical specifications and Quantity as per **Annexure – 1A**.
- e) The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area -> Tender Documents.
- f) In the event of receipt of only a single offer against the tender within B.C. date, OIL reserves the right to extend the B.C. date as deemed fit by the Company. During the extended period, the bidders who have already submitted the bids on or before the original B.C. date, shall not be permitted to revise their quotation.
- g) All corrigenda, addenda, amendments, time extension, clarifications etc. To the tender will be hoisted on OIL's website ([www.oil-india.com](http://www.oil-india.com)) and in the e-portal (<https://etenders.srm.oilindia.in/irj/portal>) only and no separate notification shall be issued in the press. Prospective bidders are requested to regularly visit the website and e-portal to keep themselves updated.
- h) Any sum of money due and payable to the contractor (including Security Deposit refundable to them) under this or any other contract may be appropriated by Oil India Limited and set-off against any claim of Oil India Limited (or such other person or persons contracting through Oil India Limited) for payment of sum of money arising out of this contract or under any other contract made by the contractor with Oil India Limited (or such other person or persons contracting through Oil India Limited).
- i) Bidder are advised to fill up the Technical bid check list (**Annexure EEE**) and Response sheet (**Annexure FFF**) given in MS excel format in Technical RFx -> External Area -> Tender Documents. The above filled up document to be uploaded in the **Technical RFX** Response.

**Special Note:**

**1.0 General Qualification Criteria:**

In addition to the general BRC/BEC, following criteria on Bidders' Experience and their financial capabilities shall be considered (**Documentary evidence to be provided along with the bid in Technical RFx -> External Area -> Tender Documents**) as on the Bid Closing Date:

<b>Criteria</b>	<b>Complied / Not Complied.</b>
<b>Annual financial turnover of the firm in any of the last 3 financial years or current financial year should not be less than Rs 44.50 Lakhs.</b>	<b>Documentary evidence submitted / not submitted</b>

Note: For Annual financial turnover enclose the audited Annual Reports or balance sheet certified by a chartered accountant.

**2.0 Vendors having OIL's User ID & password shall purchase bid documents on-line through OIL's electronic Payment Gateway upto one week prior to the Bid closing date (or as amended in e-portal).**

Vendors who do not have OIL's User ID & password shall obtain User ID & password through online vendor registration system in e-portal and can subsequently purchase bid documents through OIL's electronic Payment Gateway upto one week prior to the Bid closing date (or as amended in e-portal).

Alternatively application showing full address/email address with Tender Fee (Non-refundable) of Rs. 1,000.00 in favour of M/s Oil India Limited and payable at Duliajan is to be sent to Head-Materials, Oil India Limited, P.O. Duliajan, Assam-786602. Application shall be accepted only upto one week prior to the Bid closing date (or as amended in e-portal). The envelope containing the application for participation should clearly indicate "REQUEST FOR ISSUE OF USER ID AND PASSWORD FOR E TENDER NO ..." for easy identification and timely issue of user ID and password. On receipt of requisite tender fee, USER\_ID and initial PASSWORD will be communicated to the bidder (through e-mail) and will be allowed to participate in the tender through OIL's e- Procurement portal. No physical tender documents will be provided. Details of NIT can be viewed using "Guest Login" provided in the e-Procurement portal. The link to e-Procurement portal has been also provided through OIL's web site [www.oil-india.com](http://www.oil-india.com).

**NOTE:**

PSUs and MSE units are provided tender documents Free of Cost (as per govt guidelines), however they have to apply to OIL's designated office to issue the tender documents one week prior to the Bid closing date (or as amended in e-portal).

3.0 Please note that all tender forms and supporting documents are to be submitted through OIL's e-Procurement site only except following documents which are to be submitted manually in sealed envelope super scribed with Tender no. and Due date to **Head Materials, Materials Department, Oil India Limited, Duliajan - 786602, Assam** on or before the Bid Closing Date and Time mentioned in the Tender.

