

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT

FOR

Supply, Installation, Commissioning & Testing of PABX system at IGIDR

NIT No.: IGIDR/Tender/2022/ED/15 Date: 16.02.2022

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.

TELEPHONE: 022 6909 6200/502/9920153014. FAX: 022 69096399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: **“Supply, Installation, Commissioning & Testing of PABX system”** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. IGIDR invites sealed bids from vendors/firms/contractors of repute for the following work:

| Name of work | Period of Completion | Estimated Cost (Rs.) | EMD (Rs.) |
|--|----------------------|----------------------|------------------|
| (1) | (2) | (3) | (4) |
| Supply, Installation, Commissioning & Testing of PABX system at IGIDR | 1 Month | 6,85,000.00 | 13,700.00 |

2. The tenders being invited for the above-mentioned work. IGIDR MUMBAI reserves its right to award the work to the successful bidder.
3. Bidder has to deposit Earnest Money of **Rs.13, 700.00** (Rupees Thirteen Thousand Seven Hundred only) along with the bid.
4. The EOI bids in two bid system are invited through two separate Emails to tender@igidr.ac.in : **“Email-1: EMD and Pre-qualification/Technical Bid”** and **“Email-2: Financial bid”**. Subject of email should be mentioned as **“Email-1: EMD and Pre-qualification/Technical Bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR”** and **“Email-2: Financial bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR”** respectively. **All the bid documents should be attached as a PDF document or zip file and the financial bid file should be protected with a password.**
5. Last date of submission of Tender document shall be up to 3.00 PM on 9th March 2022.
6. The institute reserves the right to reject any prospective application without assigning any reasons whatsoever.
7. Before quoting the rates, contractor should inspect the site and understand themselves about the nature and scope of the work.

REGISTRAR

SECTION - 'A'

Letter of Offer

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film city Road,
Goregaon (East), Mumbai- 400065.

Subject: Tender for “Supply, Installation, Commissioning & Testing of PABX system at IGIDR”
Reference: Tender Advertisement No. IGIDR/Tender/2022/ED/15 dated 16.02.2022

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited **NEFT/DD/FDR/BG** of Rupees Thirteen Thousand Seven Hundred only or MSME exemption Certificate as an earnest money to the IGIDR, which will not bear any interest. Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same in to without any alterations / modifications.

Yours faithfully,

Signature

Name & seal of bidder

**To be submitted on company/firm letterhead.*

SECTION - 'B'
GENERAL INSTRUCTIONS TO BIDDERS

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.

1. Bidder has to deposit Earnest Money of **Rs.13, 700.00** (Rupees Thirteen Thousand Seven Hundred only) through NEFT/DD/FDR/BG to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” Account No. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with screenshot of transaction should be included in the part of tender document towards Earnest money.
2. The bidders registered under MSME are exempted for submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.
3. The tender bids in two bid system are invited through two separate Emails to tender@igidr.ac.in “**Email-1: EMD and Pre-qualification/Technical Bid**” and “**Email-2: Financial bid**”. Subject of email should be mentioned as “**Email-1: EMD and Pre-qualification/Technical Bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR**” and “**Email-2: Financial bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR**” respectively. **All the bid documents should be attached as a PDF document or zip file. In case bidder cannot attach single bid file to an email then they can split their bid and submit in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.**
4. All the required documents should be scanned and merged either into a single PDF file or zipped into a single and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of financial bid opening through online meeting. The vendor should keep their password securely with them and required to give only when asked in online meeting for financial bid opening.**
5. The bids will be received up to **3:00 PM on 9th March 2022**. Each copy of the tender document under their stamp and signature. No tender will be accepted after 3:00 PM on 9th March 2022 under any circumstances whatsoever.
6. The Email bid with subject “EMD & Pre-qualification/Technical Bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR campus” shall be opened by REGISTRAR or his authorized representative in his office on the next day 10th March 2022 at **12.00 PM** through online meeting platform. The link of meeting will be shared with participated bidders. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The Email bid with subject “Financial bid for Supply, Installation, Commissioning & Testing of PABX system at IGIDR” of only qualified bidders will be opened. The date of opening of price bid shall be informed by institute to the qualified bidders. The date of opening of financial bid and link for online meeting shall be informed by the institute to the qualified bidders. **The bidders should provide the password of financial bid PDF file during the opening of the financial bid. In case bidder can NOT provide password for financial bid at the opening then their bid shall be rejected.**

