


निदेशालय कोषागार, पेंशन एवं हकदारी, उत्तराखण्ड,
23 लक्ष्मी रोड, डालनवाला, देहरादून।

संख्या: 167/24(47)/IP-PBX/नि0को0पें0ह0/2015 दि0 23 अप्रैल, 2015

निविदा आमंत्रण-सूचना

निदेशालय स्थित डाटा सेन्टर 23 लक्ष्मी रोड, देहरादून के लिये IP-PBX सिस्टम की आपूर्ति, स्थापना, परीक्षण तथा कमीशनिंग का कार्य किये जाने हेतु मुहरबन्द निविदायें दि0 15.05.2015 को अपरान्ह 2:00 बजे तक आमंत्रित की जाती है। जो उसी दिन अपरान्ह 4:30 बजे निविदादाताओं के अथवा उनके अधिकृत प्रतिनिधियों की उपस्थिति में खोली जायेगी।

- 2- निविदा प्रपत्र का मूल्य वैट सहित ₹ 227.00 (रूपये दो सौ सत्ताईस मात्र) (₹200 + ₹ 27 वैट सहित) होगा।
- 3- निविदा के साथ धरोहर धनराशि ₹ 15,000.00 (₹ पन्द्रह हजार मात्र) जो निदेशक, कोषागार, पेंशन एवं हकदारी, उत्तराखण्ड, देहरादून के पक्ष में एफ0डी0आर0 अथवा डिमांड ड्राफ्ट जो देहरादून में देय हो, प्रस्तुत करना अनिवार्य होगा।
- 4- निविदा फार्म को विभागीय वेबसाईट <http://ekosh.uk.gov.in/tenders> पर डाउनलोड अथवा कार्यालय समय में किसी भी कार्य दिवस में निर्धारित तिथि तक प्राप्त किये जा सकते हैं।


J. निदेशक,
कोषागार, पेंशन एवं हकदारी,
देहरादून।

निदेशालय कोषागार, पेंशन एवं हकदारी, उत्तराखण्ड,
23, लक्ष्मी रोड, डालनवाला, देहरादून।

संख्या: /24(47)/IP-PBX/नि0को0पें0ह0/2015 दि0 अप्रैल, 2015

अन्तिम तिथि : 15.05.2015

निविदा फार्म

समय : 02.00 बजे तक

धरोहर राशि रू0 15,000/-

फार्म का मूल्य	रू0	200.00
ब्यापार कर	रू0	27.00
योग	रू0	227.00

1. निदेशालय डाटा सेन्टर, 23 लक्ष्मी रोड, देहरादून में IP-PBX सिस्टम की आपूर्ति, स्थापना, परीक्षण तथा कमीशनिंग का कार्य।
2. आपूर्तित सिस्टम की वारंटी अवधि 01 वर्ष की होगी, तथा समाप्ति के उपरान्त 03 वर्ष का वार्षिक अनुरक्षण अनुबंध वारंटी अवधि की समाप्ति के उपरान्त किया जाना होगा। अनुरक्षण अनुबंध में समस्त पार्ट्स सहित रख-रखाव फर्म को करना होगा। जिसका भुगतान छःमाही आधार पर किया जायेगा।

हस्ताक्षर
जारीकर्ता अधिकारी
सील

हस्ताक्षर
टेण्डरदाता/निविदादाता
नाम
पता एवं सील.....

MANUFACTURERS AUTHORISATION FORM
(For Non – OEM)

Ref No: Date:

To,
Director,
Treasury, Pension and Entitlement, Uttarakhand
23, Laxmi Road, Dalanwala,
Dehradun-248001

Dear Sir,

Sub: Tender No.

We.....who are established and reputable manufacturers of
.....Having factories atand.....do hereby authorize
M/s..... (Name and address of vendors) to submit a bid
and sign the contract with you for the goods manufactured by us against the above Tender
No.....dated.....

