

NATIONAL CENTRE FOR DISEASE INFORMATICS AND RESEARCH

Indian Council of Medical Research

Department of Health Research, Ministry of Health and Family Welfare, Government of India
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, N.H-7, B. B. Road,
Kannamangala Post, Bengaluru-562 110 (India)
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No. NCDIR/EPABX/2016/

3rd November 2016

NOTICE INVITING SEALED QUOTATION

Please quote your lowest rate of the following article. The quotations are required in two bid systems i.e Technical Bid (Technical details along with commercial terms and conditions) and Commercial Bid. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. Quotation must reach this office on or before 22nd November 2016 at the latest.

The offers are liable to be rejected if the suppliers fail to comply with the conditions.

| Items | Sl. No | Specification |
|--------------|--------|--|
| <u>EPABX</u> | 1. | Digital Non Blocking ISDN EPABX of Suitable Model Technology equipped with: 36 analog extension line circuits - expandable up to 106 lines 1 PRI – expandable to one more in future 4 ports digital extensions GSM for fallback. Min 6 party conference facility 1 No. operator console with interface |
| | 2. | Digital telephone – 12 keys |
| | 3. | Cordless telephone |
| | 4. | Installation, testing and commissioning charges excluding cabling, MDF, Krone and IP modules |
| | 5. | Krone, MDF, IP Modules for P & T Lines, exchange side MDF |
| | 6. | Basic call billing software |
| | 7. | Wiring to connect all the existing three terminals with console using suitable size wire (Approx. distance 70 meter) |
| | 8. | Comprehensive Annual Maintenance Contract |

- Please quotes on the top of the envelope “Quotation” and Ref. of this letter.
- Also submit the company’s price list and manufacturing certificate, if available
- Authorized dealership certificate required from the manufacturer
- Catalogues user list etc. of the items is also to be submitted
- It is also to certified that the spare parts are available for next 10 years.
- Only sealed quotation will be accepted
- Give details of TIN no. PAN No.
- All correspondence should be addressed to Director.
- Other terms and condition can be seen overleaf
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DIRECTOR
NCDIR (ICMR), BENGALURU

1. TERMS & CONDITIONS

1. The quotation should be submitted in sealed cover and so as to reach this office on or before 22nd November 2016 by speed post/registered post/courier and addressed to **The Director, National Centre for Disease Informatics and Research (ICMR), Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli Off. N.H.- 7, Adjacent to Trumpet Flyover of BIAL, Kannamangala Post, Bengaluru – 562 110.** Please mention the enquiry number and due date on the left hand side top corner of the envelope.
2. The quotations received after this deadline shall not be entertained under any circumstances whatsoever. In case of postal delay this Institute will not be responsible.
3. Unsealed quotation will be rejected.
4. Quotations must be in the enclosed prescribed Proforma and forwarding letter on the letter head of the firm duly signed by the Proprietor/ Partner/ Director or their authorized representative, in case of signing of quotation by the authorized representative letter of authorization must be attached with the quotation.
5. Rates must be quoted as per the format specified taxes extra if any must be written separately. The rates must be quoted in figures as well as in words.
6. In general no overwriting or cutting is permitted in the rate. If found, the quotation shall be summarily rejected. However, except rate all cuttings and over writings must be signed by the authorized person of the firm.
7. Becoming lowest one will not be the criteria for awarding of purchase order unless the rates are reasonable & justified. Lowest one will be decided for the overall value of quotation and not items wise.
8. RTGS/NEFT details need to be furnished by the supplier with the quotation on the letter head of supplier/firm/agency.
9. Quotations qualified by such vague and indefinite expressions such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly. Any conditional quotation shall be rejected summarily.
10. The supplier may be asked to submit a sample of the product, which will be evaluated by a technical evaluation committee. Price bids of only those firms will be opened which qualifies technically as per the recommendation of the committee.
11. The expenditure incurred for demonstrating the items will be borne by the supplier.
12. Certificates: Warranty / Guarantee Certificate: Bidder should furnish three years warranty / guarantee and free service from the date of installation.
13. The bidder may be asked to give a representative sample of the items described in point no. 5 for technical evaluation.