- a) Original Bid Security
- b) Detailed Catalogue (if any)
- c) Any other document required to be submitted in original as per tender requirement

All documents submitted in physical form should be signed on all pages by the authorised signatory of the bidder and to be submitted in duplicate.

**4.0 Benefits to Micro & Small Enterprises (MSEs) as per OIL's Public Procurement Policy for Micro and Small Enterprises (MSEs) shall be given. Bidders are requested to go through ANNEXURE – I of General Terms and Conditions for E- PROCUREMENT LCB TENDERS (MM/LOCAL/E-01/2005) for more details. MSE bidders are exempted from submission of Tender Fees and Bid Security/Earnest Money provided they are registered for the items they intend to quote.**

5.0 Bidders are requested to examine all instructions, forms, terms and specifications in the bid. Failure to furnish all information required as per the NIT or submission of offers not substantially responsive to the bid in every respect will be at the bidders risk and may result in rejection of its offer without seeking any clarifications.

6.0 Bidders must ensure that their bid is uploaded in the system before the tender closing date and time. Also, they must ensure that above documents which are to be submitted in a sealed envelope are also submitted at the above mentioned address before the bid closing date and time failing which the offer shall be rejected.

7.0 Bid must be submitted electronically only through OIL's e-procurement portal. Bid submitted in any other form will be rejected.

8.0 The tender shall be governed by the Bid Rejection & Bid Evaluation Criteria given in enclosed **Annexure-CCC**. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (as per **Annexure-CCC**) contradict the Clauses of the tender and / or "General Terms & Conditions" as per Booklet No. MM/LOCAL/E-01/2005 for E-procurement (LCB Tenders) elsewhere, those in the BEC / BRC shall prevail.

9.0 To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.

10.0 Please do refer the User Manual provided on the portal on the procedure How to create Response for submitting offer.

11.0 If Bank Guarantee is submitted towards 'Bid Security', then bidders have to ensure that the Bank Guarantee issuing bank indicate the name and detailed address (including e-mail) of their higher office from where confirmation towards genuineness of the Bank Guarantee can be obtained.

**NOTE:**

**Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.**

**Yours Faithfully**

**Sd-**

**(T. ROY)**

**DEPUTY MANAGER MATERIALS (IP)  
FOR HEAD-MATERIALS**

**Tender No & Date: SDI0213P16 Dtd 10.02.16****BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)**

The following BRC/BEC will govern the evaluation of the bids received against this tender. Bids that do not comply with stipulated BRC/BEC in full will be treated as non responsive and such bids shall prima-facie be rejected. Bid evaluation will be done only for those bids that pass through the “Bid Rejection Criteria” as stipulated in this document.

Other terms and conditions of the enquiry shall be as per General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (BRC / BEC) contradict the Clauses of the tender or MM/LOCAL/E-01/2005 elsewhere, those in the BRC / BEC shall prevail.

<b><u>Criteria</u></b>	<b>Complied / Not Complied. (Remarks if any)</b>
<p><b>1.0 BID REJECTION CRITERIA (BRC):</b></p> <p><b>A) TECHNICAL:</b></p> <p>The bid shall conform generally to the specifications, terms and conditions given in this document. Notwithstanding the general conformity of the bids to the stipulated specifications, the following requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected.</p> <p><b>B) COMMERCIAL:</b></p> <p>i) Validity of the bid shall be minimum 120 days from the Bid Closing Date.</p> <p>ii) Bid security: The bid must be accompanied by Bid Security of <b>Rs 44,500.00</b> in OIL's prescribed format as Bank Guarantee or a Bank Draft/Cashier cheque in favour of OIL. The Bid Security may be submitted manually in sealed envelope superscribed with Tender no. and Bid Closing date to Head Materials, Materials Department, Oil India Limited, Duliajan- 786602, Assam on or before the Bid Closing Date and Time mentioned in the Tender. <b>The Bank Guarantee towards Bid Security shall be valid for 10 months from Bid closing date. (i.e. upto 07.02.2017).</b></p> <p><b>Bid Security may also be paid online on or before the Bid Closing Date and Time mentioned in the Tender.</b></p> <p><b><u>If bid security in ORIGINAL of above mentioned Amount and Validity is not received or paid online within bid closing date and time, the bid submitted through electronic form will be rejected without any further consideration.</u></b></p>	

For exemption for submission of Bid Security, please refer Clause No. 8.8 of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders.