- 8.** Tender bid shall remain valid for acceptance by the Institute for a period of Three months from the date of opening of the bid which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.
- 9.** The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and shall be treated as null and void.
- 10.** The tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute in its discretion.
- 11.** Rates should be quoted both in figures and in words in columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.
- 12.** Each Page of the Tender document should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General Conditions of contract. General specifications, Special Conditions, etc. as laid down. Any tender with any of the documents not so signed will be rejected.
- 13.** A tender which is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the institute but without interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. The EMD of the successful bidder may be converted into Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the institute.
- 14.** Tender incomplete in any form will be rejected outright; conditional offers will not be accepted.
- 15.** Institute does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- 16.** Institute reserves the right to divide the work mentioned in the tender, amongst two or more bidders at its own discretion and the successful bidders will have to execute orders for part of the items placed with them at the quoted rates. Institute also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed and the Contractor shall execute the same without claiming anything extra for the same. In this context the rates quoted for each item must be self-supporting and relevant.
- 17.** No bidder will be allowed to withdraw after submission of the tender: otherwise, the EMD submitted by the bidder would stand forfeited. In case, the successful bidder declines the offer of contract (or refuse to acknowledge or execute the contract within 15 days of award of order), for what so-ever reasons, their EMD will be forfeited.
- 18.** The rates shall be firm and shall not be subject to exchange variations, labour conditions or any conditions whatsoever. Bid must include in their rates, applicable GST and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, duty or levy whether existing or future, shall be entertained by the Employer.

19. The payment towards bonus and any leave encashment to worker shall be paid extra at actual as per minimum wage act. In case if institute will provide the uniforms to workers the same amount shall be recovered from the bill of successful bidder.
20. **The intending bidder can obtain any clarifications regarding the tender document, scope of work etc. if any by contacting to Mr. Amit Gaikwad (Estate Officer) on email amitg@igidr.ac.in or mobile – 9881070122 or from the Estate Department of the Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065 on any Institute`s working day.**

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place :

Signature of Bidder with seal

Date :

SECTION - 'C'
TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidder shall not assign the sub-contract. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding the contract.
2. The successful bidder shall carry out all the work strictly in accordance with scope of work, technical specifications and as per detailed instructions of the Institute.
3. The successful bidder must cooperate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute.
4. In all matters of dispute arising on the work, the matter shall be referred to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon** for a mutual decision.
5. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.
6. **Performance Security Deposit:**

The successful bidder will have to deposit a Performance Security Deposit (PSD) @ **5%** of the total value of contract amount for one year, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft/Fixed Deposit Receipt or Bank

Guarantee from a commercial bank drawn in favour of “The Registrar, Indira Gandhi Institute of Development Research, Mumbai” payable at Mumbai. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the service provider. In case the successful bidder submitted the MSME certificate instead of EMD, need to deposit PSD amount. This deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely.

7. Payment Terms:

Payment will be released within 14 days after successful installation and commissioning and testing of the equipment ordered against tax invoice.

8. Completion Period:

The items ordered must be delivered, installed and commissioned within a period of One month commence from 4th day of award of work order.

9. Warranty/Defect Liability Period:

PABX should have a warranty of 1 year from the date of successful commissioning of the system.

10. Penalty:

If the successful bidder fails to deliver the service or contract obligations, a penalty to such effect would be charged. The penalty of 1% per week and maximum of 5% shall be imposed for such delays.

11. Termination clause:

11.1 Without prejudice to any other remedy available to the Institute, in case of default on the part of the successful bidder in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the successful bidder commits substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the successful bidder, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the successful bidder.

11.2 In the event of this Contract being terminated, the Institute shall be liable to make payments of the amount due under this Contract up to the effective date of termination for which services (including parts thereof) have been rendered by the successful bidder subject to clause 11.5 hereunder.

11.3 Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the successful bidder without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract. The successful bidder may terminate this Contract at any time by giving two months' notice to the Institute without assigning any reason thereof.

11.4 Forthwith on the expiry or earlier termination of this Contract, the successful bidder shall, return to the Institute all materials and equipment, belonging to the Institute with regard to this Contract. The Institute shall also intimate to the successful bidder a time when it can collect its equipment stored in the Institute and the successful bidder shall collect the same. In the event that the successful bidder does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.