2. ELIGIBILITY CRITERIA

1. The agency must fulfil the following eligibility conditions.
2. Machine Manufacturers or their Authorized Agents or any Authorized Supplier is eligible to apply.
3. Should be a supplier of similar machines/equipment for at least three years in Government sector. The bidder should submit copies of supporting records to prove the condition.
4. The agency should not have been blacklisted by any State Government /Central Government and/or any Central PSU.

3. MODE OF SUBMISSION

1. Quotation should be addressed to the Director, NCDIR, Bengaluru.
 - a. Quotation should be submitted in the following two separate covers.
 - i) Technical Bid
 - ii) Financial Bid
2. quotation can be submitted in person or by post before the due date and time specified in the notice.

3. NCDIR, Bengaluru will not be responsible for any delay or loss of document in transit due to any reason.
4. Detailed notification can be obtained from the office of NCDIR, Bengaluru or downloaded from NCDIR website www.ncdirindia.org

4. RELEASE OF PURCHASE ORDER

1. It is not binding on the part of the Director, NCDIR, Bengaluru to accept the lowest or any other quotation and the Director reserves the right to reject or accept any quotation fully or partly. The Director, NCDIR, Bengaluru reserves the right to accept and place the supply orders to the successful agency.
2. The Director, NCDIR, Bengaluru also reserves the right to relax or waive any of the conditions and reject the quotation if any one of the conditions enumerated above, is violated or the quotation gives any counter condition.

5. TECHNICAL REQUIREMENTS FOR EPABX

1. The EPABX should be fully digital and should employ Stored Program Control (SPC) using Pulse Code Modulation (PCM) conforming to latest ITUT Standards.
2. The system should support not only Internet Protocol (IP) but also Time Division Multiplexers (TDM) and Session Initiation Protocol (SIP) network.
3. EPABX should be of reputed make.
4. The system shall be 100% non-blocking.
5. The system shall utilize single codec per line.
6. Extension could be Digital phone, and analog phone.
7. It should be possible to remove and put back line or trunk card from the system even in online condition, hot plugin / hot swapping feature.
8. The EPABX with Transmission Control Protocol-Internet Protocol (TCP-IP) connectivity (10/100 Base T on RJ 45) should also support Remote Local Area Network (LAN) Access apart from the support for voice communication. There should be fire-wall concept checking both the Source IP Address
9. The EPABX should have integrated Universal Call Distribution system (UCD) in-built to support with.
10. It should be possible to network with exchanges of different makes/ technologies using either earth & magneto, or ear & mouth (E&M) lines or Integrated Services Digital Network (ISDN), Primary Rate Interface (PRI) lines and Global System for Mobile communications (GSM) line as fall back..
11. The exchange shall accept different type of trunk signalling such as:
 - EDSS1/1TR6 for ISDN BRI / PRI
 - Ring down.
 - 2W/4W E&M signalling, Type 1 to Type 5
 - Analog C.O. Lines
 - Dual Tone Multi Frequency (DTMF) Signalling
 - GSM line
12. The exchange should be suited to work on AC mains supply of 230 V AC supply.
13. The system should have emergency transfer facility to automatically route the C.O. lines to predefined extensions in case of power failure.
14. The system shall support PRI ISDN in 30 bearer channels and one data (30B+D) Format.
15. The system should support voice processing applications such as Voice Mail, Auto attendant.
16. The EPABX should be suitable up to 3/4 digit extension numbering scheme. This Numbering scheme should be flexible. System should also allow mixed numbering scheme.
17. The features mentioned below should be available from extensions.
 - (a) Minimum 6 party conferencing
 - (b) Call forwarding (internal/external), Auto Call back on extension/trunk, Auto Call back, on busy/no answer, Call Buffering, Call parking, 2nd call indication, Call Follow-up, Call Waiting, Call Transfer Blind/After consult