**The format of Bank Guarantee towards Bid Security (Annexure – VII) has been amended to Annexure – VII (Revised) and bidders should submit Bank Guarantee towards Bid Security as per Annexure – VII (Revised) only.**

iii) Performance Security:

a) The successful Bidder will have to provide 1<sup>st</sup> Performance Security @ 10% of total cost of Equipment + Installation & Commissioning + Training. The Performance Security must be valid for one year from the date of successful commissioning of the equipment or 18 months from the date of despatch whichever is earlier.

b) The successful Bidder will have to provide 2<sup>nd</sup> Performance Security @ 10% of total cost of AMC for 5 years prior to expiry of the 1st Performance Security. The Performance Security must be valid for 5 years.

**The validity requirement of Performance Security is assuming despatch within stipulated delivery period and confirmation to all terms and conditions of order. In case of any delay in despatch or non-confirmation to all terms and conditions of order, validity of the Performance Security is to be extended suitably as advised by OIL.**

iv) *The Bank Guarantee should be allowed to be encashed at all branches within India.*

v) The prices offered will have to be firm through delivery and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and rejected.

vi) Bids received after the bid closing date and time will be rejected. Similarly, modifications to bids received after the bid closing date & time will not be considered.

vii) All the Bids must be Digitally Signed using “Class 3” digital certificate with Organisation’s name (*e-commerce application*) as per Indian IT Act obtained from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. The bid signed using other than “Class 3 with Organisation’s Name” digital certificate, will be rejected.

viii) Price should be maintained in the “online price schedule” only. The price submitted other than the “online price schedule” shall not be considered.

ix). **A bid shall be rejected straightway if it does not conform to any one of the following clauses:**

<p>(a) <b>Validity of bid shorter than the validity indicated in the Tender.</b></p> <p>(b) <b>Original Bid Security not received within the stipulated date &amp; time mentioned in the Tender.</b></p> <p>(c) <b>Bid Security with (i) Validity shorter than the validity indicated in Tender and/or (ii) Bid Security amount lesser than the amount indicated in the Tender.</b></p> <p>(d) <b>Average Annual Turnover of a bidder lower than the average Annual turnover mentioned in the Tender.</b></p> <p><b>2.0 <u>BID EVALUATION CRITERIA (BEC)</u></b></p> <p>The bids conforming to the terms and conditions stipulated in the tender and considered to be responsive after subjecting to the Bid Rejection Criteria as well as verification of original of any or all documents/ documentary evidences pertaining to BRC, will be considered for further evaluation as per the Bid Evaluation Criteria given below.</p> <p><b>A) TECHNICAL:</b></p> <p>For evaluation of bids, the total cost of the bid including Hardware &amp; Software + Installation &amp; Commissioning + Training charges + 5 years AMC charges shall be considered. i.e. Purchase Order shall be placed on the bidder who is lowest (L1) after considering cost of all items together.</p> <p><b>B) COMMERCIAL:</b></p> <p>i). To evaluate the inter-se-ranking of the offers, Assam Entry Tax on purchase value will be loaded as per prevailing Govt. of Assam guidelines as applicable on bid closing date. Bidders may check this with the appropriate authority while submitting their offer.</p> <p>ii). To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.</p>	
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**NOTE:**

**Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.**

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**TECHNICAL SPECIFICATIONS WITH QUANTITY****Tender No & Date: SDI0213P16 Dtd 10.02.16**