11.5 Forthwith on the expiry or earlier termination of this Contract, the Institute shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required). The Institute shall be entitled to recover from the successful bidder the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the successful bidder.

11.6 On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place :

Signature of Bidder

Date :

With the seal of their company

SECTION - 'D'
QUALIFICATION CRITERIA

- **Minimum Qualification Documents to be submitted by Bidder along with qualification Bid:**
 - a) The bidder should have minimum 05 years' experience for providing services of supply & installation of PABX system and its integration preferably in various organizations.
 - b) The bidder should be registered with the appropriate registration authorities. Copy of Registration in Shop & Establishment or Certificate of Incorporation or Partnership Deed or Affidavit/MOA to be submitted.
 - c) Copy of Registration of Goods & Service Tax and PAN
 - d) Copy of Registration of Labour License if applicable
 - e) The Bidder should be a legal entity registered in India or be the original equipment manufacturer or it's authorized Dealer, distributor, system integrator of the items.
 - f) Bidder should attach IGIDR Specific Authorization certificate from the OEM of the specified equipment, for the authenticity, authorized representation and after sales support. **(Should submit the OEM authorization letter for this specific tender).**
 - g) Bidder must be a ZED Certified. This Certification has been issued to organization by Quality Council of India
 - h) The bidder should have an average annual turnover of **Rs. 15.00 Lakh** for similar services only in the last 3 financial years. The bidder should submit the audited balance sheets, Profit & Loss account statements or CA certificate for turnover amount of last 3 financial years duly certified by CA.
 - i) The bidder should have experience in successful completion of similar AMC of electrical installations during last 07 years ending till last month in various organization either of the following:
 - i) At least 01 similar work of costing not less than **Rupees 5,48,000.00 or**
 - ii) At least 02 similar works of costing not less than **Rupees 3,42,500.00 or**
 - iii) At least 03 similar works of costing not less than **Rupees 2, 74,000.00**(Copy of Work orders/completion certificates to be submitted).
 - j) List of clients and copy of certificate of appreciation if any.
 - k) The bidder should have either the Registered Office or one of the Branch Office located in the municipal territory/districts of Mumbai, Mumbai suburban, Thane or Navi Mumbai.
 - l) The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency (Submit Undertaking As per **Annexure-A**).

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company duly stamped and signed by the authorized person of the agency and attached as PDF file, to be submitted along with the qualification bid (Email-1).

- Information to be furnished by the bidder:

| Sr. No. | Item | Information to be filled by Bidder |
|----------------|---|---|
| 1 | Name of the bidder | |
| 2. | Address | |
| 2 | Telephone Number: Office /Residence: Mobile Number: Fax No. E-Mail address- | |
| 3 | Details of Registration (number & date) | |
| 4 | Month and Year in which the firm / company was formed/ incorporated. | |
| 5 | Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.) | |
| 6 | Enclose copy of partnership deed, Articles of Association or MOA or Affidavit (in case of firm) | |
| 7 | Average Annual Turnover of Last Three Financial Year (attached audited balance sheets & profit & Loss account statements) | FY 2018-19 FY 2019-20 FY 2020-21 |
| 8 | Bank Account Details | Bank Name: Account Number: IFSC Code: |

SECTION - 'E'
TECHNICAL BID

• **Scope of Work:**

| Sr. No. | Description | Quantity |
|----------------|---|-----------------|
| 1 | Supply of PABX system with 16 Nos. slot for single telephone lines of 320 extensions by using 10 slots of 32 each and 6 slots for future provision of 160 extensions | 1 No. |
| 2 | Supply of 48 V DC, 10 Amp float cum boost charger. | 1 No. |
| 3 | Installation, programming, commissioning & testing of new PABX 16 slot system with activation of all existing PRI's in the IGIDR campus. This also includes removal of old existing EPABX. | LS |
| 4 | Interconnection of new PABX 16 slot system with existing PABX at new hostel building (Matrix Eternity GENX12S system) by using IP with 12 Nos. concurrent channels to configure the extensions in the hostel rooms. | LS |

Note:

1. The successful bidder needs to install and commission new PABX system in Hybrid mode (IP and Analog).
2. After commissioning of new PABX system, successful bidder should ensure to activate all the existing telephone extensions in the campus properly.

