**Tender Enquiry No. F.No 24/26/2013-RIS (Admin)**

**TENDER NOTICE**

“EPABX System of 1000 line with 1 PRI 8 Trunk Card”
AIIMS, Rishikesh, Virbhadra Marg, Rishikesh, Dehradun

Date: 31 July, 2013

On behalf of the Director, All India Institute of Medical Sciences, Rishikesh, tenders in sealed cover are invited under **two-bid system** from manufacture and their authorised dealers/ distributors for providing EPABX System of 1000 line with 1 PRI 8 Trunk Card for AIIMS Rishikesh.

The interested manufactures and their authorised dealers/ distributors are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover super scribed “Tender For EPABX System” and should reach at the office of **The Administrative Officer, AIIMS, Virbhadra, Marg Rishikesh (Dehradun) - 249201**, by or before on 03.00 PM on 21-08-2013. The bid received after due date and time will not be entertained whatsoever may be the reason. The technical bids shall be opened on the next day i.e 22-08-2013 at 03.00PM at AIIMS, Rishikesh. In the event of any of the above mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time. The date of technical evaluation of items and opening of financial bid of technically qualified agencies will be announced later.

The tender document containing technical bid form, financial bid form, technical description/specification & item and terms & conditions can be purchased from AIIMS, Rishikesh from 01-08-2013 to 21-08-2013 between 10.00 AM and 02.00 PM on non-refundable payment of Rs.1135.00 (Rupees one thousand one hundred thirty five only) or can be downloaded from website [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in). Those who download the tender document from website should enclose Demand Draft/Pay Order for Rs.1135.00 (Rupees one thousand one hundred thirty five only) (non-refundable) in favour of “AIIMS, Rishikesh”, payable at Rishikesh, not later the date of 20-08-2013 along with their technical bid in the Cover-I “Technical Bid”. The amount of bid security (EMD) for **EPABX System of 1000 line with 1 PRI 8 Trunk Card** of Rs.60,000/- (Rupees sixty thousand only) tender documents should be paid in the form of FD/BG/TD/CD in favour of “AIIMS, Rishikesh” payable at Rishikesh and will be placed in cover-1 with technical bid. The Tender Documents are not transferable.

Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS, Rishikesh website: [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in).

---

**Rakesh Kumar**  
Administrative Officer  
AIIMS, Rishikesh

**Sign of Bidder**
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)  
TENDER DOCUMENT  
“For EPABX System of 1000 line with 1 PRI & 8 Trunk card”  
AIIMS, Rishikesh  

TECHNICAL BID  
(In separate sealed Cover-I super scribed as “Technical Bid”)  

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name &amp; Address of the manufacture and their authorised dealers/distributors/Agency with phone number, email, name and telephone/mobile</td>
</tr>
<tr>
<td>2.</td>
<td>Specify your firm/company is a manufactures/authorised dealer/distributor/Agency</td>
</tr>
<tr>
<td>3.</td>
<td>Name, Address &amp; designation of the authorized person (Sole proprietor/partner/Director)</td>
</tr>
<tr>
<td>4.</td>
<td>Have you previously supplied these items to any government/reputed private organization? If yes, attach the relevant proof. Please provide a notarised affidavit on Indian Non Judicial stamp paper of Rs. 10/- that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&amp;D rate in recent past. <strong>If you don't fulfil this criteria, your tender will be out rightly rejected.</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Please attach copy of last of Income Tax Return</td>
</tr>
</tbody>
</table>
| 6. | Please attach balance sheet *(duly certified by Chartered Accountant) for last three (3) years*  
(Annual minimum turnover should not be less than 25 lakhs) |
| 7. | PAN No. (Please attach copy) |
| 8. | VAT/Service Tax Registration Number. (Please attach copy) |
| 9. | Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document with technical bid. Otherwise your tender will be rejected. |
| 10. | Power of Attorney/authorization for signing the bid documents |
| 11. | Please submit a notarised affidavit on Indian Non judicial stamp paper of Rs. 10/- that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Please also declare that proprietor/firm has never been black listed by any organization. |
| 12. | Please submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that they will provide complete warranty for all equipments for 2 (two) years & CMC for 5 (five) years of these equipments. |
| 13. | Please furnished a notarised affidavit on Indian Non judicial stamp paper of Rs.10/- that they will supply spare parts for next 10 years at reasonable price. |
| 14. | Details of the FD/BG/TD/CD of bid security (EMD)  
**FD/BG/TD/CD No:**  
**Date:**  
**Payable at-**  
Detail of cost of Tender for Rs. 1135/- (if downloaded from website)  
**DD No.**  
**Date:**  
**Payable at-** |