	<b>Complied / Not Complied. (Remarks if any)</b>
<p>Design, configuration, Installation, Testing and Commissioning of the "Voice And SMS Broadcasting (30 Ports) System for Emergency Management at Oil India Limited - Expandable to 60 Ports alongwith onsite Comprehensive AMC of 5 years.</p> <p>Special Notes :</p> <ol style="list-style-type: none"> <li>1. Bidder shall provide his Certificate and Certificate from OEM that Technical Support, Availability of Spares and the Software required for entire proposed Solution shall be available for a period of 06 years from the date of Installation (01 year warranty + 5 years AMC period).</li> <li>2. Bidder shall have experience of successfully executing atleast One similar order of Supply, Installation, Commissioning and working of SMS Broadcasting and/or Voice Telesuite system amounting to Rs 13.35 Lakhs during last 3 years as on B.C date. The bidder shall submit documentary evidence alongwith their offer.</li> <li>3. Successful bidder shall provide a competent Site Engineer (personnel) <b>posted</b> at Duliajan for providing operation and Maintenance services throughout the period of Warranty and AMC. Bidder to provide Compliance Certificate to this effect in his bid.</li> <li>4. Bidder shall provide his Certificate for expansion to 60 ports during the period of Warranty and /or AMC, if OIL desired so.</li> <li>5. The Bidder shall submit a clause by clause compliance statement to various Technical specifications/features/Scope of Work/clauses mentioned in the Tender. Any deviation shall be marked and alternative solution proposed with justification. Incomplete offers shall be rejected.</li> <li>6. Bidder shall compulsorily quote for all items of the NIT and show the price breakup in the price schedule. In case price of any item is not shown separately it shall be construed to be included in the total quoted prices.</li> <li>7. The following abbreviations are used and are applicable to all the paras and clauses of this Tender : <b>OIL</b> shall mean Oil India Limited, Duliajan; <b>Contractor</b> shall mean 'successful bidder on whom the order is placed'; <b>AMC</b> shall mean 'Onsite Comprehensive AMC of all hardware and software at Duliajan, Assam; '<b>competent/site engineer/personnel</b>' shall mean 'Contractor's engaged competent personnel stationed at Duliajan for carrying out Operation &amp; Maintenance of the proposed solution'.</li> </ol>	
<p><b><u>VOICE AND SMS BROADCASTING SYSTEM.</u></b></p> <p>A. The complete solution shall comprise of the following items, accessories and software components :</p>	

I. Desktop PC for Telesuite Voice & SMS Broadcasting system. (Specification in Note 1 below) - 01 No.

II. PRI Interface Dialogic Card (or equivalent for interfacing new offered Hardware with the existing OIL's AVAYA PBX ) - 01 Set

III.SMS Gateway Single SIM (bidders proposed hardware/ software for SMS broadcasting complete with SMS client software installed on computer to send/receive SMS using GSM SIM) - 02 Nos.

IV. Software with License for Telesuite Voice & SMS Broadcasting System. (Specification in Note 2 below). - 01 set

V. AVAYA E1 PRI Trunk Card - to create Trunk between OIL's existing AVAYA IP PBX AND bidders proposed Telesuite Voice & SMS Broadcasting System. - 01 set

VI. High end PC (Server Application) for Administration & Maintenance.(Specifications in Note 1 below) - 01 set

VII.UPS 3 KVA, True online with SNMP card, Double Conversion Type, 1 phase input with Isolation Transformer -- complete with 12 Volt 65 AH SMF Battery set of 16 nos., suitable for over 8 Hours backup, with Battery Rack & Connectors. - 01 set

VIII. Configuration, Installation, Testing and Commissioning of all above at Oil India Ltd., Duliajan to make the entire system functional. Any other item required for successful I & C, but not quoted shall be supplied by vendor free of cost. -- 01 Job

IX. Training to OIL personnel on Operation & configuration of Telesuite Voice & SMS Broadcasting System. (At OIL site) - 01 Job

