

**D-25013/ 1 /2010-Gen.**  
**Government of India**  
**Ministry of Corporate Affairs,**

**Shastri Bhavan 5<sup>th</sup> Floor**  
**Dr. R.P,Road, New Delhi.**  
**Dated 20.08.2010**

**To**

**Subject: Supply of ID Collar phones & IP EPABX Telephone Exchange System for intercom facility at Shastri Bhawan, New Delhi.**

**Sir,**

I am directed to say that the Ministry has decided to invite sealed quotations for supply, testing & commissioning of **IP EPABX Intercom Telephone Exchange & ID collar phones for installing** at Shastri Bhawan, New Delhi for installation for the following items:-

Sl.No.	Description	Qty
1.	IP EPABX system with 08 P&T Lines. 08 Digital Extensions, 100 Analog extensions expandable upto 150 Ports as per the tender specifications (Make like Panasonic, Siemens & Avaya). Specifications may be seen in the Annexure-I.	01
2.	Digital Telephone with 2 lines display as per tender specifications shown in the Annexure-I.	08
3.	Analog telephones with CLIP facility	100
4.	Main distribution Frame with protection or trunk side. (150 Pair)	01
5.	UPS with double battery – (min. backup of 2 hours)	01
6.	Installation, commissioning of the System	01
7.	2/5/10 pair wire supply & laying charge per meter	

You are, requested to submit your rates for aforesaid **EPABX Intercom Telephone System** and its related peripherals including installation charges to the undersigned. The quotation may be submitted in a sealed cover super-scribed “**Quotations for supply of IP EPABX Intercom Telephone System**” and addressed to the Under Secretary (General Branch), Ministry of Corporate Affairs, Room No 537, ‘A’ Wing, Shastri Bhawan, New Delhi so as to reach the undersigned by 3.00 P.M on or before 03.09.2010. The Quotations will be opened on the same day at 3.30 P.M in Room No.531 ‘A’ Wing, Shastri Bhawan, New

Delhi. Interested parties who wish to be present at the time of opening of quotations may do so.

2. To ensure that an engineer should be posted in Shastri Bhawan, New Delhi on daily basis to look after the complaint on the EPABX system.
3. The firm/company should have previous experience in maintenance of cabling of such equipments with at least 5 years.
4. The company/firm applying for this tender would produce certificates for the previous financial year from the concerned authorities relating to the payment of service Tax, Income Tax, Works Contract Tax and any other tax applicable.
5. Earnest money by means of a Demand Draft/Pay Order of Rs.25000/- may be enclosed with the quotation. It is also clarified that the quotations received without earnest money will be summarily rejected. The DD/Pay Order may be prepared in the name of Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi. They should also furnish all certificates mentioned in the Annexures.
6. Ministry has reserves its right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination.

Yours faithfully,

(G.V. Subbaiah)

Under Secretary to the Govt. of India

Telephone No.23383507

**Copy to: Webmaster, MCA. It is requested to place the tender notice on the website of Ministry of Corporate Affairs.**

## **Functional & Technical Requirements of Digital Exchange:**

1. The EPABX should be fully digital and should employ Stored Program Control (SPC) using Pulse Code Modulation (PCM) and Time Division Multiplexing (TDM), conforming to latest ITU-T(earlier CCITT) standards.
2. The system should be 100% non-blocking with HOT STANDBY ON POWER SUPPLY UNIT.
3. The offered system should have the connectivity of 08 PSTN LINES, 08, DIGITAL EXTNS., 100 ANALOG EXTNS and be expandable upto 170 ports.
4. The Central Processing Unit (CPU) of EPABX should use 32 bit microprocessor with system memory on a MMC card and not on EPROM or a floppy disc drive.
5. The system should be able to restart automatically without human intervention when the external ac power supply is resumed after complete power failure ie. even after the batteries are discharged.
6. The System should have Integrated Modem on the central motherboard for remote maintenance.
7. 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.
8. It should be possible to remove and put back line or trunk cards from the system even in online condition.
9. The system software should be protected against loss/alteration of memory due to power failure, unauthorized command or any other faulty condition.
- 10.The offered system should have integrated Universal Call Distribution system (UCD) in-built.**
- 11.System should also have a standards based CSTA interface available, for integration of 3rd party Call Center application/information bureau.**
12. The system should work with any type of public exchange or similar network to which it will be connected without requiring any modification in networks. It should be possible to network with exchanges of different makes / technologies.
13. The exchange shall accept different types of trunk signaling such as :
  - EDSS1/1TR6 for ISDN BRI and PRI
  - Ringdown
  - Analog C.O.Lines
  - DTMF Signaling
14. The system should have a modular design for further expansion of hardware.