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD/Pay Order (if tender form is downloaded from the website of this Institute) 
       2. FD/BG/TD/CD 
       3. Terms & Conditions (each page must be signed and sealed) 
       4. Financial Bid 

(Signature of Tenderer with seal)

Name: 
Address:

Place:.................................
Date:.................................

Tender Sl.No:
Sign of issuing Authority

Sign of Bidder
To,
Administrative Officer
AIIMS Rishikesh, Virbhadra Marg
Rishikesh (Dehradun)

Dear Sir,

Our quoted rate for supplying the following Equipment mentioned for AIIMS, Rishikesh will be as follows:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Basic Price (In Rs.)</th>
<th>Taxes etc. (In Rs.) (Give details)</th>
<th>Total (In Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Digital EPABX(1000 line) With 1 pri card &amp; 8 Trunk card</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>500analog phones(caller ID/Speaker)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Any other charges (To be specified like)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a)1000 MDF for EPABX</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b)1000 MDF for Field</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c)300/200/100/50/30/20 Field side MDF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(d)Telephone Wire connectivity at user end per Meter with Jumphering.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Per meter wire of 300/200/100/50/30/20/10/5 pair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Telephone Connector</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Operator Console with Auto Attendant Expansion Card</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>One time Installation/configuration charges, if any.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The above quote should include all applicable taxes and F.O.R. AIIMS, Rishikesh. L1 will be decided on the basis of unit cost of individual equipment.

Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

Declaration by the Bidder:

1. This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in Tender document regarding terms & condition of the contract, rules regarding purchase of EPABX System of 1000 line with 1 PRI 8 Trunk Card. I/we agree to abide them.

2. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

(Signature of Bidder with seal)

Place:................................. Name:

Date:................................. Seal:

Address

Tender Sl.No:

Sign of issuing Authority

Sign of Bidder
**Tender Enquiry No. F.No 24/26/2013-RIS (Admin)**

**Terms & Conditions**

(A) **Information and Conditions relating to Submission of Bids**

1. The tender document containing eligibility criteria, scope of work, terms & conditions and draft agreement can be purchased from AIIMS, Rishikesh on any working day from **01-08-2013 to 21-08-2013** between 10.00 AM to 02.00 PM on payment of non refundable charges of Rs 1135/- (Rupees one thousand one hundred thirty five only) or can be downloaded from website [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in). Those who download the tender document from Website should enclose a Demand Draft/Pay Order for Rs 1135/- (Rupees one thousand one hundred thirty five only) in favour of “AIIMS, Rishikesh”, payable at Rishikesh, not later the date of **20-08-2013**, along with their bid in the Cover-I containing “Technical Bid”.

2. The interested firms/suppliers are required to submit the Technical and Financial Bids separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover super scribed “Tender for EPABX System of 1000 line with 1 PRI 8 Trunk Card” should reach AIIMS, Rishikesh by or before 03.00 PM on **21-08-2013**. The Technical bids shall be opened on next day i.e **22-08-2013** day at 03.00 PM at AIIMS, Rishikesh in presence of the bidders or their authorized representatives who choose to remain present. The Tender received after due date & time will be rejected and no claim shall be entertained whatsoever may be the reason.