B. Oil India Limited shall provide the following to the vendor:

- a. Rack Space in existing Rack at FCC for accommodating the proposed solution components.
- b. 2 Nos. Slot space in existing AVAYA IP PBX system to install high-density Media Resource Card & E1 PRI Trunk card.
- c. Additional Desktop PC and/or Laptop for installation of Software as in A.IV above.
- d. SIM Cards and recurring charges as required in A.III above

C. SCOPE OF WORK :

a. It consists of Design, configuration, Installation, Testing and Commissioning of the "VOICE AND SMS BROADCASTING (30 PORTS) SYSTEM" at Field Communication - Expandable to 60 Ports, Oil India Limited and its Integration with the existing IP PBX system over PRI Trunk for the satisfactory working of the entire solution.

b. The System shall have an opportunity to stay in touch with the employees of OIL by broadcasting voice and text messages from web based application. The system dials the Telephone numbers which are predefined under groups. On the call being answered, the system shall broadcast a voice message which is either predefined or recorded by the broadcaster. The system can also broadcast text messages (SMS) to the predefined group.

FEATURES OF SYSTEM :

- a. User Creation (with ADMIN permission).
- b. Contact
- c. Recordings (Message ID, Description, Header choice File Name, Message Voice File Name).
- d. Emergency Schedule
- e. Schedule Date and Time, Description, Available line, Allocated Lines
- f. Play message, Play characters, Play numbers, Play Date & Time
- g. Address Book
- h. Add Member
- i. The voice message shall be broadcasted to the participants at the predefined schedule time.

#### FUNCTIONS OF THE SYSTEM :

- a. The system shall broadcast the message to all answered numbers and continue to call other numbers from the chosen group.
- b. System shall retry calling those numbers which were busy or unanswered.
- c. The system shall be password protected and shall be activated only by authorized personnel.
- d. Authorized personnel can dial the password and select either appropriate message or record the message to be broadcasted.
- e. SMS and Web Service trigger for a predefined message broadcast.
- f. Option to integrate with third party system like Fire alarm, PMS, Building management (which need to support third party interface).
- g. Easily upgradable to meet the growing business need.
- h. System shall be suitable for Audio Conferencing on Software version enhancing.

#### APPLICATIONS :

- a. Emergency Management.
- b. Personalized Voice Announcements.
- c. Alerts and Notifications/Reminders.

#### NOTE 1 :

The Specification of Desktop PC shall be as given under or better. The PC shall be of reputed brand like ACER/HP/ DELL/APPLE etc. and shall have provision for item A.II above:

##### 1. Processor:

- a) Intel Core i7-4770 Processor (3.4GHz, 4 Cores, 8MB Cache)
- b) Generation: 3rd Generation or higher

2.Memory: Minimum 8-GB (2 X 4GB) DDR3 SDRAM 1333-MHz expandable upto 16GB RAM.

3. Hard Disk Drive & controller : Minimum 1 TB SATA 3Gbps HDD, 7200rpm.

4. Optical Drive : 16X DVD +/-RW with Dual Layer Write Capabilities Complete with driver software on CD media, standard accessories and cables.

5. Ethernet: Integrated 10/100/1000 Mbps Ethernet Controller and IPV6 compliant.

##### 6. I/O Interface:

Front I/O Ports: Minimum 2 USB ports. Headphone and Microphone Jacks.

Rear I/O Ports: VGA port: 1 USB 2.0 ports: 4 USB 3.0 ports: 2 One Fast Serial port One parallel port 1 Gigabit Ethernet (RJ-45) port. Headphone and Microphone Jacks.

7. Monitor: OEM 21.5" (Same make & color as CPU box).

8. Keyboard: 104 Keys OEM keyboard with new Indian Rupee logo (Same make & color as CPU box).

9. Mouse: OEM optical scroll mouse with mouse pad.

10. OS : Preloaded Genuine Microsoft ® Windows 8 professional 64 bit OS with recovery CD/DVD and latest service pack in DVD/CD media & documentation OR iOS Or equivalent.

