

Supply, Installation, Testing & Commissioning of IP PBX System at NABARD, Maharashtra Regional Office, Pune



**Maharashtra Regional Office
54, Wellesley Road, Shivaji Nagar, Pune - 411005**

Date of issue of tender document	23 January 2019
Pre Bid Meeting with bidders	04 February 2019 at 11.00 am
Due date for submission of tender	13 February 2019 by 2.00 pm
Date and time of opening tenders	13 February 2019 at 3.00 pm
Issue and Opening of BOQ/ price bid	Will be communicated

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1. Notice inviting tender

Ref. No. NB.MRO. DPSP/ 6431 / Office Intercom/2018 -19

23 January 2019

M/s

Dear Sir

Notice inviting tender – Supply, installation, testing & commissioning of IP PBX System at NABARD, Maharashtra Regional Office, Pune.

National Bank for Agriculture and Rural Development (NABARD) invites you to tender for Supply, installation, testing & commissioning of IP PBX System at its Maharashtra Regional Office, 54, Wellesley Road, Shivaji Nagar, Pune 411005.

You are requested to submit your offer in sealed envelope for the aforesaid work as per detailed specifications and other requirements as mentioned more specifically elsewhere in this tender document.

2. Tenders shall be submitted in sealed envelope super scribing “**Supply, installation, testing & commissioning of IP PBX System at NABARD, Maharashtra Regional Office, Pune.**” And shall be submitted to **CHIEF GENERAL MANAGER/OIC, NABARD, MAHARASHTRA REGIONAL OFFICE, 54, WELLESLEY ROAD, SHIVAJI NAGAR, PUNE – 411005.** Last date for the submission of tender is **13 February 2019 by 2.00 pm and the tenders shall be opened on same day at 3.00pm.**
3. This NIT (tender document) can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx>. The tender document will be available on the website, till the last date of submission
4. An initial part amount of **Rs 8,000/- (Rupees Eight Thousand Only) towards Earnest Money Deposit (EMD)** shall be credited to our Current Account as per the details given below:-

Payee Name	: NABARD
Current Account No	: 062102000005654
Name of the Bank	: IDBI BANK LTD.
Address	: Aundh Branch, Pune.
IFSC Code	: IBKL0000062

Payment receipt shall be enclosed in this envelope. The Tender without EMD shall be rejected out rightly. No interest shall be paid on the EMD thus collected. EMD of the successful bidder shall be refunded after the successful completion of the work, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order to and acceptance of the same by the successful bidder.

5. Bidder shall submit Power of attorney authorizing the person to sign the tender.



6. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
7. A pre-bid meeting will be held at **NABARD, MAHARASHTRA REGIONAL OFFICE, 54 WELLESLEY ROAD, SHIVAJI NAGAR, PUNE – 411005 at 11.00 am on 04 February 2019** with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document before being present for the pre-bid meeting, so as to understand all aspects of the work.
8. Before filling up the tenders, the bidders may note the following:
 - a. The bids shall remain valid and open for acceptance for **03 months** from the date of opening of Envelope No.1. If the tenderer withdraws his tender before the expiry of the said period or makes any modifications in terms and conditions of the tender which are not acceptable to the Bank, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
 - b. The Initial Security deposit(ISD), which will be 2% of the accepted value of the tender minus initial part payment i.e. EMD, shall be submitted by the successful tenderer in form of bank draft from a scheduled bank or credit directly to our current a/c within 15 days of intimation to him of acceptance of his tender. No interest shall be paid on the ISD.
 - c. Retention money deposit: Retention money @ 5 % of the total amount of work executed as security deposit will be recovered from the bill. The Security Deposit will be refunded after the expiry of defects liability period of two years. No interest shall be paid on security deposit.
 - d. **Time of Completion:** Time is the essence of the contract. The Contractor shall be allowed to execute the work after working hours, in nights & on holidays, with the prior permission from NABARD. No extra payments will be made for the work being done during the odd hours. **Date of commencement shall be either one-week from the date of issue of work order or the day on which the contractor will take possession of site, whichever is earlier.** The work shall be completed within **03 weeks** from the date of commencement.
 - e. The quantum of liquidated **damages** for delay in completion of the works per week shall be calculated at **0.50%** of the tendered amount subject to maximum of **5%** of the accepted tender amount.
 - f. The tenderer should quote the rates in figures as well as in the words. The rate for each item should be worked out and the requisite total amount shall be calculated accordingly. Rates quoted by the contractor in item rate tender in figures and words shall be accurately filled in so that there is no discrepancy in the rates, figures and words. However, if a discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
 - h. The tenderers must include in their tender prices quoted all duties, royalties, GST, cess and sales tax, excise duty, works contract tax or any other taxes or local charges,



transportation charges, labour charges etc. if applicable. No extra claim on this account will be entertained in any case.

- i. The tender document must be filled in English. If any of the documents are missing or un-signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, otherwise the tender will be rejected.
- j. NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons for doing so.
- k. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
- l. The tenderer, apart from being a competent contractor must co-ordinate himself with all the agencies as and when required.
- m. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations/restrictions if any , conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
- n. The quantities of various items given in the schedule of quantities are approximate. The quantities of work may vary at time of allotment / execution of work. Bank reserves the right to omit / delete any item(s) of work from the schedule at the time of allotment /execution of work. Contractor will be paid for the actual work done at the site duly verified by the concerned official of the bank.
- o. If the rate quoted by the contractor for any item / items are not workable or abnormally lower than the market rate, the full and final payment of the contractor will be settled after the satisfactory execution of these item.
- p. NABARD does not bind itself to accept the lowest or any tender at all. NABARD also reserves the right to negotiate or partly accept any tender or all tenders received without assigning any reasons thereof.
- q. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to **CHIEF GENERAL MANAGER, NABARD, MAHARASHTRA REGIONAL OFFICE, 54 WELLESLEY ROAD, SHIVAJI NAGAR, PUNE, 411005** who will review the questions and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.



- r. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
- s. As all the buildings are old, NABARD may not be able to provide all DATA, Drawings & Documents related to the buildings. However the data available with us shall be made available to the contractor. All the necessary works related to the Job component (like as built drawings etc.) shall be under the scope of the party.
- t. Virtual completion: The virtual date of completion will be the date on which the work is completed in all respects as laid out in the contract and performance of the system accepted by the concerned officers by the Bank.
- u. Defect liability period: The Defects Liability Period shall be for a period of **two years** and shall commence from the date of virtual completion. Any defect that may appear within the Defects Liability Period, shall be rectified by the Contractors without any extra cost to the Employer. In case of failure to do so within 10 days from such notice from the Bank, the Employer may get such rectification works carried out through any other firm and expenditure incurred by the Bank shall be recovered from any money due to the Contractor at the cost and risk of the contractor. Only, after all the defects pointed out during the Defects Liability Period have been satisfactorily rectified by the Contractor will the release of the Security Deposit be considered. The maintenance as envisaged in the subsequent years should also be carried out during the first two years. In addition to the calls received by the Bank, the contractor will have to make compulsory visits for checking the system and for preventive maintenance.
- v. For any clarification, you may please contact Shri Nilesh Chaudhari (Manager) at 020-25500146 or Shri Swardeep Singh (Assistant Manager) at 020-25500110

Sd/-

(S. M. Sinha)

Deputy General Manager



2. FORM OF TENDER

The Chief General Manager

National Bank for Agriculture and Rural Development
Maharashtra Regional Office
54, Wellesley Road
Shivaji Nagar
Pune - 411005

Dear Sir/Madam

Notice inviting tender – Supply, installation, testing & commissioning of IP PBX System at NABARD, Maharashtra Regional Office, Pune.

- 1 I / We have examined the Scope of Works, Specifications and Schedule of Quantities and Terms and Conditions relating to the tender for the said works after having obtained the Tender document invited by you.
- 2 I / We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
- 3 I / We hereby offer to execute and complete the works in strict accordance with the Tender Document at the item rates quoted by me/us in the attached Schedule of Quantities in all respects as per the specifications and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.
- 4 I / We enclose herewith receipt of interest-free **Earnest Money Deposit (EMD) for Rs.8,000/- (Rupees Eight Thousand Only) credit into your current account as per the a/c details mentioned in NIT and** the sum shall be forfeited in the event of our withdrawal of Tender before expiry of the validity period of offer and/or in the event of our failure to execute the Contract when called upon to do so by accepting our Quotation.
- 5 In the event of this tender being accepted, I/We agree to enter into and execute the prescribed Agreement with NABARD as per the format mentioned in this tender.
- 6 I/ We agree to pay all Government (Central and State) Taxes such as Sales Tax, Works Contract Tax, Excise Duty, GST etc. and other taxes prevailing from time to time and the rates quoted by me/us are inclusive of the same.
- 7 The rates quoted by me / us are firm and shall not be subjected to variations on account of fluctuation in the market rates, taxes or any other reasons whatsoever.
- 8 Should this tender be accepted, I / we hereby agree to abide by and fulfill all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Name of the person authorized to sign and submit the Tender

D).....



II).....

Yours faithfully

Place

Date

Signature

Seal

3. PRE-QUALIFICATION CRITERIA

Minimum Eligibility Criteria for pre-qualification of tenderers is as follows:

The Bidding Firm/Company:-

1. Should have at least 04 years of experience in the field of providing PBX systems.
2. Should have successfully completed in last 04 Year, in the field of providing PBX systems for government buildings, Banks/FIs premises, reputed private organizations etc.
 - i. Three similar works whose value is not less than Rs.1.60 Lakh each of the estimated cost or
 - ii. Two similar works whose individual value is not less than Rs.2.00 Lakh each of the estimated cost or
 - iii. One similar work whose value is not less than Rs.3.20 Lakh of the estimated cost.
3. Work/Purchase orders and Completion certificates issued by the client should be enclosed and need to be produced before NABARD, whenever called for verification purposes.
4. Should have annual turnover of atleast Rs. 1.2 lakhs in last three years.
5. Should submit audited balance sheets / P&L account and Income Tax Return certificates for the last 3 financial years.

Note: Any false and/or inadequate information may result in rejection of the tender.

4. Scope of Work

The scope of work shall include the following.

- i. Supply, installation, testing & commissioning of IP PBX System at NABARD, Maharashtra Regional Office, Pune.
- ii. Delivery of entire material to above location including packing, handling, transporting, clearing, loading/unloading at ports etc.
- iii. Installation, testing & commissioning of all the components/ equipments / accessories, etc. as per technical specifications, and handing over to the NABARD.
- iv. Providing all-inclusive service including all spares, etc. during defect liability period.
- v. All engineering, equipment, labour, and permits required to satisfactorily complete the work required by this Specification.
- vi. Existing wiring and cabling of present intercom system shall be used. New PBX system and phones shall be connection to existing wires and krone modules etc.
- vii. Any other work related to but not specifically mentioned above, required for completion of the job as per the intent and scope of work.

Defect Liability Period (DLP):

The entire equipment/ system shall be covered under defect liability period of **24 months** (two years) starting from the date of issue of certificate of virtual completion for the work and defect which in the opinion of the Bank (NABARD) have arisen from bad workmanship or materials, shall upon intimation by the Bank, be made good by the Contractor at his own cost within the time specified.

During the said period of 24 months (DLP) , the contractor (successful tenderer) shall make periodical inspection of the working of the entire system free of charge at least once in 30 days or earlier, if required, and attend to such other service that may be required of him.

The total Security Deposit @ 5% submitted by the successful tenderer shall originally be valid till end of DLP. The security deposit will be released after the DLP is over.

Penalty for delay in service during defect liability period (DLP):

During the DLP, all care shall be taken so that the downtime of the system is kept minimum and in any case, not more than the allowed time for attending to repairs. Any defects in any of the equipment shall be repaired **within 24 hours** from the time of reporting complaint in writing (complaints through SMS, e-mails, fax etc. shall also be treated as complaints in writing). Any defects in PBX, leading to complete breakdown of the system, shall be repaired within **12 working hours** from the time of reporting complaint in writing. Any defects/ problems associated with the software shall be attended to immediately, **but not later than 12 hours from the time of the problem being noticed/** reported. If the down time exceeds the above mentioned period, penal recovery shall be made from the payments due to the contractor at the following rates:

1-7 days excluding date of lodging of complaint : Rs. 100/= per day

From 8th day to 30 days : Rs. 250/= per day

More than 30 days : Rs. 350/= per day

Non-functional server / software leading to system failure - @ Rs 2000/- per day or part thereof beyond the authorised maintenance period

Penalty of 0.5% of the cost of the equipment will be charged every quarter if, the Preventive Maintenance is not done by tenderer. Penalty for Preventive Maintenance not done will not be charged for the quarter in which the machine has been delivered/ installed.

During breakdown of any equipment, without any delay Contractor shall arrange for providing a temporary equipment to keep the system functioning.



However extension of warranty/replacement of equipment will not be applicable if the breakdown is due to reasons not attributable to the tenderer. However, the onus of proving the same would be on the tenderer. If the system's defect is attributable to mishandling, negligence or operation by unauthorized staff, the tenderer will not be liable to repair the same under the contract. The tenderer under such circumstances shall charge extra for spare & service rendered.

The penalty amount will be recovered from the Security Deposit lying with the Bank. Complaint(s) will be deemed to be resolved only on the availability of the Customer Call Report (CCR) signed by both the service engineer and Bank's authorized official, confirming that the complaint is resolved. Date and time of resolution of the complaint shall be indicated clearly.

Others Issues:

- a. The contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by the Bank and also in compliance of the requirement of the local public authorities and any other Acts/Rules/Regulations and no deviation on any account will be permitted.
- b. The Contractor shall carry out all the work strictly in accordance with details, and instructions of the Bank's engineer. If in the opinion of the Bank's engineer, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Bank, they desire the Contractor to carry out the same, the Contractor shall carry out the same without any extra charge.
- c. The tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the drawings, inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto. The Bank's decision in such cases shall be final and shall not be open to arbitration.
- d. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Bank does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- e. The successful tenderer is bound to carry out all items of work necessary for completion of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank.
- f. The successful tenderer must co-operate with other contractors appointed by the Bank so that the work shall proceed smoothly with the least possible delay. He should make his own arrangement for storage and protection of all materials supplied by him.
- g. The work has to be carried out in an occupied quarters and, therefore, may have to be carried out during restricted hours/ Saturdays/Sundays/Bank's holidays.

Documentation:

The PBX system contractor, upon completion of all the activities, shall offer the system to the customer for acceptance. For this, the contractor shall provide the customer with the following documentation:

1. Copy of detailed report
2. Component and equipment list
3. Product description sheets
4. System design drawing(s)

6. System schematic diagram(s)
7. System operating manual
8. Original licensed copies of all the software (OS, DVMS, Video analytics, Antivirus, etc.)

Final acceptance and Handover-takeover:

Prior to final acceptance, the contractor shall provide complete operation and maintenance instruction manuals to the Bank along with all the above mentioned documents. All aspects of system operation and maintenance shall be detailed, including wiring diagrams of all circuits, a written description of the system design, sequence of operation and drawing(s), illustrating control logic and equipment used in the system. Checklists and procedures for emergency situations, maintenance operations and procedures shall be included in the manual. **The Bank's engineer then shall test and inspect the functioning of various components.** In case of any observations from Bank's side, the same shall be conveyed to the contractor in writing and got attended to by the contractor to the satisfaction of the inspecting officials.

The entire system then shall be taken over by the Bank and the defect liability period shall start from the same day.

Training:

The contractor shall provide the Bank with details of the training required by personnel to operate and maintain the PBX system.

The Contractor and the customer shall jointly agree the number of staff to attend the training courses.

For all the active components/ equipment the OEMs shall provide a certificate, indicating the end of life and end of support in form of spares etc. The product selected should conform to the tender specified life period. Further, all software provided for the above system, including operating system, client software etc. should be upgraded, if necessary, as and when a new update is released by the developer/ OEM at no extra cost during the tender specified life period of the above system.

5. Technical Specifications: IP PBX System

1. IP PBX

Sr. No.	Required Specifications
1	The IP-PBX/PABX/Communication System shall employ IP at its core with IP switching technology and 100% non-blocking.
2	The system should be IPV6 ready.
3	The system should have VOIP and VMS at its core i.e. VOIP and VMS modules should sit on the CPU.
4	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 999 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client).
5	It should have capacity of atleast 150 analog phones and 12 IP Phones and it shall be possible to reach the capacity of system to 200 analog and 999 IP users
6	The architecture of the system shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards/modules without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis.
7	The system should built on universal slot architecture and modular in design to enable seamless growth, 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.
8	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 128 VOIP channels, 99 SIP trunks and 999 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client) on single VOIP module. The system should have high-density VOIP module of 64 channels to save on real-estate.
9	System power supply should be inbuilt and SMPS type with input ranges from 100 – 240 VAC, 47-60 Hz OR 48VDC +/- 15%
10	It shall have distributed processing architecture, SLIC and SMT Design.
11	It should support maximum 128 IP-TDM calls and 500 IP-IP calls (without transcoding in Relay RTP Mode) and 50 IP-IP video calls.
12	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
13	The system should supports SNMP, which helps to manage and monitor network elements, audit network usage and detect network faults. SNMP manager should support SNMPv1/v2c/v3 versions.
14	It should support SIP over TLS and SRTP to ensure VOIP call security over IP network.
15	System should have two Gigabit Ethernet ports for LAN and WAN to separate out local and VOIP traffic on external network.
16	It should be suitable for DTMF as well as the FSK type of telephone instruments.

17	The EPABX capacity shall be suitable to scale up to 99 VOIP (SIP) Trunks and 999 SIP/IP Users.
18	It should have built-in multi-party conferencing without any software licensing. It should be possible to carry out 20 conferences of 3-participants at a time. The maximum number of participants required in single conference would be 15 minimum.
19	The system shall have the inbuilt Auto-attendant facility and shall be able to answer minimum 9 calls simultaneously and should support dial-by-name.
20	The system shall be compatible with ISDN PRI line of Local Service Provider.
21	The PRI card should be software programmable for TE/NT mode.
22	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.
23	The system should 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 in reduction of overall telecom bill.
24	The system should have combo cards (PSTN+DIGITAL+ANALOG) to have flexible configuration and save on the resources of universal slots.
25	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 be included in the system.
26	The system shall have at least 1 RS232 ports for SMDR/PMS/CAS Interface.
27	The system shall have built-in web based software programming tool for system administration.
28	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.
29	The call ringing sequence would be programmable and have options such as simultaneous, hunting off, round robin and delayed simultaneous.
30	Detail reports of all system parameters should be generated through the SMDR port of system.
31	The system should have built-in Power Failure Transfer for minimum 4 ports of PSTN Trunks. No external devices for Power failure should be required.
32	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 E1PRI Card.
33	Each port of the system shall be programmable. It shall have programmable features port-wise/extension-wise.
34	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.
35	Access codes, system timers and access to features shall be programmable.
36	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.
37	The system should have built-in outgoing Call Log buffer of 6000 calls, incoming call log buffer of 5000 and call log buffer of 1000 internal calls.
38	System should support dial from the corporate directory. There shall be minimum 999 numbers possible to store in corporate directory and shall also possible to dial it as an abbreviated number.
39	Features given to an extension shall be accessed from any other extension by dialing the secret codes.