3. The pre bid conference would be held on **14-08-2013 at 03.00 PM** in the office of Dy Director (Administration), AIIMS, Rishikesh. All firms representative who are attending the pre bid meeting, shall produce an authorisation letter from their firm on the firm’s letter head. They are required to put their query in writing before the committee.

4. All the duly filled/completed pages of the tender should be given serial /page number on each page and signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected out rightly.

5. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Technical Bid as well as Financial Bid unless authenticated by full signature of bidder. Any omission in filling the columns of Financial Bid form (Schedule of Rates) shall debar a tender from being considered. Rates should be filed up carefully by the tenderer. All Corrections in this schedule must be duly attested by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

6. The bidder shall pay an amount of Rs.60,000/- (Rupees sixty thousand only) as Bid Security (EMD) of along with the Technical Bid in the form by FD/BG/TD/CD in favour of “AIIMS, Rishikesh” drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and must be valid for (6) six month. Bids received without EMD shall stand rejected and thus shall not be considered for evaluation etc at any stage. The original EMD will be put in cover-I containing Technical bid.

   a) The Public Sector Undertaking of the Central/State Govt. are exempted from furnishing Earnest Money along with tender.
   b) The firms Registered with DGS & D/SSI and any approved source of Centre/States Govt. are not exempted from furnishing Earnest Money in so far as this institute is concerned.
   c) Earnest Money deposited with AIIMS, Rishikesh in connection with any other tender enquiry even if for same/similar material / Stores by the tenderer will not be considered against this tender.

7. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract.

8. The successful bidders has to constitute a contract on Indian non judicial stamp paper of Rs.100/- (Rupees one hundred only) and also required to furnish the security deposit @ 10% of contract value in the form of FD/BG/TD/CD of any nationalised bank in favour of AIIMS, Rishikesh & payable at Rishikesh only. The EMD deposited by successful bidder may be adjusted towards Security Deposit as demanded above. If the successful bidder fails to furnish the full security deposit or difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work, his bid security (EMD) shall be forfeited unless time extension has been granted by AIIMS, Rishikesh.

9. The EMD shall be forfeited if successful bidder fails to supply the goods/equipment in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.

10. The bid shall be valid and open for acceptance of the competent authority for a period of 180 (one hundred eighty) days from the date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained.

11. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

12. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate as per financial bid after complying with the all the Acts / provisions stated / referred to for adherence in the tender.

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

13. The competent authority of AIIMS, Rishikesh reserved all rights to accept or reject any/all tender(s) without assigning any reason. It can also impose/relax any term and condition of the tender enquiry after due discussion in pre bid conference. This will be communicated to all tenderers in writing. AIIMS, Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

14. Tender must be submitted on the prescribed Tender Form otherwise tender will be cancelled straightway.

15. The tender form is not transferable.

16. Canvassing in any form is strictly prohibited and the tenderer who are found canvassing are liable to have their tenders rejected out rightly.

(B) OTHER TERMS & CONDITIONS OF THE TENDER

1. Rates quoted should be inclusive of all applicable taxes, packing, forwarding, postage and transportation charges at FOR AIIMS Rishikesh.

2. All the rates should be mention in Indian national currency (INR) only. The rates quoted in foreign currency will not be entertained in this tender enquiry & such tenders will be cancelled straightway.

3. Rates should be mentioned both in figures and in words. The offer should be typed or written in Ink Pen/ Ball Pen without any correction. Offers in pencil will be cancelled. Telegraphic/ Telex/ Fax offers will not be considered and cancelled straightway.

4. The supplier shall submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. Therefore, if at any stage it has been found that the supplier has quoted lower rates than those quoted in this tender, the Institute (the purchaser) would be given the benefit of lower rates by the Supplier. If such affidavit is not submitted, tender will be out rightly rejected.

5. If the price of the contracted articles is/ are controlled by the Government, in no circumstances the payment will be higher than the controlled rate.