NOTE 2 :

Specifications of Telesuite Voice & SMS Broadcasting system :

- a. Broadcast the message to all answered numbers and continues to call other numbers from the chosen predefined group.
- b. Retry calling those numbers which were busy or unanswered.
- c. Authorized personnel can dial the password and select either appropriate message or record the message to be broadcasted.
- d. SMS & Web service trigger for a predefined message broadcast.
- e. Option to integrate with the third party system like Fire alarms, PMS, Building Management (Which needs to support third party interface).
- f. Quick response to any situation.
- g. Crisis and Emergency Management.
- h. Personalized Voice Announcements.
- i. Alerts and Notifications/ Reminders.
- j. Easily upgradable to meet the growing business need.
- k. The system shall be equipped with 30 Ports but Expandable to 60 Ports by addition of HARDWARE components only. Software shall be Equipped for 60 Ports.

WARRANTY :

1. The bidder shall provide certificate that entire solution system consisting of equipment, software, Hardware and accessories shall be warranted for 01 year from date of commissioning. Any fault arising during the period of warranty shall be repaired / replaced by successful vendor FREE OF COST so as to keep the solution operational.
2. The successful vendor shall engage a competent Site Engineer (personnel) posted at Duliajan to carry out operation, maintenance and repair of the system. During the warranty period, the successful vendor shall carry out Preventive Maintenance of the system once every month at the site of installation through his engaged competent personnel. In addition to this, during the AMC period, any complaints lodged by OIL to the Contractor shall be attended and rectified by the contractor's engaged personnel within 24 hours from the time of reporting. Any minor malfunction/ breakdown shall be rectified within 24 hours of reporting and any major breakdown within 48 hours of reporting.
3. The successful vendor shall rectify and restore the system by repairing/replacing the defective parts/components/units etc free of cost. Any software changes/modifications/upgradation required shall be carried out as desired to keep the entire system in working condition.
4. In the event the successful vendor fails to attend fault intimation report and rectify the system as stipulated as per clause 2 above, the successful vendor shall have to pay a penalty @ Rs. 500/- per day for minor breakdown and Rs. 1000/- per day for major breakdown.

**Onsite Comprehensive AMC for 5 years.**

Oil India Limited, and/or its representatives/users/user departments is referred to as 'OIL'.  
The successful bidder on whom the onsite Comprehensive AMC shall be placed is referred to as 'CONTRACTOR'.

1. This Onsite Comprehensive Annual Maintenance Contract (including spares) is for entire

VOICE AND SMS BROADCASTING SYSTEM consisting of equipment, software, Hardware and accessories supplied against the order for a period of 05 years after expiry of initial warranty period, subsequently extendable to another 05 years on same terms and conditions.

2. The rate quoted for AMC charges shall be fixed and firm for the equipment and accessories for the duration of the Contract.

3. The payment for the Comprehensive AMC shall be released Half-yearly, after successful rendering of the services during the previous period.

4. The contractor shall engage a competent Site Engineer (personnel) posted at Duliajan to carry out operation, maintenance and repair of the system. During the AMC period, the contractor shall carry out Preventive Maintenance of the system once every month at the site of installation through his engaged competent personnel. In addition to this, during the AMC period, any complaints lodged by OIL to the Contractor shall be attended and rectified by the contractor's engaged personnel within 24 hours from the time of reporting. Any minor malfunction/ breakdown shall be rectified within 24 hours of reporting and any major breakdown within 48 hours of reporting.

5. The contractor shall rectify and restore the system by repairing/replacing the defective parts/components/units etc free of cost. Any software changes/modifications/upgradation required shall be carried out as desired to keep the entire system in working condition.

6. In the event the contractor fails to attend report and rectify the system as stipulated as per clause 4 above, the contractor shall have to pay a penalty @ Rs. 500/- per day for minor breakdown and Rs. 1000/- per day for major breakdown.

7. Contractor shall engage competent Site Engineer (personnel) posted at Duliajan and follow all safety norms as per clause 8 given below.

