

**INTER - UNIVERSITY ACCELERATOR CENTRE
(An Autonomous Centre of UGC)
Aruna Asaf Ali Marg, New Delhi - 110067**

NOTICE INVITING E - TENDER

Tender Number : IUAC/NIT/21/KM/2020-21

Dated : 12/01/2021

Inter - University Accelerator Centre (IUAC) invites online bids on behalf of the Director IUAC, New Delhi through e-procurement Portal under two bid system, viz., Technical and Financial bids, from eligible / experienced parties for the **“Supply, Installation, Testing, Commissioning & CAMC of IP-PBX System”**

Tender Documents may be downloaded from Central Public Procurement (CPP) Portal free of cost <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement portal should enroll / register before participating through the website <https://eprocure.gov.in/eprocure/app>. Bids should be submitted online only at the website: <https://eprocure.gov.in/eprocure/app>. Tenderers / Contractors / Bidders are advised to follow the instructions provided in the e-procurement portal. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.

Only bids received through e-procurement portal will be considered for opening. Bids not covering full scope of work/supply of the products/goods will be rejected and only complete bids will be considered. IUAC reserves the right to accept / reject any / all tenders in part / full without assigning any reasons whatsoever, and the decision of IUAC in this regard will be binding on all the bidders.

As per notification no. F/9/4/2020-PPD dated 12.11.2020 issued by Ministry of Finance, Department of Expenditure, Govt. of India, bidders have to submit “Bid Security Declaration” accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents”. Tenderers registered with MSME/NSIC (the unit being registered for the item/work tendered) are required to upload a copy of valid registration certificate in the website <https://eprocure.gov.in/eprocure/app> along with technical bid.

Bidders are advised to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard .XLS BOQ Format with the tender document, then the same is to be downloaded and to be filled and submitted online without modifying the format. **If the BOQ file is found to be modified by the bidder, the bid will be rejected.**

Any Corrigendum / Amendments in respect of above tender shall be issued on website <https://eprocure.gov.in> and www.iuac.res.in only. Bidders should take into account any corrigendum published on the tender document before submitting their bids. The Director, IUAC reserves the right to accept/reject any/all tenders in part/full without assigning any reasons thereof.

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E-TENDER DOCUMENT

Name of the work	SUPPLY, INSTALLATION, TESTING, COMMISSIONING & CAMC OF IP-PBX SYSTEM
Tender Number	TENDER NO: IUAC/NIT/21 /KM /2020-21
Estimated Tender Amount	₹30,00,000.00 (Thirty lakhs only)
Site visit (between 2-5 pm)	20-22 January'2021
Last Date and Time of Submission of Tender	03/02/2021 at 3.00 PM
Date & Time for opening of Tender (Techno-commercial bid – Part-A)	04/02/2021 at 3.30 PM
Date & time for opening of Price Bid (Part -B)	To be intimated later
Contact Person & Address	Administrative Officer (S&P), Email: iuacstores@gmail.com Phones: 011-2412 6018, 24126022

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INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

A. REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrollment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Bidder then logs in to the site through the secured log-in by entering their user ID / password

B. SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help desk.

C. PREPARATION OF BIDS

- 1) Bidders should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully

to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready for the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS /JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

D. SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
4. The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any

bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.

E. ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk. The contact number for the help desk is 1800 3070 2232.

STANDARD TERMS & CONDITIONS

1. Submission of Tender:

Tenders should be uploaded on CPP portal in two Parts i.e. “Technical Bid” (Part-A) and “Price Bid/BOQ” (Part-B).

2. Technical Bid (Part-A):

In this bid, the bidder shall upload the following relevant documents which are essential for technical qualification:

- i. Copies of PAN Number, GST Registration Number certificates of bidding agency
- ii. A duly signed authorization certificate form the OEM in case the bidder is not the original manufacturer of the components.
- iii. Catalogues or data sheet and other technical specifications of the products indicating its ability to meet the functional and technical requirements as per Part A.
- iv. Tender Acceptance Letter shall be duly signed & stamped by the bidder.
- v. The bidder shall not be black listed by any government or government department in any centre/state/district levels across India. An undertaking in this regard should be enclosed with the technical bid.
- vi. The bidder shall have its registered office, preferably at Delhi/ New Delhi and in case of bidder / company having registered office in any other State/ Union Territory; it must have its branch office at Delhi/ New Delhi.
- vii. Bidders should submit an undertaking along with their bid, “confirming their willingness to take up Comprehensive Annual Maintenance Contract (CAMC) on yearly basis” and maintain the system for a minimum period of 7 years” after completion of warranty period. **The CAMC rates** should be quoted for a minimum of 7 years. The services to be provided with the Response Time and Resolution time as mentioned elsewhere.
- viii. Supporting documents to ensure product support commitment from OEM for 10 years. Any upgrade (hardware or software) required for support continuation should be Free of Cost.
- ix. Copy of TEC (IR/GR) approval of the quoted model. Offered IP-PBX shall be approved by TEC (Telecommunication Engineering Centre) of DOT (Department of Telephones, Ministry of Communications) of Govt. of India.
- x. Special Note:
 - a) All documents uploaded by the bidder should be self-attested along with a stamp.
 - b) Technical bids which are not conforming to the technical specifications will be disqualified.