6. Tender will be regarded as constituting an offer open to acceptance in whole or in part at the discretion of the competent authority of the institute for a period of 180 days (6 months) valid from the date of opening of the tender by the committee.

7. The time for the date of delivery/ dispatch stipulated in supply order shall be deemed to be essence of the contract and if the supplier fails to deliver or dispatch any consignment within the period prescribed for such delivery or dispatch in the supply order, liquidated damages may be deducted from the bill @ 0.5% per week subject to maximum of 10% of the value of the delayed goods or services under the contract. The competent authority of the institute may also cancel the supply. In such a case, bid security of the supplier shall stand forfeited.

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

8. In case the quality of goods supplied are not in conformity with the standard given in tender and as per the samples supplied or the supplies are found defective at any stage these goods shall immediately will be taken back by the supplier and will be replaced with the tender quality goods, without any delay. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications and liquidates damages shall be charged.

9. In case the tenderer on whom the supply order has been placed, fails to made supplies within the delivery schedule and the purchaser has to resort risk purchase, the purchaser (AIIMS, Rishikesh) may recover from the tender the difference between the cost calculated on the basis of risk purchase price and that calculated on the basis of rates quoted by tenderer. In case of repeated failure in supplying the order goods the supply order may be cancelled and bid security deposit will be forfeited.

10. The Specification and quantity of the item needed is mentioned in Annexure-I & Financial bid but it is approximate detail and is subject to increase/decrease at the discretion of the competent authority of AIIMS, Rishikesh. The payment would be made for actual supply taken and no claim in this regard should be entertained.

11. Where the specifications are as per tenderer’s range of product & tenderer’s offer should mention that the item meets all specifications as per the tender enquiry and if there are improvements/deviations the same should be brought out on separate Letter Head of the firm. It would be discretion of the competent authority of the institute to accept or reject such deviations which are not in accordance with our required specifications as per given in Annexure - I.

12. It must be mentioned clearly whether tenderer is a manufacturer/sole distributor/sole agent for the items for which he is quoting.

   a. **Manufacturer** must add a certificate that item(s) is manufactured by them as per range of products.

   b. **Sole Manufacturers** must add a certificate that they are the sole manufacturer of the Item for which they are quoting in this tender enquiry & item is /are their proprietary Item in India. The rate certificate is also required from the sole manufactures that the Rates quoted are the same as they quote to other State/Centre Govt./reputed Private Organisation and DGS&D rate for the similar item(s) and these are not higher than those quoted by them.

   c. **Authorized agents** must add authority letter from their Manufacturer/Principals on the letter head of the manufacturer/principals in proforma given in Annexure-II duly supported by a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- (Rupees ten only) that they are quoting Rates on behalf of them. The authorization letter must give/mention the purpose for which it is allowed. The validity period of the authorization letter must be mentioned in the authority letter otherwise tender will be liable to rejection.

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

13. The Tenderers should furnish a copy of **S.T. /C.S.T./VAT registration number**, the **State / U.T. of registration** and the date of such registration. Tenders not complying with this condition will be rejected.

14. The tenderers should submit along with the tender, a photostat copy of the last Income Tax return and copy of current valid income tax **clearance certificate (IT CC)** otherwise tender may be ignored.

15. In case asked, tenderer must personally supply a sample/give the demonstration of the **equipments** to the competent authority of the institute and in that case all the expenses will be borne by the supplier.

16. Full description & specifications, make/brand and name of the manufacturing firm must be clearly mentioned in the tender failing which the tender will not be considered. The tenderer must also mention whether the goods are imported / indigenous. Descriptive literature /catalogues must be attached with the tender in original failing which tender may be ignored.

17. Any failure or omission to carryout of the provisions of this supply by the supplier shall not give rise to any claim by supplier and purchaser one against the other, if such failure or omission arise from an act of God which shall include all acts of natural calamities from civil strikes compliance with any status and or requisitions of the Government lockout and Strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including war (whether declared or not) civil war or state of incarceration provided that notice of the occurrence of any event by either party to the other shall be within two weeks from the date of occurrence of such an event which could be attributed to force majeure.