8. Contractor's responsibilities :

8.1 The contractor shall engage only highly skilled, capable and competent personnel who are fully conversant with the system & jobs involved.

8.2 The contractor personnel shall abide by all relevant statutory safety and environment rules, regulations, applicable codes and standards (i.e. I.E Rules, OMR, OISD standards, BIS etc.).

8.3 The contractor shall ensure complete safety of the personnel engaged by him, and of all the equipment they will handle and must take full responsibility for their safety.

8.4 The contractor shall provide the necessary safety gadgets and personal protective devices and Personnel Protective Equipment(PPE's) to his personnel as and when required during execution of the contract.

8.5 The contractor personnel shall follow Safe Operating Procedures while carrying out any repair/maintenance jobs. A copy of OIL's SOP shall be provided for reference.

8.6 The contractor shall ensure the quality and reliability of all the tools, equipment and instruments they use.

<p>8.7 The contractor personnel shall follow and take necessary permit before carrying out any installation/repair/maintenance jobs .</p> <p>8.8 For any brazing or welding job required to be carried out in connection with repair/maintenance jobs , the contractor personnel shall have to take due permission from OIL. (N/A in this case).</p> <p>8.9 The contractor personnel shall take every possible care to keep the environment clean and free from pollution.</p> <p>8.10 The contractor personnel should understand the implication of the known hazards related to the work undertaken by them and the necessity of having an emergency plan ready to counter them, should anything go wrong.</p> <p>8.11 While providing the services, the contractor personnel shall follow the procedures and systems taking all control measures in all the stages of works to avoid any untoward incidents/accidents</p> <p>8.12 The contractor shall fully understand OIL's HSE policy (available with the department) and should take necessary steps to align their HSE policy with OIL's; so as to accommodate and implement OIL's HSE policy in the jobs undertaken by them.</p> <p>8.13 The contractor shall have to report all sorts of near misses, incidents and accidents to Installation Manager / Operator, User Department and also to Field Communication Engineer immediately.</p> <p>8.14 For any clarification with regard to the above, the contractor may contact HEAD/ concerned engineer / DSO of Field Communication Department.</p>	
<p>Payment terms:</p> <p>a) 70% of Material cost shall be released after receipt of materials at Duliajan and balance 30% of Material cost alongwith Installation and commissioning charges shall be released after successful and satisfactory Installation and commissioning of all items and accessories.</p> <p>b) Payment for training shall be released after completion of training.</p> <p>c) Payment for the onsite Comprehensive AMC shall be released Half-yearly, after successful rendering of the services during the previous period.</p>	
<p><b><u>Price Breakup:</u></b></p> <p>Bidders should submit the price breakup of all the items as per “Annexure HHH” which has been uploaded under “Notes &amp; Attachments” &gt; “Attachments” as shown below. The price breakup “Annexure HHH” should be filled up, signed and uploaded under “Notes &amp; Attachments” &gt; “Attachments” only.</p>	