40	The system must have following features:
	Call Budget on Trunk
	CLI based DISA (Mobile Extension)
	GSM Trunk Connectivity
	Multi-stage Dialling
	Returned Call to Original Caller (RCOC)
	Automatic Call to Missed (Predefined) Calls on Trunks
	Dual Ring
	Routing of calls to only permissible legal networks (Logical Partitioning)
	SMDR/CDR through Ethernet Port
	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.
	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.
	The system shall have features as CLI based routing, call duration control, least cost routing i.e. time, number or combination of both.
41	The system shall have a conversational recording in the mail box. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone) without any additional software licenses.
42	Varied type of open SIP Terminals such as IP Phone, SIP softphone, Mobile SIP Client and UC Client shall be supported.
43	System's UC Client should support 1000 DSS, 500 BLF and drag & drop conference.
44	The manufacturer should also have UC Client application for Android and iPhone and on Windows PC so that the mobility can be extended for the Smartphone users.
45	The system must support following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN.
46	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, at a go
	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	
47	The product must have certifications like CE, FCC, RoHS, TEC and ISO.
48	Make: Matrix , Model: GENX12SAC or equivalent

2. IP Phones

Sr. No.	IP Phones shall have following Specifications:
1.	Graphical 4 line LED with backlit, Caller ID with name and number
2.	Atleast 04 Context Sensitive keys, Built in atleast 16 Direct selection keys
3.	Hands-free speaker phone
4.	Message wait lamp, Ringer Lamp, Voice mail
5.	Power Adapter: 5VDC/600 mA, Power over Ethernet
6.	CE, FCC-15, RoHS certified
7.	Make – Matrix , Model: SPARSH VP510E or equivalent

6. List of makes

SN	Equipment	Makes
1	PBX	Avaya, NEC, Alcatel, Panasonic, Cisco or approved equivalent
2	IP phones	Avaya, NEC, Alcatel, Panasonic, Cisco or approved equivalent

7. Equipments offered by the tenderer
(To be filled in by the Tenderer)

SN	Item	Make & Model	Whether complies with the tender Specifications or not? If No, Please mention the deviations
1	PBX		
2	Digital phones		

8. Proforma for electronic payment



Annexure – PROFORMA FOR ELECTRONIC PAYMENT

Details of Bank account to be furnished by the contractors/ service providers for effecting payment through ECS (e-payments)

Name and address of contractors/ service providers with phone nos.

.....

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account number	
5	RTGS/ NEFT/ IFS Code	
6	Type of account (Savings, current, etc.)	
7	PAN Number	
8	VAT Number	
9	SERVICE TAX Number	

Signature

Please attach (1) a photocopy of one cancelled cheque leaf of the above Bank account and (2) copy of PAN card

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9. Bill of Quantities

**Supply, installation, testing & commissioning of IP PBX System at NABARD,
Maharashtra Regional Office, Pune.**

Sr. No.	Item	Unit	Qty.	Rate per unit (Rs.)	Total Amount (Rs.) (all inclusive)
1	Supply, installation, testing and commissioning of IP PBX as per the specifications given in this tender document and site instructions given by Bank	No.	1		
2	Supply, installation, testing and commissioning of IP Phones including IP licence fee, as per the specifications given in this tender document and site instructions given by Bank	No.			
Total					
Total Amount in words:					

Note: Above mentioned rates shall be inclusive of all taxes, duties, charges etc

END