- (c) Automatic STD, STD password locks facility (extension used settable), Dynamic locking, Flash on trunk
 - (d) Direct calls pick up by extension number and group number
 - (e) Group call pickup multiple numbers for same extension
 - (f) Speed dialling: system numbers and individual numbers
 - (g) Discriminate ringing, Different ringing patterns for different types of calls (Programmable incoming ring tone options)
 - (h) Emergency Call, Emergency transfer facility
 - (i) Auto Day/Night mode
 - (j) Direct Station Selection (DSS) Console
 - (k) Mute keys, Programmable keys
 - (l) Level DID, Auto Call Distribution, Programmable flash time for extension
 - (m) Music on hold, Alarms, Wake-up call, sensor/relay feature
 - (n) Caller ID on main phone,
 - (o) Memory retention capacity
 - (p) Do Not Disturb
 - (q) Remote maintenance
 - (r) Extension name display, Auto Call Disconnection
 - (s) IVRS extension announcements
 - (t) Data security, secret dialling, live call screening, pickup dialling (Hotlines: Boss-Secretary)
 - (u) Flexible extension numbering, Intercom calling
18. In night mode when the operator is not present at the console, the direct lines will have to be routed to different extensions for incoming calls. Once the call lands in the department it should be possible to answer it from any station.
 19. It should also be possible to have a different class of service during the day and during the night.
 20. The system should have automatic root selection facility to determine least cost root automatically based on class of service.
 21. Service access mode with emergency stand alone operation
 22. The system should be able to restart automatically without human intervention when the external AC power supply is resumed after complete power failure.
 23. The system should have integrated Modem on the central motherboard for remote maintenance.
 24. There should be an LED indication on each card, which can help determine the state of the card.
 25. The system software should be protected against loss/ alteration of memory due to power failure, unauthorized command or any other fault condition.
 26. System should be supplied with suitable call billing software.

6. OPERATOR CONSOLE AND DIGITAL PHONE FEATURES:

a. Operator Console

- Electronic telephone directory
- Total number of queued calls and graphical display.
- Display showing call status, name and directory number
- Answer telephone calls
- Speed servicing of calls
- Call toggling/Call barring
- Conference with up to 6 parties
- Call Park/ Call hold
- Dial/ Last Number Redial/ notebook function
- Supplementary functions such as override, call back, disconnect user & lines
- Auto hands free activation and deactivation (handset/headset selection)
- Time and Date display
- Trunk answer from any extension
- Multiple language support
- Login/Logout
- Broadcasting

b. **Main Distribution Frame (MDF)**

A Krone MDF mounted in sheet steel enclosure shall be supplied along with the Exchange. Integrated Protection Module (IPM) shall be provided in the MDF for all junction lines and external one. All cables coming from field will be terminated on the MDF.

c. **Protection:**

All circuits such as individual subscribers, CPU memory etc. shall be protected with current limiting devices or Semi-Conducting fuses. Trusted Platform Module (TPM) shall be provided for subscriber lines.

The **EPABX** shall be installed in the Telephone Exchange Room. The EPABX capacity shall be as mentioned in schedule with suitable motherboard for expansion as per schedule of quantities.

7. INSTALLATION AND COMMISSIONING

Installation and commissioning covers followings:

- a. Exchange equipment mounting and turn on
- b. Office data programming
- c. Functional testing
- d. One day operator training
- e. Site preparation including carpentry, civil and masonry work etc.
- f. Cable identification and termination on existing / new boxes
- g. Field cabling termination on MDF

8. WARRANTY

The equipment offered is guaranteed against manufacturing defects for a period of minimum 3 years from the date of commissioning. After that should provide 2 years of extended comprehensive AMC contract. This should be quoted separately in offer.