**NOTE:**

**Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.**

**Technical Bid Checklist****Annexure-EEE**

Tender No.			
Bidder's Name :			
		<b>Compliance by Bidder</b>	
SL. NO.	BEC / TENDER REQUIREMENTS	Indicate 'Confirmed' / 'Not Confirmed' / Not applicable	Indicate Corresponding page ref. of unpriced bid or Comments
1	Bidder to confirm that he has not taken any exception/deviations to the bid document .		
2	Confirm that the product offered strictly conform to the technical specifications.		
3	Confirm that the Offer has been made with Bid Bond / Bank Guarantee / Earnest Money along with the offer (Wherever Applicable) ?		
4	Confirm unconditional validity of the bid for 120 days from the date of opening of techno-commercial bid.		
5	Confirm that the prices offered are firm and / or without any qualifications?		
6	Confirm that all relevant fields in the on-line bidding format have been filled in by the bidder for the items quoted by them.		
7	Confirm that the the price bid is in conformity with OIL's online bidding format ?		
8	Confirm that the Bid comply with all the terms & conditions ?		
9	Confirm that the offers and all attached documents are digitally signed using digital signatures issued by an acceptable Certifying Authority (CA) as per Indian IT Act 2000.		
10	CONFIRM THAT YOU HAVE SUBMITTED THE DULY SIGNED INTEGRITY PACT DOCUMENT (Wherever Applicable)		
11	CONFIRM THAT YOU SHALL SUBMIT PERFORMANCE BANK GUARANTEE AS PER NIT IN THE EVENT OF PLACEMENT OF ORDER ON YOU (Wherever Applicable)		
12	CONFIRM THAT YOU HAVE SUBMITTED DOCUMENTS AS PER GENERAL QUALIFICATION CRITERIA		
13	Confirm that you have submitted Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager where Bid security has been submitted as Bank Guarantee.		

NOTE: Please fill up the greyed cells only.

**Response Sheet****Annexure-FFF**

<b>Tender No.</b>	
<b>Bidders Name</b>	

**Bidders Response Sheet**

<b>Sl No.</b>	<b>Description</b>	<b>Remarks</b>
1	Name of Bidder	
2	Whether tender document purchased from OIL's offices.	
3	Place of Despatch	
4	Whether Freight charges have been included in your quoted prices	
5	Whether Insurance charges have been included in your quoted prices	
6	Make of quoted Product	
7	Offered Validity of Bid as per NIT	
8	Delivery Period in weeks from placement of order	
9	Complied to Payment terms of NIT (if applicable) otherwise to Standard Payment Terms of OIL or not.	
10	Bid Security Submitted (if applicable)	
11	Details of Bid Security Submitted to OIL (if applicable)	
	a) Bid Security Amount (In Rs):	
	b) Bid Security Valid upto:	
12	If Bid security submitted as Bank Guarantee, Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager	
13	Bid Security if Not submitted reasons thereof	
14	Whether you shall submit Performance Security in the event of placement of order on you (if applicable)	
15	Integrity Pact Submitted (if applicable)	
16	Whether submitted documents in support of General Qualification criteria of NIT	
17	If bidder is Small scale unit whether you have quoted your own product	
18	If bidder is Small scale unit whether you are eligible for purchase preference (as per Govt guidelines)	
19	Whether filled up the bank details for online payment as per Annexure GGG	

NOTE: Please fill up the greyed cells only.



**ANNEXURE - GGG**

**(TO BE FILLED UP BY ALL THE VENDOR IN THEIR OWN LETTER HEAD)  
(ALL FIELDS ARE MANDATORY)**

Tender No. :.....  
Name of Beneficiary :M/s.....  
Vendor Code :.....  
Address :.....  
.....  
Phone No. (Land Line) :.....  
Mobile No. :.....  
E-mail address :.....  
Bank Account No. (Minimum  
Eleven Digit No.) :.....  
Bank Name :.....  
Branch :.....  
Complete Address of your  
Bank :.....  
  
IFSC Code of your Bank  
a) RTGS :.....  
b) NEFT :.....  
PAN :.....  
VAT Registration No. :.....  
CST Registration No. :.....  
Service Tax Registration No. :.....  
Provident Fund Registration :.....

I/We confirm and agree that all payments due to me/us from Oil India Limited can be remitted to our above mentioned account directly and we shall not hold Oil India Limited responsible if the amount due from Oil India Limited is remitted to wrong account due to incorrect details furnished by us.

Office Seal

.....  
Signature of Vendor

Counter Signed by Banker:  
Seal of Bank:

Enclosure: Self attested photocopies of the following documents-

- 1) PAN Card
- 2) VAT Registration Certificate
- 3) Service Tax Registration
- 4) CST Registration
- 5) Provident Registration Certificate
- 6) Cancelled cheque of the bank account mentioned above (in original).
- 7) Bank Statement not older than 15 days on the date of submission.