15. The equipment should have flexibility to add/delete/modify service features and other facilities without requiring extensive modification. These changes should be possible via a Digital phone.
16. The system should support simultaneous voice and data capability over the same single pair telephone cable in (2B+D) ISDN BRI format. The following voice & data terminals should be supported.
  - ISDN terminals such as ISDN-PC card
  - ISDN FAX(G4).
  - Video Conferencing Equipment.The system should also support PRI ISDN in (30B+D) Format.
17. The system should support Voice processing applications such as Voice Mail, Auto attendant.
18. The features mentioned below should be available from extensions.
  - Call forwarding
  - Do not disturb
  - Override do not disturb
  - Speed dialling :system numbers
  - Speed dialling :individual numbers
  - Barge in
  - Call back
  - Paging, both external and internal
  - Call parking
  - Parallel ringing on user's extension & his mobile phone
19. It should also be possible to have a different class of service during the day and during the night.
20. The system should have integrated Modem for remote maintenance, The system should also **support LAN based remote maintenance**
21. **The system should support centralized system administration using SNMP (Simple Network Management Protocol)**
22. The system shall support **Integrated Cordless Solution** based on the DECT (Digital Enhanced Cordless Telephony) technology.
23. The user interface of cordless handsets should be consistent with that of Digital phones. Messages should be able to be sent from cordless handsets to the digital phones and vice versa.
24. The System should support direct LAN TCP-IP Connectivity.
30. System should supports Digital Phones on Single pair of Cable.
31. Adapters for connecting ISDN So Terminals like Group IV Fax, Video Conferencing equipment , Digital Phones, Analog Phones , Headset & mic adapter. Etc.

### **32. System should support soft phones and IP phones for VOIP ( Voice Over IP ) Applications.**

#### **Features of the System :**

- Extension to extension calling,
- Extension to extension call barring
- Incoming call routing should be possible to a predefined extensions, a hunting group or group ringing
- External CLI on analog & digital extns should be available on ISDN PRI LINE & analog trunk lines
- The group ringing and hunting groups should be able to accommodate upto 32 extensions
- It should be possible to define the hunting groups as either linear or cyclic hunting
- Different class of service for extensions in the night mode
- Automatic call-back to busy and ringing extension
- All extensions should have a facility to register atleast one reminder call from their extension
- All extensions with outgoing dialing facility should be able to register atleast 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 park upto 6 calls in the system
- System should also support upto 6 simultaneous 5 party conferences.
- It should be possible to assign internal hotline between extensions.
- It should be possible to have different rings for internal, external and callback. It should be possible to change these rings, at site, as per requirement
- It should be possible to change the dial tone, ringing tone, call waiting tone, conference tone, override tone, etc. as per requirement
- It should be possible to seize the lines of a route in either linear or cyclic mode.
- It should be possible to connect the extension ports of another PABX onto the trunk circuit of your EPABX.
- The system should support both open and closed numbering scheme.

#### **Digital telephone features:**

- All Digital phones should work on a single pair only
- The Digital phones should have interactive key functionality
- A Digital phone should have an in-built USB port.
- All Digital phones should have an electronic volume control, pitch control and display control
- The Digital phones should have hands free operation
- The Digital phones should have a provision for connecting a DSS consoles.
- The Digital phone should display the date and time in the idle condition
- It should be possible to activate features from the Digital phone even when in conversation.
- It should be possible to send messages from one Digital phone to another.
- It should also be possible to send messages from digital phone to DECT cordless phones and vice versa.

## Annexure – II

The tenderer should be of sound financial standing having annual turn over of Rs. Two Crores with minimum three years experience in supplying and commissioning ISDN EPABX exchanges to Ministries/Departments of Govt. of India/PSUs or any bigger organizations Photocopies of testimonials in respect of successful commissioning of similar range of exchanges to be enclosed as a proof of capability. Photo copies of last three years balance sheets and IT returns to be submitted along with offer.

The tenderer who are authorized dealers/ distributors should have the authorisation from the manufacturer to sale/supply and installation of the equipments/systems being quoted and should attach the authorization from manufacturer for quoting the rates with after sale service and maintenance of the system during the period of warranty and for the next 10 years along with the AMC charges for each year. Offers submitted without the above documents are liable to be rejected.

### Special Instructions

1. Tenderer is advised to quote rates for material and work as per the specifications in the specified schedule.
2. Tenderer should clearly and explicitly state the taxes and duties applicable, if any. Taxes and duties if not stated specifically shall not be admissible at a later date.
3. The offer shall be valid for 60 days from the date of opening of quotation.
4. Acceptance of the quotation by Ministry of Corporate Affairs shall be duly communicated by letter of formal acceptance. Instructions contained therein must be acted upon immediately.
5. Tenderer should sign/submit an Integrity Pact as per CVC guidelines.
- 6.
7. **Scope of the Contract:**
  - a) The quotation shall cover Supply, Installation, Testing, Commissioning and Warranty of the system including transportation to the site. Insurance coverage during transit and till complete Installation and commissioning of the system.
  - (b) The quotation shall also cover training of personnel on system operation with free of cost.
  - (c) Commissioning of the system after clearing all mandatory tests and the time required for supply and installation of the system.
  - (d) Maintenance of the system during warranty period (warranty period to be specified) from the date of commissioning of the system and the period of support after expiry of warranty period for repair/spares, etc.
  - (e) Warranty obligations.
  - (f) Supply of technical manuals, drawings, circuit drawings, publications and other documents necessary for operation and maintenance of the system and other accessories.
8. **Terms of payment:**
  - (a) 100% payment shall be made by MINISTRY OF CORPORATE AFFAIRS , after successful completion of supply, installation, commissioning and acceptance of the system.
  - (b) No payment shall, however accrue till submission of the Performance Guarantee Bond.
  - (c) The final payment in respect of the contract shall be made by only after the contractor submits a “No Claims Certificate”, to MINISTRY OF CORPORATE AFFAIRS .

### **9. Warranty & Performance Guarantee Bond:**

Tenderer shall warranty for the proper design, quality and workmanship of all the equipments including tools and spares, and for proper design, quality and successful performance of the system as covered by the quotation from the date

of acceptance of the system. Items of equipment found defective in design, quality of workmanship, shall be taken back and replaced with new ones by the tenderer at their own cost.

The Proforma for giving this warranty by the tenderer is enclosed at Annexure – III.

(a) The warranty period shall be extended during the period, the system in part or whole is not available for use to the consignee for a continuous period of more than 24 hours or if up time efficiency of 90% is not achieved during any month (s).

(b) The successful tenderer should submit a Performance Guarantee Bond within fifteen days from the date of written notification of acceptance equal to 10% of the value of the contract from a Scheduled Bank. The Performance Guarantee Bond shall not affect the validity of the contract, which has already come into existence with the acceptance of the quotation. The guarantee shall be initially for a period of 3 years i.e. to cover the warranty period. The Performance Guarantee Bond shall be returned to the contractor without any interest at the end of the warranty period.

(c) The performance Guarantee Bond shall be executed on a stamp paper of requisite value in accordance with the laws of the country as per Proforma at Annexure-IV. All the expenditure incurred for this shall be borne by the contractor

**9. Schedule of Delivery and Commissioning:**

(a) Supply of equipment at site - Within 2 weeks of acceptance of offer

(b) Installation and Commissioning - Within 2 weeks of acceptance of offer

(c) The contractor shall repair or replace, at their cost, the whole or any part of the system, as may be necessary, for the successful completion of the Acceptance Test, within the specified period.

