**Corrigendum:** Mark in red Colour

**Technical Specification**

|  |  |  |
| --- | --- | --- |
| Sl. No. | Item | Qty |
| 1 | Advance Hybrid Pre embedded Server supporting  64 Digital Extensions  08 Trunk Line  168 Analog Extensions expendable up to 512  16 Digital extension Card  CO trunk line Card  **02 Channel Simplify Voice Mail / Auto Attendant**  **PC Telephony Communication Asst. (10Lic)**  02 Built-In LAN Port  01 Serial Port  02 External Music Port  02 External Paging Port  04 IP Trunk & 08 IP Proprietary Extensions  16+16 SIP Extensions( for Regional Centres)  **Conference**  **3\*10 party Conference/**  **8\*4 Party Conference/**  **32 Party meet me conference**  **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.  **Operational temperature**: 0 to 45 Degree C.  **Humidity:** 10% to 95% RH (non-condensing)  **Note:** Offered product must be IS9000 Certified for Environmental conditions. Bidder must submit test report from Central Govt/ NABL approved / ILAC accredited lab to provide conformity to the specifications including Environmental Test Sequence.  Cold Test: At Zero degree C for 2 Hrs as per IS9000/ Pt 2/Sec4  Dry Test: At 45 degree C for 16 Hrs as per IS9000/ Pt 3/Sec5/1977  Damp Heat (Steady State)Test: At 40 degree C & 95% RH for 2 cycles as per IS9000/ Pt 5/Sec 1/1977. | 01 |
| 2 | 5 Channel IP PT Activation key |  |

**Optional:**

|  |  |  |
| --- | --- | --- |
| 4 | Digital Phone with 24 Programmable Key Phone | 04 nos |
| 5 | Digital Phone with 12 Programmable Key Phone | 01 no |
| 6 | MDF Box 300 Pair | 01 no |
| 7 | MDF Box 50 Pair | 01 no |
| 8 | Main System and Field MDF Box 500 Pair with Amphenols and Jumper Wire | 01 no |
| 9 | Supply & laying of 20 Pair Jelly filled cable | 01 mtr |
| 10 | Supply & laying of 5 pair Cable | 01 mtr |
| 11 | Supply & laying of 2 Pair Cable | 01 mtr |
| 12 | Supply & Laying of PVC pipe with bend, CLIP, T Etc. | 01 mtr |
| 13 | Server Rack 27U | 01 no |
| 14 | UPS for Power back up | 01 no |
| 15 | DSS panel 64 key | 01 no |
| 16. | Redundancy of Sensitive Elements-  The system should have duplicity of main server/ controller. In case main server/ controller fails then secondary controller shall act as disaster recovery controller of main IP-PBX System |  |
| 17 | CMC for 5 years |  |