3. VENDOR QUALIFICATION CRITERION

- (i) Original Equipment Manufacturers (OEM) or their authorized representative with following eligibility criteria are invited to bid for the supply, Installation, commissioning and testing of IP-PBX of required configuration.

- (ii) The bids submitted by the System Integrators/OEMs not meeting the following eligibility criteria shall not be considered:
- a) The Bidder must be an Original Equipment Manufacturer (OEM) or shall produce an undertaking from OEM that the bidder is authorized to quote for this tender and will provide support and spares directly for the offered system and also that the offered system will be supported by the OEM for the period of 10 years. **The authorization shall be tender specific and addressed to the tender issuing authority.**
 - b) The Bidder shall have at least 3 years of experience in implementation of IP- PBX Systems. Certificate to this effect, to be enclosed in the bid.
 - c) Product shall be operational in the market for a minimum period of the last two years. Product service shall continue in the market for a minimum period of 10 years. (It shall not be nearing the end of life). OEM shall certify that they shall provide support for maintenance /upgradation works of the proposed system for a total period of 10 years.
 - d) Bidder shall provide details of turn over status of the company for the last three years. The bidder should have an average annual turnover of at least 50 lakhs during the preceding three financial years (i.e. 2016-17, 2017-18 and 2018-19).
 - e) Bidder should have successfully executed Supply Installation, Testing, Commissioning of IP-PBX system during the last three years in the following manner:

One similar work of value not less than Rs 24.00 lakh
or
Two similar works, each of value not less than Rs 15.00 lakh.
or
Three similar works, each of value not less than Rs 12.00 lakh.
 - f) Bidder shall provide details of the customer base/ contact details for the quoted model.
- (iii) The Bidder shall provide all necessary licenses for integrating any SIP compliant IP phones from OEM/ any manufacturer or soft phone as decided by the IUAC during the warranty period.
- (iv) Bidder shall be able to provide demo/technical discussion of the proposed system at IUAC premises for technical evaluation of the proposed system, if called for.
- (v) Bidder shall submit the complete list of deliverables along with their technical quote. In price bid vendors shall provide the price breakup of all priced/ unpriced list of deliverables separately with applicable GST.
- (vi) The technical evaluation of bids shall be done as per above criterion and only technical responsive bids shall be considered for financial bid opening.

4. Price Bid / BOQ (Part-B):

In this bid, the bidder is required to quote his price (in INR) of items upto its delivery at IUAC basis in the standard .XLS format provided and no other format is acceptable. IUAC would provide GST/Custom certificate. Appropriate certificates will be issued to the successful bidder. Bidders are advised to quote all items in the BOQ. Incomplete price bids will be rejected. The bidders should quote unconditional rates, neatly written without any overwriting and all pages should be duly signed & stamped.

5. Validity of Tender:

Tender shall be valid for our acceptance without any change in the rates and NIT conditions for a period of 180 days from the date of opening the price bid. No escalation of cost will be acceptable in any condition after opening of the tender.

6. Escalation / Deviation:

No escalation or deviation shall be allowed till execution of order / contract.

7. Terms of Payment:

- i. 80 % payment will be released on supply, installation, testing and commissioning of the EPABX system.
- ii. 10 % balance will be released after 1 year.
- iii. Balance 10 % on expiry of warranty period of 36 months. This can be considered for an early release subject to receipt of Performance Bank Guarantee of 10%.
- iv. The payment of comprehensive AMC will be payable on quarterly basis at the end of each quarter on submission of satisfactory performance.

8. Guarantee/Defect liability period:

8.1 The entire equipment/ system shall be covered under 36 months (three years) **onsite warranty** . During the said period of 36 months, the contractor (successful bidder), shall provide a "Free of Cost" service / maintenance/software support/software upgradation. The contractor should ensure 99.9 % uptime of the system. The Service Provider shall stock all spares parts for maintaining the EPABX System.

8.2 Warranty should not become void, if the IUAC buys any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed directly by the IUAC.

8.3 The bidder should have an experienced pool of Technician/Engineer for maintenance of EPABX system and accessories.

9. Delivery Period:

The installation and commissioning of the EPABX should be done within 6 weeks of placing the confirmed order. It should be ensured that the existing telephone network does not remain non-operational for more than 2 days preferably on Sat-Sun.

10. Installation, Training & Demonstration:

Bidders need to provide adequate training to the nominated persons of IUAC, New Delhi at their cost. IUAC will not bear any training expenditure. The supplier is required to do the installation and demonstration of the equipment within the time period stipulated in the tender, otherwise the penalty clause will be the same as per the supply of material. In case of any mishappening/damage to equipment and suppliers during the carriage of suppliers from the origin of equipment to the installation site, the supplier has to replace it with new equipment/supplies immediately at his own risk. Supplier will settle his claim with the insurance company as per his convenience. IUAC will not be liable to any type of losses in any form.

11. Liquidated Damage:

In case supply is delayed beyond the specified delivery date, deductions on account of liquidate damage @1% per week or thereof will be deducted subject to maximum of 10% of order value. Any abnormal delay in executing the job may lead to the cancellation of order.