• **Specifications of PABX system:**

1. The bidder should provide the materials as specified in the technical bid.
2. The new PABX must have Certification: CE, FCC, ROHS, EMI-EMC, and TEC.
3. The new PABX should be integrated with the existing Eternity EPABX new hostel building at IGIDR.
4. The new PABX should have the call billing software.
5. The IP-PBX/PABX/Communication System shall employ IP at its core with IP switching technology and 100% non-blocking.
6. The system should be IPV6 ready.
7. The system should have VoIP and VMS at its core i.e., VoIP and VMS modules should be mounted on the CPU.
8. The system shall provide IP functionality at its core to support SIP/IP extensions and trunks over SIP protocol. It should be possible to support SIP Trunks and SIP/IP extension with the single VoIP module. It should support license-free 99 SIP trunks and 2000 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client).

9. It should be possible to reach the capacity of system to 512 analog and 2000 IP users without any add-on CPU or chassis/hardware platform.
10. The architecture of the system shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards/modules in the same chassis without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis.
11. The system should have a universal slot architecture and modular design to enable seamless scalability, by adding the desired necessary modules and cards as and when required. Any interface peripheral card can be inserted in any slot of the platform, whereby it is possible to increase or decrease the trunk lines or subscriber lines of the system as per the requirement.
12. VoIP and VMS should be Daughter-board modules mounted on CPU. No slots should be utilized for it. VoIP module(s) should support up to 248 VoIP channels, 99 SIP trunks and 2000 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client). The system should have high-density VoIP module of 64 channels to save on real-estate.
13. System power supply should be built-in and SMPS type with input ranges from 100 – 240 VAC, 47-60 Hz OR 48VDC +/- 15%
14. It shall have distributed processing architecture, SLIC and SMT Design.
15. The system should support UC Clients with following UC features:
 - Presence and IM
 - Video Calling
 - IM to SMS and vice versa
 - SMS to email and vice versa
 - Bulk Messaging
 - Busy Lamp Field and SMS on No Reply
 - Drag and Drop conference on Windows UC Client
16. The system should support SNMP, which helps to manage and monitor network elements, audit network usage and detect network faults. SNMP manager should support SNMPv1/v2c/v3 versions.
17. It should support SIP over TLS and SRTP to ensure VoIP call security over IP network.
18. System should have two Gigabit Ethernet ports for LAN and WAN to separate out local and VoIP traffic on external network.
19. It should be suitable for DTMF as well as the FSK type of telephone instruments.
20. The EPABX capacity shall be suitable to scale up to 99 VoIP (SIP) Trunks and 2000 SIP/IP Users.
21. It should have built-in multi-party conferencing without any software licensing. It should be possible to carry out 15 conferences of 3-participants at a time. The maximum number of participants required in single conference would be 21.

22. The system shall have the built-in Auto-attendant facility and shall be able to answer minimum 11 calls simultaneously and should support dial-by-name.
23. The system shall be compatible with ISDN PRI line of Local Service Provider.
24. The PRI card should be software programmable for TE/NT mode.
25. The system shall have multiple port interfaces such as analog extension lines, digital key phone, GSM/3G for voice, T1E1 PRI, RADIO, CO and E&M. All interfaces except VoIP and VMS shall be in the form of expansion cards and can be plugged into the universal slots of the system as and when required in the future. VoIP and VMS Board module should sit on the CPU.
26. The EPABX should support Radio Connectivity in the form of card which should be pluggable to the system.
27. Following radio interfaces shall be interoperable:
 - MOTOROLA analog and digital radios.
 - TADIRAN RT 6001/PRC 6020 (HF)
 - TADIRAN RT - 7330M VHF
 - STARS V MKII 25 W

It should have minimum 4 radio interface port per card. It should support HF/VHF/UHF with the same radio card.
28. It is preferable to have in-skin GSM card so that the multiple SIMs can be inserted on the GSM card plugged on to the PBX platform. Hence, the calls on GSM mobile can be routed through this SIMs and contribute to reduction of overall calling charges.
29. The system should have combo cards (PSTN+ANALOG) to have flexible configuration and save on the resources of universal slots.
30. The system should support SMPP protocol to send/receive SMS using in-skin GSM SIMs within IP-PBX. Any software required to send/receive SMS shall also to quote separately.
31. The system shall have USB/Ethernet port for SMDR/PMS/CAS Interface.
32. The system shall have built-in web-based software programming tool for system administration.
33. The system shall have a built-in remote maintenance facility. The system can be programmed remotely over the internet without any modem required on the system side.
34. The call ringing sequence would be programmable and have options such as simultaneous, hunting off, round robin and delayed simultaneous.
35. Detail reports of all system parameters should be generated through the SMDR port of system.
36. The offered system should be QSIG ready (for PRI) for Networking and Feature Transparency between two or more exchanges. System should be networked over PRI QSIG with an option of direct fiber optic connectivity on E1 PRI Card.