**System should be:**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | YES | NO |
|  | System should scalable to 1200 ports/Channel |  |  |
|  | System should be Pure IP PBX which can accommodate traditional Trunks & Extensions also without any third party hardware or software |  |  |
|  | System should have compatible workstation , Network & Application Integration |  |  |
|  | System should have Business Productivity with Mobility Solution (DECT, IP-DECT, Wi-Fi and GSM Integration) |  |  |
|  | DECT Cell station to have direct connectivity on extension port, without any need for interface card to save on free slot. |  |  |
|  | Each cell station should support at least 8 simultaneous calls |  |  |
|  | System should Leveraging Open Standard Communications |  |  |
|  | System should be 19” Rack mountable |  |  |
|  | System should support full feature transparency same as controlled by single CPU when networked in case of multi-system/location installation with least 16 systems/locations i.e. Server – Gateway Architecture |  |  |
|  | System should support Network Survivability /Resiliency, in Server – Gateway Architecture |  |  |
|  | Server & Gateways should be the same make |  |  |
|  | Gateways should work stand alone in case of connectivity failure between Server & Gateway and should provide the same feature as Gateway |  |  |
|  | System should support Q-Sig Networking up to 999 systems/locations |  |  |
|  | System should have Built-In 32 party Group Conference Call in both way(Dial-In & Dial-out) |  |  |
|  | System should have Built-In 32 party conference bridge |  |  |
|  | System should support 3 party to 8 party conference |  |  |
|  | System should support Conference Management through Graphical User Interfaces(GUI) screen(Laptop/Desktop) |  |  |
|  | System should have Built-In CTI(Screen Popup) for all the user in which user have all the controls of instrument on its Laptop/Desktop screen |  |  |
|  | System should have Built-In facility to Integrate with MS-Outlook |  |  |
|  | System should capable to Integrate with MS-Exchange Server for Automatic Presence & Appointment Reminder |  |  |
|  | System should capable in Unified Communication with Interview Service, Two way Recording Live Call Screening & Email Integration with 1000hrs of recording |  |  |
|  | System should have facility to built-up Fax Server without any third party hardware or software. |  |  |
|  | System should have facility to Integrate Smart Phone (I-Phone or Android Phone) as an IP-Extension |  |  |
|  | System should have Built-In Call Centre Solution i.e.:  UCD (Unified Call Distribution)  Priority Routing for VIP calls  Call Queue Monitoring  Call Monitor  Busy Override etc. |  |  |
|  | Every Digital Phone to have extra port to provide additional digital extension without any adaptor/hardware. |  |  |
|  | System should have Calling Line Identification display on all extensions (External line as well as intercom) |  |  |
|  | System should support CLI on analogue P&T line |  |  |
|  | System should support CLI based routing |  |  |
|  | System should support 30 Channel DISA without any extra hardware or software |  |  |
|  | System should support ISDN PRI |  |  |
|  | System should support IP-Trunk(H.323/SIP) & IP-Extension(Proprietary/SIP/ Softphone) |  |  |
|  | System should support Video Calls. |  |  |
|  | System should integrate with IP-Camera. |  |  |
|  | System should support major networking protocols such as E&M, E-1, ISDN QSIG(BRI & PRI) & IP ( H.323 and SIP) |  |  |
|  | System should support feature transparency in case Networked using Q-Sig/IP like Barge In, Auto call back, Call pick up, Caller Id with Name etc. |  |  |
|  | System should support feature transparency in case Networked using Q-Sig/IP like Barge In , Auto call back , Call pick up , Caller Id with Name etc . |  |  |
|  | System should support back up function to call through P & T line automatically in case IP-Networking line is down |  |  |
|  | System should support Background music on Key Telephone |  |  |
|  | System should support 32 Party broadcast feature |  |  |
|  | System should support internal and external paging interface with different paging groups |  |  |
|  | System should support Off Hook Call Announcement on Digital Key Phone |  |  |
|  | System should support the facility of DISA, DOSA (with routing of calls through call Tree method), external call forwarding, Trunk-to-Trunk Transfer and Walking class of service |  |  |
|  | Calls through DISA / DOSA should be password protected |  |  |
|  | System should support Soft phones with integration capability with Microsoft outlook and Voice Mail for all users without any extra Licenses |  |  |
|  | Messages stored in the voice mail should be transferable to users as a wav file using e-mail integration |  |  |
|  | System should support Boss Secretary function |  |  |
|  | System should support one boss with Multiple secretary or Multiple Boss with one secretary programmable |  |  |
|  | System should support CTI(CSTA/TAPI) |  |  |
|  | System should support call budget management |  |  |
|  | System should have online diagnostics |  |  |
|  | System should have Built-In Absent text message capability |  |  |
|  | System should have Built-In SMDR |  |  |
|  | System should have Speed dial – At least 1000 on system and 10 personal |  |  |
|  | Easy Up gradation |  |  |
|  | Power Voltage AC 100V ~ 240V |  |  |
|  | System should have extension Personal Identification Number (PIN) / password – Upto 10 digits per extension |  |  |
|  | Should give call log of at least 10 outgoing numbers and 100 incoming numbers per Key Phone extension |  |  |
| 58. | Having Message / Ringer Lamp on Digital Phone (Dual Colour) to indicate the following distinct status on High / Mid End Key Phone:  Internal Call  External Call  Message |  |  |
| 59. | It should support following minimum Trunk Features: |  |  |
|  | Support all signalling standards |  |  |
|  | Transit calls |  |  |
|  | CO to Tie line restriction |  |  |
|  | Tie Line Tandem Restriction |  |  |
|  | Trunk Camp ON |  |  |
|  | Digital Tie Line |  |  |
|  | CO to CO transfer |  |  |
|  | Area code restriction |  |  |
|  | Call Monitoring system/Call Billing |  |  |
|  | Silent Monitoring |  |  |
|  | Night Attendant Console |  |  |
|  | SIP |  |  |
| 60 | Standard Warranty 02 years |  |  |
| 61. | Life Spam for the model should withstand for next 10 years |  |  |
| 62. | Manufacture certificate |  |  |
| 63. | Free update and release of software during warranty and CMC period |  |  |
| 64. | System should support HA ready |  |  |
| 65. | Installation programming & Training charges |  |  |