12. Force Majeure:

IUAC may grant an extension of time limit set for the supply items in case it is delayed by force majeure beyond the supplier's control. Force majeure is defined an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, tsunami etc.), the direct and indirect consequences of wars (declared or undeclared), national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at a vendor's factory. Apart from the extension of the time limit, force majeure does not entitle the successful tenderer to any relaxation or to any compensation of damage or loss suffered. The decision of the Director, IUAC will be final and binding for the vendor.

13. Tender Liable to Rejection:

- a. The Director, IUAC reserves the right to accept/reject any/all tenders in part/full without assigning any reason whatsoever and the decision of the IUAC in this regard will be binding on all the bidders.
- b. Bids received by means other than e - procurement portal will be rejected.
- c. Bids not covering full scope of supply of the products will be rejected and only complete bids will be considered.
- d. If BOQ file is found to be modified by the bidder, the bid will be rejected.
- e. Tenders not complying with any of the terms and condition stated in this tender document are liable to be rejected.

14. Actual Quantity:

The number of items and the corresponding quantities may vary in actual order. IUAC has the right to select the final list of items and quantity in the actual order. Order will be given to the bidder with the lowest price for the finally selected items with their desired quantities.

15. The Director, IUAC reserves the right to reject or accept any or all the tenders in full or in part without assigning any reasons whatsoever, and the decision of the Centre in this regard will be binding on all the bidders. Tenders not complying with any of the provisions stated in these tender documents are liable to be rejected.

16. This notice inviting tender will form part of the contract agreement to be executed by the successful tenderer with the IUAC. The successful bidder shall have to sign the contract agreement within 10 days of the allotment of work.

17. The contract shall be governed by the Indian Laws. Any dispute arising out of this contract will be subjected to jurisdiction of New Delhi / Delhi.

18. All the correspondence in respect of tender / contractual obligation shall be made to "The Administrative Officer (S&P), Inter University Accelerator Centre, Aruna Asaf Ali Marg, New Delhi – 110067". E-mail: iuacstores@gmail.com, Telephone: +91-11-24126018, 24126022.

**Accepted
(Signature of Bidder)**

PART A

FUNCTIONAL & TECHNICAL REQUIREMENTS OF THE EPABX SYSTEM

The Switching system of the EPABX should be designed with IP at the core allowing fully distributed IP solutions across data networks. The system should be a digital and fully non-blocking switch; the offered system should be IP-PBX, enabled with Unified Communication and Collaboration Application. The offered system should be an OEM Product.

The EPABX should be fully featured, modular and expandable for full port capacity. The offered system should have a minimum of 800 ports and a equipped capacity of minimum 300 analog extensions, 16 Digital Extensions, 150 IP Extensions, provision for 50 Softphones, 50 voicemail Users, 8 C.O lines, 1 PRI line, 2 Operator Consoles.

1. EXTENSIONS:

1.1 The system should support the analog, digital extensions and IP extensions to the extent that all the extensions can be digital, analog or IP or any combination.

1.2 The system should be based on Universal Port Architecture. The system should meet the standard performance limits in respect of signalling and transmission conditions of Indian Telecommunication and data networks.

1.3 The system should provide legacy line interfaces to support the existing TDM based infrastructure. The extension line impedance should be minimum 600 ohms (including telephone instruments).

1.4 The CLI facility should be available on all the extensions.

2. TRUNKS:

2.1 The system should support Analog trunk, E&M trunk, ISDN-BRI, ISDN-PRI and SIP trunks

2.2 The system should support the following trunk features :

- Caller ID on all Analogue Trunks
- DID facility

3. CABINET:

The complete system should be 19 inch rack mountable and should fit in the rack. Any additional item/s should also fit in the rack. A good quality floor mounted 19 inch rack (preferably 42 U) with all accessories to be supplied. The rack should be of ample capacity with at least 25 percent free space for any additional items to be added in future.

4. MAIN DISTRIBUTION FRAME:

The MDF/IDF should be wall mountable having minimum 400 pairs with krone modules and back mounting frame. All cables/accessories from the PBX to the MDF should also be included.

5. MAINTENANCE:

System should have Gigabit (or more speed) Ethernet ports for LAN to separate out local and VOIP traffic on external networks. It should be possible to access the system from any node of the LAN for maintenance purposes.

The system should support the following maintenance options:

5.1 A LAN (Ethernet/TCP/IP) on RJ45 connection for connecting to our LAN for remote maintenance within our Campus.

5.2 The provision of storing office data on a media which can be uploaded/downloaded in case of complete breakdown.

5.3 The system software should be protected against loss/alteration of memory due to power failure, unauthorised command or any other faulty condition.

5.4 The maintenance package should be browser based.

5.5 System should support replacement of cards without switching off exchange (Hot swappable) including the peripheral/interface cards.

6. OPERATOR CONSOLE :

Operator Console (Keyphone based, Digital with 24 or more soft keys). The system should support multiple types of operator consoles for different sized organisations. The console should have at least the following features:

Junction seizure, Conference, Call hold, transfer, DSS, busy field indication, override, handset and speaker volume control with indications for system alarms.