18. The Courts at Rishikesh/ Dehradun alone and no other Court will have the jurisdiction to try the matter, dispute or reference between the parties arising out of this tender/supply Order/contract.

19. Tenderer will have to provide complete warranty for all equipments for 2 (two) years & CMC for 5 (five) years of these equipments. Financial bid should be quoted accordingly. In this regard, the tenderer shall submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that they will provide complete warranty for all equipments for 2 (two) years & CMC for 5 (five) years of these equipments.

20. If at any time, any question, dispute or difference whatever shall arise between supplier and the institute (Purchaser) upon or in relation to or in connection with the agreement, either of the parties may give to the other notice in writing of the existence of such a question, dispute or difference and the same shall be referred to two arbitrators one to be nominated by the institute (Purchaser) and the other to be nominated by the supplier. Such a notice of the existence of any question dispute or difference in connection with the agreement shall be served by either party within 60 days of the beginning of such dispute failing which all Right sand claims under this Agreement shall be deemed to have been forfeited and absolutely barred. Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event of the arbitrators not agreeing in their award the Umpire Appointed by them shall enter upon the reference and his award shall be binding on the Parties. The venue of the arbitration shall be at Rishikesh, (Uttarakhand, India). The arbitrators/Umpire shall give reasoned award.

Sign of Bidder
21. Tenderer should ensure and give an affidavit on Indian Non Judicial stamp paper of Rs.10/- with technical bid that spare parts and consumables for these equipments/instruments will be available and rates will be reasonable for next 10 (ten) years.

22. Training
   Bidder shall provide Training on the monitoring, administration and configuration of installed facility and the functionalities to identified 4 CDAC engineers for minimum 2 days. Course material for the above (one copy each per participant) to be provided.

23. AIIMS Rishikesh will not purchase any hardware and firm will have to provide all the required hardware.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

Note- Please sign each page of document including terms & conditions & tender

Sign of Bidder
Technical Specification of the EPABX System

General Architecture Requirement:-

1. The proposed EPABX System of 1000 line with 1 pri & 8 Trunk card shall be state of art, server based technology supporting convergence of Voice, Data, Video and other Value Added Services like Multimedia Call Handling

2. The offered system should support installation of telephony and associated application on a VMware platform (VMware ESXi 5.x latest version) from day 1.

3. The system should manage CAC (Call Admission Control) mechanisms to optimize the usage of the bandwidth in the WAN for multi-site configurations.

4. The system is required to work as Single integrated exchange with Distributed hardware and 100% feature transparency. Each Remote gateway shall run independently and shall not depend on servers at other location for call handling. All the calls in a location shall be completed within the gateway itself and shall not depend on resource from any other location. In case any server is faulty in a location, System at other locations should not be affected and shall continue to serve the subscribers of that location with 100% features available in the system.

5. The system clock (UTC clock) is synchronized with the outside world using the Network Time Protocol (NTP).

6. The system should support SIP by default and should support any SIP compliant hard phones or soft phones. The IP Phone and SIP Phone should be directly registered with Call Server.

7. Security

8. The Server should not host services like Telnet and FTP by default.

9. The call Server must be provided adequate protection from possible virus, worm and Trojan infestation points such as internal e-mail servers.

10. The System must support Security log services such as information about successful and unsuccessful login attempts for a minimum of 60 days history.

11. The media gateway interface should Dual Ethernet ports, operating with link failover with Ethernet bonding

12. Minimum Specification of Call Server to be installed is as below :- Core 2 Duo Processor 2.26 GHz, 8GB RAM, One HDD with minimum 160 GB, expandable type, 2 Ethernet ports, 1 VGA port, USB 2.0 ports

13. The media gateway interface should support T.38 fax, clear channel, encryption and RFC2833

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

14. Replacement of cards :- without switching off exchange (Hot swappable) including the control cards and peripheral/interface cards.