During this period, the parts going defective shall be replaced or repaired free of cost. The warranty of the replaced / repaired parts shall not exceed the warranty period of the main equipment.

9. DOCUMENTATION

One set of the following documents shall be provided free of charge

- a. User guide to the Telephone instruments
- b. Operator manual for attendant console
- c. Maintenance manual
- d. Feature application hand book
- e. Printout office data copy
- f. GA & wiring drawing of charger along with O & M manual.
- g. Obtaining necessary licence from relevant authority, utilization of the system is included in the scope of work.

10. ANNUAL MAINTENANCE CONTRACT

After expiry of the warranty period, National Centre for Disease Informatics and Research (ICMR), Bengaluru will have the option to enter into an comprehensive annual maintenance contract with the supplier for a period of 10 years as per the scope in their annual maintenance agreement, including replacement of all power and control cords and other necessary components for proper functioning, up gradation of software as and when required without any extra cost. Bidder must be able to supply all component spares, necessary software required to upgrade / expansion of system within this period.

11. PENALTY CLAUSE

A penalty of Rs. 5000 per day shall be levied in case the contractor fails to attend to the breakdown complaints within 24 Hours from the time of complaint.

12. PAYMENT TERMS:

100% after delivery and submission of following documents by vendors to Finance Accounts Section –

- Contingent Bill in triplicate along with supporting vouchers.
- Store Receipt Certificate issued by stores.
- Installation/Inspection Report issued by the concerned department if applicable.

13. DISPUTES

In the event of any dispute or disagreement arising between the contractors and NCDIR, Bengaluru with regards to the interpretation of “Terms & Conditions” of this inquiry, the same shall be referred to the Director, NCDIR, Bengaluru whose decision will be final and binding upon the contractor.

14. NCDIR, Bengaluru reserves the right to increase or decrease amount of work. Decision of Quantity of Equipment and Instruments in the NCDIR, Bengaluru will be final in this regard.

15. NCDIR, Bengaluru reserves the right to reject any quotation or part or the whole of inviting quotation process without assigning any reason. Decision of the Director, NCDIR, Bengaluru will be final in this regard.

16. Assembling and installation: The installation/assembling of machines should be done within 15 days from the date of receipt of machines at the National Centre for Disease Informatics and Research, Bengaluru. The Supply and Installation of EPABX System and phones needs to be delivered, erected & commissioned (with relevant fittings & fixtures are to be supplied & fitted) at NCDIR, Bengaluru. Complete training to be provided for minimum of 2 full days & max as per need.

PRICE BID FORM

To,

The Director
NCDIR, Bengaluru.

Dear Sir,

- 1.I/We submitted the quotation for “**Supply & Installation of EPABX**” at NCDIR, Bengaluru.
- 2.I/We thoroughly examined and understood terms & conditions of contract given in the enquiry document.
- 3.I/We hereby offer to supply at the following rates. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the validity of rate.

| Sl. No. | Product with Description | Rate per Unit | Quantity required | Price per unit | Taxes (Including all taxes @ %.) | Price per Unit (inclusive of all taxes) | Total Amount |
|---------|---|---------------|-------------------|----------------|--|---|--------------|
| (a) | (b) | (c) | (d) | (e) | (f) | (g=e+f) | (h = dxg) |
| 1. | Digital Non Blocking ISDN EPABX of Suitable Model Technology equipped with: 36 analog extension line circuits - expandable up to 106 lines 1 PRI – expandable to one more in future 4 ports digital extensions GSM for fallback. Min 6 party conference facility 1 No. operator console with interface | | 1 | | | | |
| 2. | Digital telephone – 12 keys | | 1 | | | | |
| 3. | Cordless telephone | | 1 | | | | |
| 4. | Installation, testing and commissioning charges excluding cabling, MDF, Krone and IP modules | | Lump sum | | | | |
| 5. | Krone, MDF, IP Modules for P & T Lines, exchange side MDF | | Lump sum | | | | |
| 6. | Basic call billing software | | Set | | | | |
| 7. | Wiring to connect all the existing three terminals with console using suitable size wire (Approx. distance 70 meter) | | Lump sum | | | | |
| 8. | Comprehensive Annual Maintenance Contract | | | | | | |