The console shall have provision of on-line telephone directory for Operator Assistance

7. POWER SUPPLY:

The system should have 230 V or 48 V DC supply input. A battery backup of 30 minutes to be provided in case of our Central UPS maintenance/failures. The system should restart automatically without any human intervention when the external ac power supply is resumed after complete power failure (Even after the batteries are discharged). The system should provide minimum communication in case of power failures, backup battery discharge.

8. VOICE MAIL SYSTEM:

8.1 The system should have an **inbuilt** Voicemail/Auto attendant solution providing the following features:

- Minimum 08 Port Auto attendant/Voice Mail system
- The voice mail system should have a minimum of 100 voicemail boxes

- The voice mail system has a storage capacity of minimum 32 hours.
- The voice mail system support Voice Quality G. 711

8.2 The system should be equipped to provide an interactive voice response system (IVRS) without any additional hardware.

9. MONITORING:

9.1 The system administrator should be able to monitor the EPABX operation, Operator Performance, system malfunctions and alarms either locally or remotely

9.2 The system should have a call buffer of minimum 2000 calls for analysis purposes in a standard format. The system should also be capable of recording extension to extension calls to trace malicious calls. It should be possible to have a centralized CDR accounting system, if the need arises in future. The PBX systems in the network should be able to send the call Data Records to the Accounting system via LAN interface for accounting.

10 GENERAL:

10.1 Numbering Scheme: The system supports Flexible Numbering Scheme wherein every extension will be assigned different extension numbers, (ranging from minimum of two digits to a maximum of 4 digits). Also, it should be possible to change all the facility codes, group directory numbers for subscriber hunt groups and trunk/page groups, abbreviated dialing codes, etc. as per the requirements.

The bidder shall make himself or herself fully acquainted with our existing numbering system and shall try to stick to the existing system to the extent possible.

10.2 Existing IUAC's TCP/IP ethernet LAN network is a private Class A, with the IPv4 range 10.x.x.x/8. Any future migration to IPv6 should be supported by the manufacturer. **The IP-PBX and the IP phones should be able to integrate in the present network.**

10.3 It should be possible to integrate industrial paging with the proposed EPABX. **The system should be integrated with the existing Philips paging system used for announcements without any extra hardware.**

10.4 Bidders are requested to get acquainted with the site conditions before quoting/submitting the tender. No compensation on account if any site difficulties shall be entertained at a later stage.

The existing EPABX system may be examined as per the time and date mentioned. It may be noted that as the existing system is already in operation, it may not be possible to make any major changes in the cable termination or civil structure.

10.4 The installation and commissioning should be planned in such a way that the existing PBX and telephone network is down for a maximum period of 2 days and shut down, if necessary should be done on Saturday-Sunday only.

10.5 After the installation the details like installation report, port-extn directory, class of service details of all junctures, ferrule plans of MDF should be supplied in proper format. The soft/hard

copy of the operation manual of the system, operator console, IP and Digital phones etc. to be supplied. The successful bidder must send in writing the documentation which will be submitted before and after the installation. Any additional documentation, if required, shall be communicated to the bidder.

10.6 The offer must accompany the following documents:

10.6.1 The cost of the individual item/s like different models of IP/Digital phones may be separately quoted. This will facilitate IUAC to compare the cost and vary the quantity of item/s slightly. The price of the optional items should be quoted clearly.

10.6.2 Details of the training , if any offered , to be mentioned.

10.6.3 Any statutory permission to be taken from MTNL is to be specified in the tender and arranged by the bidder.

10.7 Whether the offered system conforms to all our specifications? Deviations, if any to be clearly mentioned.

10.8 **Buyback of existing EPABX system** may be offered as part of the bid. Tenderers are requested to give their quote with buyback as well as without buyback and we reserve our right to place an order either at the actual price without exchange of obsolete item or at the discounted price with exchange of obsolete item.

BUYBACK DETAILS OF EXISTING HICOM 330 E SIEMENS SYSTEM

Make: SIEMENS

Model: HICOM 330E version 1

Year of Purchase : March 1999 and upgraded as per requirements

- i. The old EPABX System is of SIEMENS Make. Physical Condition of Siemens Make old EPABX system can be seen at Inter University Accelerator Centre, Aruna Asaf Ali Marg, New Delhi-110027. In this Connection you can contact Sh Sanjiv Bhatnagar in the Centre or alternatively through email on bhat@iuac.res.in.
- ii. Bidders are requested to give their quote with buyback as well as without buyback and we reserve our right to place an order either at the actual price without exchange of obsolete item or at the discounted price with exchange of obsolete item.
- iii. It should be the responsibility of the Supplier concerned to take back the obsolete item on "As is where is basis" after the installation of the new EPABX system.
- iv. In Case of Exchange of obsolete items, any request for payment of any statutory levies or taxes towards the sale of the old EPABX system should be borne by the Supplier Concerned.

11.0 Comprehensive Annual Maintenance Contract (CAMC)

11.1 The successful bidder must take up Comprehensive Annual Maintenance Contract (CAMC) on yearly basis” and maintain the system for a minimum period of 7 years” after completion of warranty period. Any software upgrade is to be provided Free of Cost. The performance of the CAMC shall be reviewed at the end of each year. The services to be provided with the Response Time and Resolution time as mentioned below:

Severity Level	Details	Response Time	Resolution Time
1	Serious H/W or S/W failure (critical) affecting more than 75 % of the users or system is down	1Hr	4 Hrs
2	H/W or S/W failures affecting 50 % to 75 % of the Users	2 Hrs	8 Hrs
3	H/W or S/W failures affecting utp 50 % of the Users	4 Hrs	16 Hrs
-	Change requests	24 Hrs	48 Hrs
-	Preventive Maintenance	4 times annually	-

11.2 The bidder should have an experienced pool of Technician / Engineer for maintenance of EPABX system and accessories.