We hereby extend our full guarantee and warranty as per the clauses of contract based on
the terms and conditions of the Tender for the goods and services offered for supply by the
above firm against this Tender.

Yours faithfully,

()
Name of the Manufacturer

Note: -

1. This authorization form is to be submitted by Non-oem.
2. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Technical Bid

1. Name of Firm/OEM : -----
2. Registered Address : -----

3. TIN No -----
4. PAN No -----
5. Service Tax No -----
6. Phone No -----
7. Details of Earnest Money Deposit-
DD No : DD Date:
Amount Rs.
Name of Bank & Branch :
8. Details of Tender Document Value -
DD No. DD Date:
Amount Rs.
Name of Bank & Branch:
9. Tin No. of Uttarakhand service center/workshop.
10. Turnover of Last/Current year Govt/State or Central Government not Less than 50 lacs order (copies attached required) :
11. Notary Affidavit of the fact that firm is not in legal dispute with any Government department and not blacklisted/banned by any Govt. agency.
12. Case specific Authorization of company.
13. Details of Service Network in Uttarakhand.

(Please attach attested copies of documents required as per clause 3, 6, 7, 9, 10, 11, 12)

14. Previous Experiences :

Name	Address and Contact Details	IP-PBX Supplied [Qty]		PO details	
		Item	Location where supplied	Status of the Contract/ Work Order	PO No and Date [attach PO & price]

Signature of Bidder with Seal

निदेशालय कोषागार, पेंशन एवं हकदारी, उत्तराखण्ड,
23, लक्ष्मी रोड, डालनवाला, देहरादून।

(Financial Bid for IP-PBX, Handset with Installtions)

Tender No.:

Due Date:

Validity of offer:

Sl. no.	Description	Make & Model	Price Per Unit	AMC 1 Year	AMC 2 Year	AMC 3 Year
1.	2 PRI line IP-PBX System					
	(A) Subtotal for item 1					
2.	Handset :					
(A)	High End Digital Key Phone					
(B)	Mid End Digital Key Phone					
(C)	Low End Digital Key Phone					
(D)	Super High End Ip Phone					
(E)	High End Self Labeling Ip Phone					
(F)	High End Ip Phone					
(G)	Mid End Ip Phone					
(H)	Low END IP PHONE					
(I)	IP Cordless Phone					
	(B) Subtotal for item 2					
Grand total for evaluation (A+B)						

Note -

1. Bidders must quote their prices strictly as per the above format in Indian Rupees only.
2. Bidder should quote for complete scope of work/SLA. The evaluation shall be made on total lump-sum prices quoted above. However, bidder to submit break up of prices.
3. All cost components should be quoted clearly in the above format failing which it will be presumed that the same is inclusive.
4. The nature and percentage of taxes and duties payable extra must be indicated separately.
5. The quoted amount shall be firm and fixed for the entire duration of the contract.
Quoted prices should be unambiguous.
6. No payment other than aforesaid prices shall be payable by DTPE.
7. No C form will be issued by DTPE.

Signature
Tendrer (Authorised)
Name -
Address & Seal

TECHNICAL SPECIFICATION OF IP-PBX and Phone

1-

S#	Description
A	General Architecture Requirement
1	2 PRI line port, 2000 IP Extension licenses, 200 Concurrent calls, 02 FXO Ports (to connect 02 PSTN lines), 02 FXS Ports (to connect 02 Analog Extensions), SIP trunking, Multilevel auto attendant with IVR functionality, IVR designer, Voice Mail System, Voice mail to e-mail, Fax to email, Upto 06 pass ward protected conference bridges allowing up to 64 simultaneous participants, Voice logger, Automatic Call Distribution, Point to point Video Calling, SIP Surveillance, Multiple locations connectivity, Power on Ethernet (PoE) and Gigabit Ethernet port.
2	The system should be expandable up to 5000 users (of any mix of analog, trunk and SIP extensions) on single server.
3	The system shall be state of art, server based technology supporting convergence of Voice, Data, Video and other Value Added Services like Multimedia Call Handling.
4	The offered system should support installation of telephony and associated application on the latest version of VMware Platform.
5	The system is required to work as Single integrated exchange with distributed hardware and 100% feature transparency. Each Remote/Local gateway shall run independently and shall not depend on servers for call handling. All the calls in a location shall be completed within the gateway itself and shall not depend on media resource from any other location except value added services like Voice Mail, Conference Server.....
6	The system clock (UTC clock) shall be synchronized with the Network Time Protocol (NTP).
7	The system should have SIP by default and should support any SIP compliant hard phones or soft phones. The SIP Phone should be directly registered with Call Server.
8	Replacement of media gateways if any shall be possible without switching off main exchange.
9	The system should be able to restart automatically without human intervention after AC supply is resumed in case of power failure.
10	The system should be suitable for minimum five digit extension numbering scheme. This numbering scheme should be flexible. System should also allow mixed numbering scheme.
11	The system should be capable of connecting trunk lines with and without PRI if required to be. The trunk number shall be programmed as per requirement for enabling local calls, STD calls and ISD calls on desired extensions.
B	Security
1	The Server should not host services like Telnet and FTP by default.
2	The call Server must be provided adequate protection from all virus, worm and trojan infection points.
3	The System must support security log services such as information about successful and unsuccessful login attempts for a minimum of 60 days history. The system should support restriction of IP addresses.
C	Media Gate Way (Analog and Trunk), if required
1	Shall be 19" rack mountable
2	Protocol/Signalling/Interfaces: SIP, SIP-TLS, SRTP, Audio codecs: G.711, G.722 and G.723.1, RFC2833, fax support through T.38, modem support through G.711
3	Each media gate way shall be using telco connectors for all analog extensions outputs. Shall have two ethernet ports 10/100 MBPS
4	Minimum distance of connecting telephone instrument through copper cable after media gate way shall be 6-7 KM without using any booster.
5	All the tone generation and tone detection should be local to the gateway.

6	Cables (patch chord, power chords and telco connector with cable) and accessories for mounting in 19" rack will be in the scope of supply.
D	Management Platform
1	The management platform must provide a Web-based Graphical User Interface (GUI) configuration tool. No other software or licenses shall be required.
2	The Management platform must provide web access allowing the administrator to manage the system to use any PC with an internet browser
3	The management platform should support online help with user guide, task help and individual field help to ease of use.
4	The Management system should support the configuration and programming of <i>services, users, categories and all system parameters and features. This module must provide centralized management in local or remote environments of a single system or a distributed/networked system. The network manager will be able to quickly and easily edit, create or delete any network object multiple operations.</i>
5	The platform should support backup and restore functionality.
E	SIP Based Operator Console
1	Operator console shall support minimum 32 BLF and will be POE enabled on IEEE 802.3af enabled.
2	Operator console shall support HD Voice, must support G.722 wideband codec and shall have USB for local call recording.
3	Operator console shall have minimum resolution of 320 X 160 pixels for backlit gray scale graphical LCD.
4	Two port 10/100 Ethernet switch
5	Conforming to UL-60950, EN-60950 and IEC-60950 for safety certifications
6	Conforming to FCC Part 15, EN-55022, EN-55024 for EMC
7	Conforming to RoHS for environmental certifications
8	All necessary accessories to connect the switch and SIP operator console will be included in the scope of supply.
F	IP Phones (SIP supported) Type-1
1	Minimum two BLF lines per phone
2	Integrated POE on IEEE 802.3af
3	Full-duplex speaker phone, IEEE 1329 Type 1-Compliant
4	Two port 10/100 Ethernet switch
5	Minimum 102 X 33 pixels backlit gray scale graphical LCD
6	Conforming to EN-60950 and IEC-60950 for safety certifications
7	Conforming to FCC Part 15, EN-55022, EN-55024 for EMC
8	Conforming to RoHS for environmental certifications
9	All necessary accessories to connect the switch and SIP phones will be included in the scope of supply.
G	IP Phones (SIP supported) Type-2
1	Minimum sixteen BLF lines per phone
2	Integrated POE on IEEE 802.3af
3	HD Voice, must support G.722 wideband codec, Phone shall have USB port
4	Two port 10/100 Ethernet switch
5	Minimum 320 X 160 pixels backlit colour graphical LCD
6	Conforming to UL-60950, EN-60950 and IEC-60950 for safety certifications
7	Conforming to FCC Part 15, EN-55022, EN-55024 for EMC
8	Conforming to RoHS for environmental certifications
9	All necessary accessories to connect the switch and SIP phones will be included in the scope of supply.
H	Other General Features and Facilities for all user extensions:
1	Abbreviated Dialling, Direct Dialing In (DDI)

2	Automatic call back on 'Busy' or on 'No answer' (through Voice Mail)
3	Direct Inward Station Access
4	Conditional/unconditional Call Forwarding
5	Call pick-up, call park, call waiting, call hold, call transfer and call retrieve
6	Calling line identification
7	Class of service
8	Hot line
9	Do not disturb
10	Music on hold for Internal/External Call
11	Last number redial
12	Dynamic locking for preventing outgoing calls
13	One number service
I	The system should be able to record and generate customized call reports automatically. The report should be e-mailed to the desired destination. The call records should include the following details:
1	Calling extension number
2	Called external number
3	Trunk line used
4	Duration, date and time of call
6	Call charges
7	User ID
8	Malicious call trace
J	The system should be able to provide reports for the following:
1	Extension outgoing calls
2	Incoming calls
3	Extension to extension calls
4	Incoming calls to operator
5	Lost calls at operator
K	Installation and commissioning
1	Commissioning of IP Exchange with programming of number scheme as per requirements
2	Testing of exchange
L	Training and Documentation
1	Maximum four personnel will be imparted training at supplier's site.
2	Two sets of technical documents will be provided
3	Wiring layout of the installed system will be provided
M	Warranty
1	Minimum one year warranty will be provided on all material and workmanship
2	warranty certificates for all material will be submitted
N	Site requirements in the customer scope
1	All LAN/Cable Network along with Layer 3 managed switches
2	Separate earthing, AC power points, Power back up, Air conditioned Environment etc

HIGH END DIGITAL KEY PHONE

- (A) KEY PHONE 6X24 Display with 24 Programmable Dual Colour LED's with 4 Feature Access Keys, Navigator key, backlit display, EHS (Electronics Hook Switch)

(B) **MID END DIGITAL KEY PHONE**

KEY PHONE 3X24 Display with 24 Programmable Dual Colour LED's with 4 Feature Access Keys, Navigator key, backlit display, EHS (Electronics Hook Switch)

(C) **LOW END DIGITAL KEY PHONE**

KEY PHONE 1X16 Display with 8 Programmable Dual Colour LED's

(D) **SUPER HIGH END IP PHONE**

IP PHONE with Colour Touch LCD Screen, built-in graphical user interfaces (GUI). Includes built-in speakerphone, SD card slot for programming and data backup, Bluetooth compatible (with optional module), able to register IP Cameras and control PTZ functionality, Blue Tooth, Power over Ethernet (PoE)

(E) **HIGH END SELF LABELING IP PHONE**

IP PHONE 6X24 Display with self-Labeling LCD Display with 4 Feature Access keys, multi-step Tilt angle adjustment , Navigator key, Blue Tooth, backlit display

(F) **HIGH END IP PHONE**

IP PHONE 3X24 Display with 24 Programmable Dual Colour LED's with 4 Feature Access Keys, multi-step Tilt angle adjustment, Blue Tooth, Navigator key, backlit display

(G) **MID END IP PHONE**

IP PHONE 3X24 Display with 24 Programmable Dual Colour LED's with 4 Feature Access Keys, multi-step Tilt angle adjustment, Navigator key