**APPROVED MAKE OF IP-PBX System**

1. Panasonic
2. Matrix
3. Siemens
4. Neron
5. Cisco
6. NEC
7. Nortel
8. Alcatel
9. Avaya
10. Syntel

**GENERAL TERMS AND CONDITIONS**

**Name of the Work**: **Supply, Installation, Testing and Commissioning of IP-PBX system at ICGEB, New Delhi**

1) The Work shall be done as per schedule of items, specification terms and conditions and instruction of Engineer-in-charge on as and when required basis.

2) Time limit 30 days from the date of the order issued.

3) The rates shall be inclusive of cartage/ loading unloading or any other expenses. GST should be clearly shown separately. Rate must be valid and firm for a period of one year from the date of award of contract/Letter.

4) No Extra charge or any escalation charge will be paid by ICGEB.

5) Inferior and Poor quality material will be rejected and work order may be cancelled.

6) The contractor will have to undertake responsibility of accidents etc. for his persons working on site and same will be on stamped paper of Rs.50/100 or the appropriate value (if revised by Govt) The cost of stamp will be borne by the contractor.

7) Before quoting, the contractor is advised to inspect the site of work and shall fully acquaint himself about the conditions and scope of work with regard to accessibility of site required for the satisfactory execution of work. No claim whatsoever shall be entertained by the deptt. on this account.

8) Contractor is to follow relevant Indian standards codes for fire, electricity, safety and building rules.

9) The Contractor shall clean the site after completion of work. Any dismantled material shall be stacked in designated place as instructed by the Engineer-in-charge.

10) Charges and supplying of **scaffolding or jhula** if any, will be considered included in the quoted rates and no extra amount will be paid on this account.

11) Measurement shall be taken jointly by the Engineer-in-Charge or his authorized representative and by the contractor or his authorized representative.

12) All materials brought at site shall be got approved from the Engineer-in-charge before being used. The Contractor shall, at his expense and without delay supply for approval to engineer-in-charge, samples of each material such as square bar, flat bar, MS flat & MS Tee, MS angle and other items along with test certificate as desired.

13) Contractor shall carry out the various tests as enumerated in CPWD/BIS specification at his own cost.

14) The welding, if involved, must be thoroughly joined & beads; kinks should not be visible. The jointing flux material should be uniformly spread to achieve desired strength. Grinder shall be used to remove bulged out metallic flux.

15) No sub-Contracting or sub-letting is allowed.

16) Quantities shown in the schedule are tentative and may change as per site conditions.

17) 10% ± deviation in quantities would be permitted for required items as per instruction of Component I/C.

18) Quantities are indicative and likely to vary. Bidder will have no objection for variation in quantities thereon. Payment will be as per actual work executed.

19) The lowest bidder will be awarded order for work.

20) The Director, ICGEB reserves the right to cancel any or all the tenders without assigning any reason.

21) No escalation in any form either of materials or of labour shall be payable by the Centre.

22) No advance payment shall be made except if specified otherwise in the tender.

23) **Performance Guarantee @5% shall be deposited to the department on the tendered amount by the agency before commencement of work. Performance guaranty shall only be acceptable in the form of bank guarantee /DD.**

**24) Security deposit of 5% of final bill amount will be deducted and same will be released after successful expiry of defect liability of 12 months from date of completion of Work. EMD amount of successful bidder will be returned after submission of performance guarantee.**

25) EMD of unsuccessful bidders will be returned after finalization of tender.