(d) In the event of failure to comply with the order, MINISTRY OF CORPORATE AFFAIRS reserves the right to cancel the entire order or part thereof without any liability whatsoever.

**Annexure-III**

**WARRANTY**

The company shall warranty that the system to be supplied hereunder will be brand new, free from all defects and faults in material, workmanship and manufacture and will be of the highest grade and quality and consistent with the established and as per the accepted standards of material type ordered, will be in full conformity with the specifications, drawings or samples, if any, and will operate properly. The company shall be fully responsible for its efficiency and effective operation for three years from the date of installation and shall provide hassle free service free of cost against defect and fault in the system including annual maintenance. The company shall warrant that the function of the system will meet the manufactures' specifications together with any clarifications given. The company shall attend all the complaints promptly, for which the purchaser gives notice to the supplier. The obligations under the warranty expressed above shall include all cost relating to labour, spares, preventive and unscheduled maintenance, repair, adjustment or replacement of any part of the equipment at worksite and transport charges from work site to manufacture's work place and back to work site under normal care and use.

\_\_\_\_\_  
\_\_\_\_\_

Signature of the Witness

Signature of the  
Tenderer

Date: \_\_\_\_\_



## Annexure-IV

### **PERFORMANCE BANK GUARANTEE BOND**

1. In consideration of the of the first party (here in after called "MINISTRY OF CORPORATE AFFAIRS ") having agreed to exempt (firm's name and address) (hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement dated \_\_\_\_\_ made between MINISTRY OF CORPORATE AFFAIRS and (firm's name and address) for (supply and installation of ISDN EPABX system) (hereinafter called the said Agreement"), of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of the Bank Guarantee for Rs.(in figure) (Rupees (amount in words) only), we, (name of the Bank) (hereinafter referred to as "the Bank) at the request of (firm's name) (Contractor(s)) do hereby undertake to pay to the MINISTRY OF CORPORATE AFFAIRS an amount not exceeding Rs. \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by the MINISTRY OF CORPORATE AFFAIRS by reason of any breach by the said Contractor(s) of any of the terms or conditions in the said Agreement.

2 .We (name of the Bank) do hereby undertake to pay the amounts due payable under this guarantee without any demur, merely on a demand from the MINISTRY OF CORPORATE AFFAIRS stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the MINISTRY OF CORPORATE AFFAIRS by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement, Any such demand made in writing on the bank shall be conclusive final and binding as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_

3.We undertake to pay to the MINISTRY OF CORPORATE AFFAIRS any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suite or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal and enforceable.

4. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment.

5. We are not concerned with any dispute between contractor and MINISTRY OF CORPORATE AFFAIRS . Our liability being absolute on demand by MINISTRY OF CORPORATE AFFAIRS to this effect shall be duly discharged across the counter.

6. We (name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period under this Agreement and that it shall further continue to be enforceable till all the dues of the Government level/tasks under or by virtue of the said Agreement have been fully paid and satisfied or discharged or till MINISTRY OF CORPORATE AFFAIRS certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharged this.

7. By the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the (date) \_\_\_\_\_ we shall be discharged from all liability under this guarantee thereafter.

8. We, (name of the bank) further agree that the MINISTRY OF CORPORATE AFFAIRS shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance lay the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the MINISTRY OF CORPORATE AFFAIRS against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or commission on the part of the MINISTRY OF CORPORATE AFFAIRS or any indulgence by the MINISTRY OF CORPORATE AFFAIRS to the said Contractor(s) or any such matter or thing whatsoever under the law relating to sureties would, but for this provision, have effect of so relieving us.

9. This guarantee shall not be discharged due to the change in the constitution of the Bank or the Contractor(s)/ Supplier(s).

10. We, (name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the MINISTRY OF CORPORATE AFFAIRS in writing. This guarantee is issued under due authorization and empowerment of our regulations.

Dated the \_\_\_\_\_ day of \_\_\_\_\_

For \_\_\_\_\_

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(Indicate the name of Bank)