11.3 The maintenance contract is comprehensive and applicable to failure of equipment, either due to manufacturing defect or normal wear and tear.

11.4 This office shall not be responsible for any financial loss or other injury to any person deployed by the successful bidder in the course of performing their duties in this office.

11.5 The contractor will be responsible for all safety measures and precautions to prevent any breakdown of systems under the AMC. It will be the responsibility of the contractor to transfer and install telephone systems/equipment from one place to another, as desired by this Department from time to time.

11.6 If the maintenance/repair is not satisfactory and found below standards, cost will be imposed on the contractor and this amount will be deducted from the pending bill of the firm of security deposit as the case may be.

11.7 The work which cannot be done within the office premises shall be allowed to be done outside the building with the written permission of this Department. No extra charges will be paid

for this work. In such cases, the transport and the labour charge will be borne by the contractor himself.

11.8 It is the bounding obligation of the contracting party under the AMC to provide the service to the satisfaction of this Department. Failure to do so will render the contractor liable for penal action or deduction of the value of any loss caused to the Department on this account. The penalty may also include premature termination of contract and forfeiture of security deposit.

11.9 It shall be the responsibility of the firm to ensure that while on maintenance visit, Technician/Engineer of the firm invariably checks the condition of mains, cable and the working environment so that remedial measures can be taken in time.

11.10 IUAC reserves the right to terminate this contract at any time without assigning any reasons. The payment in such a situation will be made to the firms on a pro-rata basis. IUAC will not be bound to pay any amount for the remaining period of the contract.

11.11 If the work of the firm is found unsatisfactory or if the firm dishonours the contract, the job will be entrusted to any other firm/party at the risk/expense of the awardee firm.

11.12 **Penalty for deficiency in services during AMC period**

For Severity Level-1: 0.5 % of the CAMC charges every 6 hours beyond the stipulated time of 4 hours of resolution time. Total penalty shall not exceed 10 % of the CAMC charges.

For Severity Level-2: 0.5 % of the CAMC charges every 12 hours beyond the stipulated time of 8 hours of resolution time. Total penalty shall not exceed 10% of the CAMC charges

For Severity Level-3: 0.5 % of the CAMC charges every 24 hours beyond the stipulated time of 16 hours of resolution time. Total penalty shall not exceed 10% of the CAMC charges.

However the cumulative penalty under Severity Level-1,2 and 3 shall be limited to a maximum of 10% of CAMC value for a given year.

12. SYSTEM FEATURES:

The offered system should have following features without adding any external hardware

FEATURE/FACILITY	SUPPORTED (YES/NO)	DEVIATION IF ANY
General:		
Extension to extension calling		
Extension to extension call barring		
Operator calling		
Operator call barring		
Direct Outward Dialing with at least 6 levels of dialing class		
Call transfer by means of Flash key in tone phones and direct extension number dialing in case of pulse phones		
Incoming call routing should be possible to a predefined extensions hunting group or group ringing		
The group ringing and hunting groups should be able to accommodate up to minimum 8 extensions		
It should be possible to define the hunting groups as either linear or cyclic hunting		
Night mode activation via authorized extensions only		
Automatic call-back to busy and ringing extension		
It should be possible, via a code, to ring up to 32 extensions simultaneously. These extensions could be analog phones, Digital/IP phones or a combination of both.		
All extensions should have a facility to register at least one reminder call from their Extension		
All extensions with outgoing dialing facility should be able to register at least 10 memory numbers from their extensions		
All extensions should have a facility to lock their instruments so as to prevent outgoing calls. It should be possible to have a locking code of up to 5 digits. It should also be possible to view or change this locking code from a system administrator Digital phone		
The extensions, both analog and Digital phones, should be able to initiate a 5 party conference with up to 4 external parties		
System should support up to 6 simultaneous 5 party conferences.		
Possible to assign extensions to a call pickup group		

with up to 32 extensions in a group. Calls ringing outside a group should be answered by a different access code.		
Possible to assign an internal hotline between extensions. It should be possible to program these hotlines as immediate or as delayed hotlines		
Possible to have different ringtones for internal, external and callback calls. It should be possible to change these ringtones, at site, as per requirement		
Possible to change the dial tone, ringing tone, call waiting tone, conference tone, override tone, etc. as per the requirement.		
Possible to access each trunk individually by means of individual trunk access codes.		
Possible to group the trunk lines into at least 4 routes. It should be possible to assign more than one code to each route.		
Possible to seize the lines of a route in either linear or cyclic mode.		
There is a provision of route overflow for outgoing calls, such that if all the lines of one route are busy, then the system should automatically select the alternate route which has been programmed. Possible to send 'FLASH TO TRUNK' from both analog extensions and Digital phones.		
The system supports both open and closed numbering schemes.		
System supports Silent Calling.		
Boss Secretary Feature:- . One touch key for Boss and Secretary . Call Screening through Secretary . Boss & Secretary busy indication		
Support for varied types of open SIP Terminals such as IP Phone, SIP softphone, Mobile SIP Client and UC Client shall be supported.		
Auto attendant: <ul style="list-style-type: none"> • Different greetings for office hours, after office hours and on holidays/ recordable at site • Upto 8 levels of definable Directory Assistance with escape to assistance • Facility to leave message on no answer or busy • Multiple mail boxes for shared extension • Escape to operator Mailbox on no answer or busy • Slide from auto attendant to voiceMail for internal users 		