37. Each port of the system shall be programmable. It shall have programmable features port-wise/extension-wise.
38. The system shall support flexible numbering for extensions such as it may have extensions with 1 digit, 2 digits and up to 6 digits numbers as well as in combination of all.
39. Access codes, system timers and access to features shall be programmable.
40. Storage of outgoing, incoming and internal call reports shall be generated on SMDR port of the system. It shall also be available online through Ethernet Port.
41. The system should have built-in outgoing Call Log buffer of 9999 calls, incoming call log buffer of 9999 and call log buffer of 2000 internal calls.
42. System should support dial from the corporate directory. There shall be minimum 2999 numbers possible to store in corporate directory and shall also be possible to dial it as an abbreviated number.
43. Features given to an extension shall be accessed from any other extension by dialing the feature access codes.
44. The system must have following features:
 - Call Budget on Trunk
 - CLI based DISA (Mobile Extension)
 - GSM Trunk Connectivity
 - Multi-stage Dialing
 - Returned Call to Original Caller (RCOC)
 - Dual Ring
 - Routing of calls to only permissible legal networks (Logical Partitioning)
 - SMDR/CDR through Ethernet Port.
45. Extension features shall have an extension-to-extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority shall be supported.
46. Operator features shall have the assistance to extension, attended call transfer, call intercept, indication of call waiting, night service control etc. should be available by default.
47. The system shall have features as CLI based routing, call duration control, least cost routing i.e. time, number or combination of both.
48. The system shall have a conversational recording in the mailbox. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone) without any additional software licenses.
49. Varied type of open SIP Terminals such as IP Phone, SIP softphone, Mobile SIP Client and UC Client shall be supported.
50. System's UC Client should support 1000 DSS, 500 BLF and drag & drop conference.

51. The system should have OEM manufactured UC Client application for Android and iPhone and on Windows PC so that the mobility can be extended for the Smartphone users as well as for Laptop/PCs users.
52. The system should have IP Extension Bulk Configuration
53. The system must support following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN.
54. The system should support Voice Mail System with following features:
 - Attend as much as 64 calls simultaneously with flexibility of routing callers to desired extension or delivering information depend upon the selection
 - Dial-by-Name to reach the intended user directly without knowing/remembering extension number
 - Selectively allocate voicemails to users with the flexibility of customizable mailbox size and greetings for All/Selective users.
 - Group mailbox to share messages between departmental groups.
 - Anywhere access to voice mail with just a phone call.
 - Password protected secured voice mail access.
 - Record important conversations for future reference and record maintenance.
 - Redirection of voice mails to another extension in case of non-availability.
 - Tag voicemails while Forwarding Messages to Another Mailbox.
 - Broadcast voice message to a group of personnel simultaneously.
 - Distribution lists for delivery of voice mails to different set of users or groups.
 - Message wait indication via ring, change in dial-tone, voice message or message wait lamp.
 - Notification of a new voicemail via email alert or a phone call.
 - Mailboxes for all users (Analog / Digital / IP / UC users).
55. All the peripheral cards (extension cards, trunk cards) should be hot-swappable. i.e., it should be possible to replace a peripheral card while system power is on.
56. The systems should be redundant which offer 100% duplication of power supply and CPU card. In the event of failure of main power supply or CPU card, the standby will take over without disruption of on-going calls.
57. Call billing software with auto e-mailing facility of respective telephone bill to every user every month.
58. Equipped Configuration complete with patch cables from PABX system to MDF:
 - PRI ports - 01 No.
 - SLT ports – 400 Nos.
59. 500 x 500 MDF with original krone make disconnection modules.
60. Radio Connectivity.