(H) **LOW END IP PHONE**

IP PHONE 1X16 Display with 8 Programmable Dual Colour LED's

(I) **IP Cordless Phone**

- DECT base station registers up to 5 DECT handsets and talks to up to 4 handsets concurrently
- Advanced telephony features including Caller ID, Call Waiting, 3-Way Conference, Transfer, Forward, Do Not Disturb, Message Waiting Indication(Stutter Tone), auto talk, multi-language voice prompt, flexible dial plan
- Secure and automated provisioning using HTTP/HTTPS/Telnet/TFTP, multiple SIP accounts, SIP over TCP/TLS, SRTP

निविदादाताओं के लिये नियम एवं शर्तें

- 01- निविदा दो लिफाफा प्रणाली के आधार पर स्वीकार की जायेगी। जिसमें एक लिफाफे में तकनीकी निविदा (वांछित अभिलेख एवं धरोहर धनराशि) तथा दूसरे लिफाफे में वित्तीय निविदा होगी। तकनीकी निविदा तथा वित्तीय निविदा को अलग-अलग लिफाफों में मुहरबन्द कर लिफाफों के ऊपर "तकनीकी निविदा" तथा "वित्तीय निविदा" लिखकर एक बड़े मुहरबन्द और सम्यक रूप से अंकित लिफाफे के अन्दर रख कर डालनी होगी। जो निविदादाता तकनीकी निविदा की सम्पूर्ण शर्तों को पूरा करेगा उन्हीं की वित्तीय निविदा खोली जायेगी।
- 02- अद्योहस्ताक्षरी को बिना कारण बताये एक अथवा समस्त निविदायें निरस्त करने का पूर्ण अधिकार होगा।
- 03- निविदा खुलने की तिथि को अवकाश होने की दशा में निविदा अगले कार्यदिवस में खोली जायेगी।
- 04- निविदा एक वर्ष की अवधि के लिए मान्य होगी। फर्म को स्थापित किये जाने वाले हार्डवेयर पर वारंटी अवधि 1 वर्ष की समाप्ति के पश्चात 3 वर्ष का वार्षिक का अनुरक्षण उपलब्ध कराना अनिवार्य होगा।
- 05- फर्म द्वारा उच्च गुणवत्ता वाले उपकरण लगाने होंगे।
- 06- फर्म द्वारा उपकरणों का End of Life तथा End of Support का OEM फर्म से प्रदत्त प्रमाण-पत्र उपलब्ध कराना होगा।
- 07- सशर्त निविदायें मान्य नहीं होंगी।
- 08- दरों में कर (सर्विस टैक्स इत्यादि) का अंकन अलग से किया जायेगा।
- 09- दरें निर्धारित प्रपत्र पर ही अंकित की जायेगी।
- 10- दरों में उपरिलेखन स्वीकार नहीं किया जायेगा।
- 11- नियम व शर्तों के अनुरूप ही निविदा प्रस्तुत न किये जाने पर निविदा पर कोई विचार नहीं किया जायेगा।
- 12- सफल निविदादाता को आदेश प्राप्त होने के एक माह के अन्दर सिस्टम की आपूर्ति व उसकी स्थापना करनी अनिवार्य होगी।
- 13- यदि न्यायालय में कोई वाद दायर होता है तो वह देहरादून स्थित सक्षम न्यायालय में होगा।
- 14- सफल निविदादाता द्वारा कार्यादेश जारी होने की तिथि से एक सप्ताह के अन्दर ₹25,000.00 (रु० पच्चीस हजार मात्र) सुरक्षा धनराशि के रूप में बैंक सावधि जमा / बैंक गारन्टी जो निदेशक, कोषागार पेंशन एवं हकदारी, उत्तराखण्ड, देहरादून के नाम बंधक होगी, प्रस्तुत करना अनिवार्य होगा।

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