<ul style="list-style-type: none"> ● Definable number of rings for extension no answer ● Other features offered, if any should be clearly mentioned. 		
<p>Voice Mail:</p> <ul style="list-style-type: none"> ● Access to both pulse and tone type phone users ● Password security ● Multiple mailboxes for shared extension ● Escape to assistance ● Date and time stamp ● Message retrieval ● Message classification ● Message review ● Message Purge ● Message wait indicator on Lamp/changed dial tone ● Name response ● Personal greeting ● Mail list ● Help on directions for use ● Other features offered, if any should be clearly mentioned. 		
<p>UNIFIED COMMUNICATION:</p> <p>The system should support Unified communication features without any additional hardware or External Server. The licenses shall be purchased as and when needed. The system should be able to expand its facilities to all the users.</p>		
<p>The system should provide the following features without adding any external hardware:</p> <ul style="list-style-type: none"> • Presence • Instant Messaging • Click to call • Peer to peer video Call • Audio call 		
<p>The UC client shall be supported on Desktop, Smartphone (iOS/Android) or web browser.</p>		
<p>The system should support Enhanced UC features:</p> <ul style="list-style-type: none"> ● Presence-integrated Telephony: Should be able to change the presence status. ● Visible Voicemail (including Voicemail to Email) ● Notification of Voicemail on user preferred devices. ● Instant messaging ● Favorites List ● Directory Access (personal/Internal/External) ● Click to Dial ● Screen Pop ups ● Live call recording ● Personal Auto Attendant ● Presence enabled Attendant console ● UI Integration with Web Collaboration 		

<p>The system should support Video conferencing features with the following standards :</p> <ul style="list-style-type: none">● ISDN-BRI customer access supporting H.320 audio/video/ data call● Transmission rates of 64Kbps/8Kbps		
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13. TECHNICAL SPECIFICATIONS of IP-PBX:

System Architecture:	COMPLIED (YES/NO)	DEVIATION IF ANY
<p>The Switching system of the PBX should be a pure IP System with capable TDM configuration. The PBX should support both pure IP switching (peer to peer connections) and Time Division Multiplex Switching allowing fully distributed IP solutions across data networks. It should support following 100% IP, 100 % TDM or a hybrid of IP/TDM technologies.</p>		
<p>The pure IP switching is provided for communication between IP Terminals and the TDM switching is provided for communication between legacy stations/trunks. Connection between IP network and legacy network is made via VoIP board on the CPU board. Basic telephony functions should be provided in one system without any additional servers (e.g publisher, TFTP server etc)</p>		
<p>IP Communication Devices (wired and wireless) e.g. IP Phones (hard and soft phones), Mobile IP Phones, multimedia PCs, SIP phones, or H.323 terminal devices etc.</p>		
<p>TDM communication devices:Digital and analog 2 Wire telephone instruments with or without caller-id (Both FSK and DTMF), Fax, modems etc.)</p>		
<p>Hybrid trunks:Analog CO, E&M circuits, digital trunks (PRI & BRI), IP trunks (H.323 & SIP)</p>		
<p>The system should be server,scalable, distributable and modular and the operating system shall be LINUX/windows based. The architecture should be capable of seamless migration to its maximum capacity by simply adding peripheral cards on the set of control server without compromising on any functions/features of this system or any degradation of service.</p>		
<p>The system should support third party clients/phones like IP, SIP, and TDM.</p>		
<p>The system should support for voice encoding of</p>		

<p>the following standards:-</p> <ul style="list-style-type: none"> (i) G.711 (ii) G.723.1 (iii) G.729A (IV) G. 722 WIDEBAND AUDIO 		
<p>The system should be suitable to accommodate both Decadic Pulse (DP) and DTMF telephones. The system should support outgoing DTMF transmission even from Digital phones</p>		
<p>VoIP Support System should support VOIP solutions as an integral part of the system. The VOIP should be implemented through plug in interface boards in any slot of the system. It should not involve any external gateways, routers etc.</p>		
<p>The system should be fully compliant to VOIP standards like H.323 and SIP (Session Initiation Protocol). Vendor to give clear compliance for the requested standards.</p>		
<p>The SIP proxy, SIP registrar should be inbuilt in the system and should support any SIP compliant hard phones or soft phones.</p>		
<p>System should support the QOS features for the VOIP implementation. It should be compliant with QOS standards.</p>		
<p>Centralized Licensing Structure:</p>		
<p>The offered platform should have centralized licensing structure where a user license (Analog, digital, IP) can be used anywhere in the telephone network.</p>		
<p>The IP-PBX shall be designed with IP at the core and shall be built on IP LAN network, seamlessly and securely interconnecting its core server(s), Media gateway (s) and PBX system programming and Management platform(s) as a platform to meet the technical and functional requirements of the tender document.</p>		
<p>System Security:</p>		
<p>The System must support Syslog services for both internal and external command and configuration control accounting.</p>		