26) EMD is liable to be forfeited if the contractor fails to commence the work as per award letter.

27) For proper completion of the work, if any quantity variation or extra items are required, the bidder shall execute the same. Rates of extra items shall be derived from the tender itself as far as possible or else prevailing market rates shall be adopted.

28) In case the bidder resiles from the offer within the validity of tender or contractor fails to work as per specification after issue of the award letter, the earnest money will be forfeited. Other suitable administrative punitive action may also have imposed as deemed fit.

29) Time allowed for the work shall be strictly followed otherwise the Contractor shall be liable to pay compensation at the rate of 1 % of the contract value of the job undone per week of delay on the part of the Contractor subject to a maximum of 10% of the total contract value.

30) For site visit and any further clarifications, you may visit ICGEB on any working day (Monday to Friday) between 9.30 a.m. to 5 p.m. (contact person Mr. Naresh Chand Dabral).

31). Payment terms: No advance is permissible under normal circumstance. Bill of the full work may be submitted after satisfactory installation & completion of work (within 15 days of completion).

However, for any reason beyond the control of the Contractor the extension of time shall be granted upon application by the Contractor in prescribed format. No claim for any compensation during the extended period shall be entertained and the ICGEB’s decision in this regard shall be final.

32. **Penalty Clause:**

1. During CMC and Warranty period, the complaint should be attended within a period of 4hrs of complaint lodge. Failure to which, recovery of Rs 1000/- per day per complaint shall be made from the agency’s bill.
2. Any damage to building due to negligence of the agency, the same shall be rectified by agency free of cost. Failure to which, the same will be rectified by ICGEB and the amount will be deducted from the agency’s bill.
3. Clear the debris from the site is the responsibility of the agency. Failure to which, an amount of Rs 10000/- will be deducted as penalty from the agency’s bill.

**FINANCIAL BID**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl. No. | Item | Qty | Rate/unit | Amount |
| 1 | Advance Hybrid Pre embedded Server supporting  64 Digital Extensions  08 Trunk Line  168 Analog Extensions expendable up t0 512  16 Digital extension Card  CO trunk line Card  02 Channel Simplify Voice Mail / Auto Attendant  PC Telephony Communication Asst. (10Lic)  02 Built-In LAN Port  01 Serial Port  02 External Music Port  02 External Paging Port  04 IP Trunk & 08 IP Proprietary Extensions  16+16 SIP Extensions( for Regional Centres)  Conference  3\*10 party Conference/  8\*4 Party Conference/  32 Party meet me conference  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.  Operational temperature: 0 to 45 Degree C.  Humidity: 10% to 95% RH (non-condensing)  Note: Offered product must be IS9000 Certified for Environmental conditions. Bidder must submit test report from Central Govt/ NABL approved / ILAC accredited lab to provide conformity to the specifications including Environmental Test Sequence.  Cold Test: At Zero degree C for 2 Hrs as per IS9000/ Pt 2/Sec4  Dry Test: At 45 degree C for 16 Hrs as per IS9000/ Pt 3/Sec5/1977  Damp Heat (Steady State)Test: At 40 degree C & 95% RH for 2 cycles as per IS9000/ Pt 5/Sec 1/1977. | 01 |  |  |
| 2 | 5 Channel IP PT Activation key |  |  |  |
| 3 | Total : (S.No. 1 + Sl No. 2) |  |  |  |
|  | Optional: |  |  |  |
|  | Also quote the rate of the following for next two year |  |  |  |
| 4 | Digital Phone with 24 Programmable Key Phone | 04 nos |  |  |
| 5 | Digital Phone with 12 Programmable Key Phone | 01 no |  |  |
| 6 | MDF Box 300 Pair | 01 no |  |  |
| 7 | MDF Box 50 Pair | 01 no |  |  |
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| 16. | Redundancy of Sensitive Elements-  The system should have duplicity of main server/ controller. In case main server/ controller fails then secondary controller shall act as disaster recovery controller of main IP-PBX System | 01 no |  |  |
| 17 | CMC for 5 years |  |  |  |

Note:

Price should be valid for next 2 years for all optional items.