15. All the tone generation and tone detection should be local to the gateway.

16. The system should be able to restart automatically without human intervention when the external ac power supply is resumed after complete power failure i.e. Even after the batteries are discharged

17. The EPABX should be suitable for up to 1000 number of line.

18. The EPABX should be suitable for up to 10 digit extension numbering scheme. This numbering scheme should be flexible. System should also allow mixed numbering scheme

19. The system should support alert ring signal to provide a specific ring tone (internal, external, or callback) to the called party, depending on the calling party number or the incoming route number

20. The offered system should support CAC - Call Admission Control (CAC) feature is to manage the available bandwidth used for voice calls through low bandwidth links. This type of links is usually used to connect branch offices to the main office and due to the restricted bandwidth that these links normally have, a mechanism is needed to manage them properly in order to maintain a certain quality of service in the calls when media go through these kind of links.

21. The management platform must provide a Web-based Graphical User Interface (GUI) configuration tool

22. The Management platform must provide web access allowing the administrator to manage the system to use any PC with an internet browser

23. The management platform should support online help with user guide, task help and individual field help to ease of use.

24. The Management system should support the configuration and programming of 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.

25. The platform should support backup and restore functionality.

26. Operator Console PC based (On IP Only)

(i) General :-
The solution shall specifically support the functionality detailed below. All features shall be available from a screen based operator console.

Sign of Bidder
Tender Enquiry No. F.No 24/26/2013-RIS (Admin)

(ii) Directory Integration:-

The operator’s application shall integrate seamlessly with the system directory which shall be accessible in a searchable format from the operator console. A window should pop up automatically where the attendant can see activity and contact profile of the extension being called.

(iii) Features and facilities

a. Abbreviated Dialling
b. Automatic call back on Busy
c. Automatic call back on No answer
d. Direct Inward Station Access
e. Call forwarding Unconditional
f. Call forwarding on No answer
g. Call forwarding on Busy
h. Malicious call trace
i. Group Call Pick up
j. Extended Group Call Pickup
k. Call Park
l. Call retrieve
m. Calling line identification restriction
n. Call waiting
o. Class of service
p. Hot Line
q. Delayed Hotline
r. Do not Disturb
s. Do not Disturb override.
t. Call Hold
u. Call Transfer
v. Internal Music On Hold
w. External Music on Hold Support
x. Last Number Redial
y. Save Number Redial
z. Instrument locking for preventing outgoing calls

27. The system should be able to record and print out on a printer all outgoing calls on a realtime basis. The call records should include the following details:

   a) calling extension number
   b) called external number
   c) trunk line used
   d) duration of call
   e) date and time of call
   f) call charge
   g) User ID

28. The system shall be able to generate reports automatically on a regular basis and on request. The content of the reports shall be:-

   a) Extension numbers
   b) Number dialled
   c) Date & Time
   d) Duration
   e) Cost

Sign of Bidder
29. The call billing system should be able to provide reports for the following:-
   a) Extension outgoing calls
   b) Incoming calls
   c) Extension to extension calls
   d) Incoming calls to operators.
   e) Lost calls at operators.
MANUFACTURER’s / PRINCIPAL’s AUTHORIZATION FORM
(Clause 12 (c) of the tender)

To

The Administrative Officer,
All India Institute of Medical Sciences
Rishikesh

Dear Sir,

TENDER: ______________________________________________________.

we, ____________________________________________, who are established and reputatable manufacturers of ____________, having factories at ____________ and________________, hereby authorize Messrs. _________________________ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No.__________________ for the above goods manufactured by us. No company or firm or individual other than Messrs. _________________________ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the conditions of tender for the goods offered for supply against this tender by the above firm.

The authorization is valid up to ____________________________.

Yours faithfully,

(Name)

For and on behalf of Messrs. ______________
(Name of manufacturers)/Principal.

Sign of Bidder