<p>The call Server must be provided adequate protection from possible virus, worm and trojan infestation points such as internal e-mail servers.</p>		
<p>The password and access control must include at least:</p> <ul style="list-style-type: none"> (i) Shadow Passwords to prevent the possibility of an aggressor to easily read or deduce system or account access passwords. (ii) Usage of MD5 algorithm (or stronger) for password encryption 		
<p>Media Gateways should not host services such as proxy, FTP, Telnet or local dynamic routing to prevent exploitation in Distributed Denial of Service attacks.</p>		
<p>IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation.</p>		
<p>IP Phones must support 802.1x (EAP-MD5 or better) for authentication and access control to the network, this mechanism must allow the user to be connected to the call server once he has passed the authentication process; not before.</p>		
<p>The system should have the capability to be based on standard mechanisms (such as 802.1Q and DHCP), assign automatically the corresponding voice VLAN number to the IP station clients during IP station initialization, allowing for the separation of voice and data traffic at IP station.</p>		
<p>The IP PBX should have the VOIP call Encryption from day one. All IP communication should be encrypted at Signaling as well as the voice. System should use randomly generated keys derived from base keys for every voice and signaling session established by the system.</p>		
<p>System Management:</p>		
<p>The management platform must provide a single graphical thick client (Graphical User Interface GUI) as well as a web based interface.</p>		
<p>The management platform must provide the</p>		

<p>following tasks:</p> <p>(i) Configuration and programming of services, users, categories and all system parameters and features.</p> <p>(ii) Faults and Alarms management of all the incidents and fail reports generated by the system itself informing date, hour, severity level and action recommended to take.</p> <p>(iii) Call meeting and Accounting The log of local to local call and local to trunk call should be maintained in the exchange in both directions i.e. incoming and outgoing in the hard disk This log should be available for all the subscribers and the trunks. This will help to trace the malicious call. Details of all calls generated by the users including, date, and hour must be provided by the system. Must provide different options to group the monitoring of the calls (cost center, extension number, trunk, user, city/area associated with dialed numbers).</p>		
<p>System Survivability:</p>		
<p>The management platform shall support redundancy in future by adding hardware and software. The management Platform must provide a backup mechanism for all critical system information in both a manual and an automatic/scheduled archival and a Disaster Recovery mechanism.</p>		
<p>All the tone generation and tone detection should be local to the gateway.</p>		
<p>Replacement of cards without switching off exchange (Hot swappable) especially peripheral/interface cards.</p>		
<p>The system should be able to restart automatically without human intervention when the external ac power supply is resumed after complete power failure i.e. even after the batteries are discharged.</p>		
<p>System Network Support:</p>		
<p>The system should provide Multiple networking options supporting PSTN (analog and digital) and TIE trunk (analog,digital and IP) without external</p>		

equipment.		
Physical:		
System must have 220 V or 48 V DC supply input.		
<p>Environmental Conditions: The equipment offered shall be capable of maintaining its guaranteed performance when operating continuously for 24 hours a day and 365 days a year under the following environmental conditions :-</p> <p>(i) Operational temperature: 0 to 40 ii) Storage 20 degree C to +70 degree C (iii) Humidity 20% to 80% without condensation</p>		
<p>System must complied with Various EMI/EMC standard as:-</p> <p>EN 61000-6-4 , EN 61000-6-2 EN 61000-6-3 EN 61000-4-4 EN 61000-4-5 EN 61000-4-6 EN 61000-4-11 EN 55024</p>		

14. TECHNICAL SPECIFICATIONS OF OPERATOR CONSOLE/IP/DIGITAL PHONES:

14.1 Technical Specifications of Operator Console- 2nos (Same OEM make as EPABX)

- Should support basic features as DSS status for extensions or trunks on minimum 24 programmable keys. It should be possible to expand the DSS keys for future needs.
- LCD display of minimum 4 lines with adjustable angle
- Message waiting indicators.
- Navigational keys
- Incoming Speech Gain Control
- Ringer Volume Control
- Display of at least 10 incoming/outgoing/missed calls
- Full duplex speakerphone.
- Adjustable Handset and Monitor speaker volume

14.2 Technical Specifications of IP Hard Phone – Normal with adapters-25 nos. (Same OEM make as EPABX)

- Should support basic features of DSS status for extension or trunks with minimum 24 programmable keys
- LCD Display with minimum 4 lines and adjustable angle
- Should support 2 nos 10Base-T/100Base-T/1000Base-T network interface
- Full duplex speakerphone.
- Should support POE (IEEE802.3af) or Local Power Adapter
- Backlit Dial pad
- Full duplex speakerphone.
- XML open interface

14.3 Technical Specifications of SIP Soft phone with HD video capability:- 50 nos

- IP Softphone is a software application installed on a multimedia PC or Smartphone GSM – Android/ IOS. It should be from the same OEM of IP PBX. It should support MS Windows, iOS and Android
- Emulation of this application can support, at the same time, a voice connection over IP with RTP/RTCP as well as telephone signals to/from exchange.
- Communication can be listened through loudspeakers or USB headset connected on the PC.
- The soft phone should support Voiceover IP over Ethernet LAN and Wi-fi
- It should provide graphical user interface i.e. Phone Picture View
- It should have multiple call appearances, Conference, Transfer, Hold, Mute, Redial, Volume control. It should provide access to all extension features of telephony servers and buttons programmed on the user's telephone. It should have programmable features for speed dials or functions.
- It should provide an integrated phonebook, call log.

14.4 Technical Specifications of Digital Phones:- 5 nos (Same OEM make as EPABX)

- The Digital phone should support the basic features as DSS status for extensions or trunks on minimum 24 programmable keys.
- Alphanumeric Keypad
- LCD Display with minimum 4 lines and adjustable angle
- Separate Visual Message wait Indicator Lamp
- Minimum 24 flexible programmable keys and 4 soft keys support
- Navigational Keys
- Incoming Speech Gain Control

- Adjustable Handset and Monitor speaker volume
- Display of minimum 10 numbers of incoming/outgoing/missed calls
- Full duplex speakerphone.
- Hot dial form keypad
- Alpha numeric keypad

Part-B

Price Bid / BOQ

(Price should be quoted in the standard BOQ format of this tender, Incomplete price bid will be rejected)

Tender Inviting Authority: Inter University Accelerator Centre

Name of Work/Supply: Supply, Installation, Testing and Commissioning & CAMC of IP-PBX System

S.No.	Item/s	Qty (tentative)
1	Supply, installation and commissioning of IP-PBX system at IUAC having minimum of 800 ports and a equipped capacity of minimum 300 analog extensions, 16 Digital Extensions, 150 IP Extensions, 8 C.O lines, 1 PRI line, 2 Operator Consoles, license for 50 IP Softphones, 50 voicemail Users, provision for 30 minutes power backup and associated PBX to MDF cables/accessories.	1 no.
2	19 inch floor mounted rack with all accessories	1 no.
3	Wall mountable MDF/IDF having 400 pairs with krone modules and back mounting frame.	1 no.
4	IP Hard Phone – Normal with adapters/POE (Same OEM make as EPABX)	25 nos.
5	Digital Phones (Same OEM make as EPABX)	5 nos.
6	Amount of CAMC (First Year)	1 no.
7	Amount of CAMC (Second Year)	1 no.
8	Amount of CAMC (Third Year)	1 no.
9	Amount of CAMC (Fourth Year)	1 no.
10	Amount of CAMC (Fifth Year)	1 no.
11	Amount of CAMC (Sixth Year)	1 no.
12	Amount of CAMC (Seventh Year)	1 no.
13	Less: Buyback of existing EPABX system	1 no.

ANNEXURE-1**BID SECURITY DECLARATION (on Letter head)**

As per notification no.F/9/4/2020-PPD dated 12.11.2020 issued by Ministry of Finance, Department of Expenditure, Govt. of India, I/We hereby accepting that if the bids related to **Supply, Installation, Testing, Commissioning & CAMC of IP-PBX System** are withdrawn or modified by me/us during the period of validity etc., IUAC has right to suspend the bid for the time specified in the tender documents.

Signature of the Tenderer

Stamp

PROFILE OF THE TENDERER (On letterhead)

1. Name of the Firm / Organization :
2. Whether bidder is OEM or their Authorized representative:
3. Address :
3. Telephone No. / Mobile No. & Name of the Contact Person :
4. Fax No. :
5. E-mail ID :
6. Month and Year of establishment:
7. Name of proprietor / partners/director:
8. No. of years of experience in this field, with Reference, Certificates :
9. Annual Turnover during the last three years (Enclose copies of Audited Financial Statement):

Year 2017-18 :

Year 2018-19 :

Year 2019-20 :

10. Whether the firm is an Income Tax Assessee? If so please give the details of PAN No.
11. GST Registration No.:
12. Name of the OEM and address :(if applicable)

Signature of the Tenderer & Seal

ANNEXURE-III

TENDER ACCEPTANCE LETTER**(To be given on Company Letterhead)**

Date:

To,
The Director
IUAC, New Delhi-67

Sub: Acceptance of Terms & Conditions of Tender.**Tender Reference No: IUAC/NIT/****Name of Tender / Work:**

Dear Sir,

I/ We have downloaded / read and examined the tender document(s) for the above mentioned Tender/Work from the web site(s) namely:

_____ as per your advertisement, given in the above mentioned website(s). I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.

1. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
2. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
3. I / We certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-IV

(This certificate shall be uploaded duly signed & stamped with Technical Bid (Part-A))

Certificate/Undertaking for site Visit

This is to certify that we have visited the site for “Supply, Installation, Testing, Commissioning and CAMC of IP-PBX System” at IUAC Campus on ----- and assessed the actual situation and nature of the site. We have also assessed the amount of work involved at site for tendered work before submitting our offer. We will be able to complete the work within stipulated time as per site condition.

We further undertake that no extra will be claimed by us later-on for any difficulties/modifications involved during the execution of tendered works. We understand that work is to be executed in an already operational/functional institute.

(Signature & Seal of Bidder, with Official Seal)

Name: -----