61. Hot Standby and Hot Swappable.
62. Hot Redundancy with zero downtime.
63. Pure DC power operable (48V DC) through FCBC or 230 AC operable – operation on DC is more stable for larger system.
64. IP V6 from day one without any license.
65. Mobile and PC Apps (Own Developed) for mobile/PC as an extension. – With Features like click to call, auto Sign in, screen sharing etc.
66. Unified Communication platform built in especially with E-mail to SMS, Voice Mail to E-mail, Bulk SMS, and SMS on no reply and Computer Telephony Integration etc.
67. Full IVRS, Voice Mail & Conversation Recording up to 2100 Hours and unlimited recording in network drive.
68. Gateways of same OEM proving tight integration between server and gateway.
69. E1 over OFC, E1 on fiber can be directly connected to E1FO port of IP PBX without any media convertor.
70. Splitting of E1 into voice and data both using Data card.
71. Voice Message to be broadcasted can be recorded from telephone. It will broadcast message to all voice mail users, PC would not be required for voice message broadcast.
72. Voice Message can be broadcasted on mobile number of the users and also to the users of the networked systems.
73. Support 16 different AC impedances on CO line to tune to any CO line for best speech performance.
74. Last 255 unanswered calls made to external caller return back to original Caller.
75. System forces the administrator to change password on first login and every 90 days for enhanced security of the system configuration.
76. Call Back on Missed call.
77. Bulk SMS up to 1000 contacts for sending emergency meeting invite.
78. Active auto changeover Hot Standby support on both PSU and CPU. –optional, need to have secondary CPU and Power card in the cabinet.
79. Fully Universal Slots architecture, where any cards can be plugged in any slots.
80. Fully Hot Swappable System, where we can insert or pull out any card randomly when system is in working condition.
81. Single Chassis and single power solution till 1296 Analog and 2000 IP Ports.
82. In skin GSM SIM connectivity with 4G Volte support.
83. In Skin Radio Connectivity to have Walkie-Talkie as an extension.
84. 22000 Call buffer for incoming, outgoing and internal calls with built in Call Billing Software.

85. Seamless connectivity with any other 3rd party exchange over E1, Q-Sig & IP. Matrix can tie-up with an analog exchange through IP by Gateway units.
86. Multiple ranges of Phone supports like, Analog Phone, Digital Phone, IP Phone, DECT Phone, Mobile Phone, Tablet, PC, Walkie-Talkie etc.
87. Web based management, without any modem.
88. 21 Party Audio Conference and Video calling built in.
89. Multiple audio codec supports on IP Extensions.
90. The bidder is required to attach, along with the bid, all relevant product Documents certificates such as TEC Certificate and other Type Test Reports as prescribed in the Tender.

List of preferred brands

| S.N. | Particulars of item | Preferred Brands | Quoted brand & model (bidder to specify the details) |
|------|---|-------------------------|--|
| 1 | PABX | Matrix, Alcatel & Avaya | |
| 2 | 48 V DC, 10 Amp float cum boost charger | Emerson or equivalent | |

Note: The bidder should submit the technical specifications data sheet of quoted PABX with brand and model number.

Place:
Date:

Signature of Bidder with seal

SECTION - 'F'

FINANCIAL BID

Tender: Supply, Installation, Commissioning & Testing of PABX system at IGIDR

NIT No. IGIDR/Tender/2022/ED/15 Date: 16.02.2022

| Sr.No. | DESCRIPTION | Unit | Quantity | Unit Rate | Amount (Rs.) |
|--------|---|------|----------|--|--------------|
| 1 | Supply of PABX system with 16 Nos. slot for single telephone lines of 320 extensions by using 10 slots of 32 each and 6 slots for future provision of 160 extensions. | Nos. | 1.0 | | |
| 2 | Supply of 48 V DC, 10 Amp float cum boost charger. | Nos. | 2.0 | | |
| 3 | Installation, programming, commissioning & testing of new PABX 16 slot system with activation of all existing PRI's in the IGIDR campus. This also includes removal of old existing EPABX. | Nos. | 1.0 | | |
| 4 | Interconnection of new PABX 16 slot system with existing PABX at new hostel building (Matrix Eternity GENX12S system) by using IP with 12 Nos. concurrent channels to configure the extensions in the hostel rooms. | Nos. | 1.0 | | |
| | | | | Total Amount (Rs.) | |
| | | | | GST @ 18% Amount (Rs.) | |
| | | | | Grand Total Amount with GST (Rs.) | |

Note:

- 1) All the quoted rates are inclusive of supply of materials, labour/manpower, transportation, loading, unloading, shifting etc.
- 2) All the applicable Taxes are included.

Date:

Signature & Stamp of Bidder

**To be submitted on company/firm letterhead.*

ANNEXURE - A

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company/firm letterhead.*