(Signature of Authorized Person)

Name:- _____

Place:- _____

Date:- _____

Name of Firm/Company/Agency

(Designation)

Contact Details

TECHNICAL BID (PART - I)

Name of the Bidder : _____

Address: : _____

Pin Code No.: _____

Tel. No: _____

Mobile No: _____

Fax No: _____

Email. : _____

Status of the Company: _____

(Pls. Tick mark as applicable) : Proprietor/Partnership/Company

Name of the Proprietor/Partners/ : _____

Directors of the company/firm: _____

(Signature of Authorized Person)

Place:- _____

Name:- _____

Date:- _____

Name of Firm/Company/Agency

(Designation)

Contact Details

TECHNICAL BID (PART – II)

| Sl.No. | Description of the company/firm | Proof requires Yes / No | Page No. |
|---------------|--|------------------------------------|-----------------|
| 1 | Name of the firm | | |
| 2 | PAN Card No. | | |
| 3 | VAT Reg. No./ Sale Tax No. | | |
| 4 | Annual turn Over | | |
| 5 | List of Clients | | |
| 6 | Work Experience | | |
| 7 | Proof of having Service center at Bengaluru | | |
| 8 | Illustrated pamphlets containing all the Technical Details, Specification of the article should be enclosed along with the bid. | | |
| 9 | Bidder should submit the AMC certificate | | |
| | A declaration that the after sales service facilities as well as spare parts shall be made available at least for 5 years for each of the specific equipment / article quoted. | | |
| | A declaration indicating willingness to provide extended AMC services at least for 2 years after the expiry of the warranty for each of the maintainable equipment quoted. | | |
| 10 | Undertaking regarding black-listing by any department as per Annexure - III | | |
| 11 | The bidders are requested to sign on all the pages. The Technical bid & the Commercial bid should be sealed by the bidder in separate covers | | |

(Signature of Authorized Person)

Place:- _____

Name:- _____

Date:- _____

Name of Firm/Company/Agency

(Designation)

Contact Details

DECLARATION

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

Signature :

Name :

Designation :

Name of the Agency :

Address of the bidder :

Date:

Place:

MANUFACTURERS AUTHORIZATION FORM

Ref No :

Dated :

To,
 The Director
 National Centre for Disease Informatics & Research
 Nirmal Bhawan-ICMR Complex (II Floor)
 Poojanahalli Off N.H.-, Adjacent to Trumpet Flyover of BIAL
 Kannamangala Post, Bengaluru – 562 110.

Reference: .

Dear Sir,

We _____ the Manufacturers of _____
 _____ having manufacturing unit at _____
 _____ (Address of the factory)
 do hereby authorize M/s. _____ (Name and Address of
 dealer) to submit a quotation and subsequently negotiate and sign the contract with you against
 the above quotation.

We hereby extend our full guarantee, warranty and support and also in meeting warranty
 obligations by providing necessary spares in time for the goods & services offered by the above
 dealer against this quotation, as per standard warranty terms.

Yours faithfully

(Name)

(Name of the manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be
 signed by a person competent and having a power of attorney to bind the manufacturer.

UNDERTAKING

I hereby undertake that the information provided above and elsewhere in the quotation is true and the quotation is liable to rejection if the same is found to be false or the information is found to have been suppressed by me.

Further, we agree to provide minimum one year free service from the date of Supply and Installation of EPABX System.

Place:

Date:

(Signature with full name & Seal)

Mob: