

NEDFi/IT/2023-2024/ 5336
21-Mar-2024

Limited Tender for supply, installation, and commissioning of IP PBX System with IP Phones through Proof of Concept (PoC) Demonstration and buy-back of existing Matrix EPABX System

Dear Sir/Madam,

With reference to the above-mentioned subject, NEDFi is inviting a limited tender for supply, installation & commissioning of IP PBX System with IP Phones through buy-back of existing Matrix ME16s EPABX System. Accordingly, you are requested to submit your bid as mentioned below:

A. Requirement:

Sl. No	Item Description	Qty
01	<p>Item: IP PBX Hardware/Software Appliance</p> <p>Make: Avaya/Alcatel-Lucent/Cisco/YeaStar/GrandStream/NEC/Matrix</p> <p>Minimum Specification:</p> <ul style="list-style-type: none">➤ Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, event list, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax.➤ Up to 5 layers of IVR (Interactive Voice Response) in multiple languages➤ Rack-mount form factor.➤ Secure web based local GUI for management with support for IP SIP Trunk➤ Users: 500➤ Concurrent calls (G.711) / Max concurrent SRTP calls (G.711): 100	1



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	<ul style="list-style-type: none"> ➤ Up to 15 simultaneous video conference rooms with 200 simultaneous participants and up to 9 video feeds in all conference rooms ➤ LEC with NLP Packetized Voice Protocol Unit, carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, NetEQ, FEC 2.0, jitter resilience up to 50% audio packet loss ➤ H.264, H.263, H263+, VP8 Video Codec ➤ Ability to use Mobile and Windows App as Extension without any additional charges. 	
02	<p>Item: IP Phone</p> <p>Make: Avaya/Alcatel-Lucent/Cisco/YeaLink/GrandStream/NEC/Matrix</p> <p>Minimum Specification:</p> <ul style="list-style-type: none"> ➤ PoE and power adapter-based input support ➤ 2 lines, and 4 SIP accounts and Display with caller ID ➤ Firmware upgrade via FTP/TFTP / HTTP / HTTPS etc. ➤ Support for G.729A/B, G.711μ/a-law, G.726, G.722(wide-band), G.723, iLBC, OPUS, in- band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC,AGC, AJB ➤ Support for centralized interface to configure, provision, manage and monitor. ➤ Full-duplex speakerphone with HD audio with Noise shield technology to minimize background noise. ➤ 5-way audio conferencing for conference calls ➤ Enterprise-level protection including secure boot, dual firmware images, and encrypted data storage with user and administrator level passwords. ➤ Dual switched autosensing Gigabit Ethernet ports (with downward compatibility) with integrated PoE supporting Gigabit Ethernet Passthrough for connecting additional Laptop/Desktop using Native / Trunk VLAN. 	100*



03	<p>Installation & Commissioning</p> <p>Installation & commissioning should be done as per the direction of NEDFi at the specific network racks at NEDFi HO. From edge switches both voice and data VLAN will be passed through a single port using Trunk/Native VLAN method and the IP telephone handset shall support Gigabit passthrough for the data port with Access/Untagged VLAN</p> <p>The IP PBX shall be configured with BSNL PRI/SIP Trunk with IVRS option. Call forwarding shall be configured for reception, extension etc. Additionally direct numbers with extension mapping and boss secretary configuration shall be also configured.</p>
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- *Quantity may increase or decrease as per actual requirement.*

Terms & Conditions:

- a) Only hard copy of the proposal shall be accepted. All pages of the proposal shall be sealed & signed by the authorized signatory of the bidder. Only sealed enveloped proposal shall be accepted.
- b) The solution should have a warranty period of two years and bidder should be responsible for providing the support, warranty & after sales service for the items during the warranty period.
- c) Bidder should have office in Guwahati. KYC documents of the bidder like PAN and Proof of Address etc. should be submitted along with tender.
- d) Performance Security: The selected bidder shall furnish performance security to NEDFi in the form of Bank Guarantee / DD for an amount equal to 5% of the value of purchase order at the time of signing of the contract.
- e) The Performance Security will be discharged by NEDFi after a period of 2 year from the date of completion of the work.
- f) The selected bidder must complete the project within 15-days from the date of intimation for work initiation by NEDFi.
- g) Payment: 100% payment will be released after successful supply, installation, commissioning and on submission of performance guarantee.
- h) NEDFi reserves the right to cancel/reject/terminate/amend the tender at any stage with/without assigning any reason thereof. Bid submitted after the last date/time of submission, incomplete documents and ineligible bid will be rejected. The decision taken by NEDFi will be final and binding to the bidder.
- i) If there is any arbitration, the jurisdiction will be at Guwahati only.



Other terms & conditions:

- a) Bidder has to submit their technical bid as per the format given in “ANNEXURE-A & ANNEXURE-B”.
- b) All quoted products should be compatible and should not be end of life or nearing end of life.
- c) Quantity of the items may vary as per actual requirement.
- d) Bidder shall have to submit their Financial Bid as per format given in “ANNEXURE-C”

Selection Procedure:

All the bidders will be required to demonstrate proof of Concept (PoC) of their solution using proposed IP PBX, Minimum two IP Phone, Managed Switch, Router and Mobile App based client from 3-30 PM onwards on of 26-Mar-2024 and specific time slot will be provided to each bidder. Based on the success of the PoC and technical compliance, bidders will be allowed to participate in the “Financial Bidding” and the Bidder with “Lowest Bid Value” will be awarded the Job.

If you agree with the terms and conditions mentioned above, please submit your bid in a sealed envelope consisting of two sealed envelopes i.e. (a) Technical Bid & (b) Financial bid on or before 27-Mar-2024 by 3.00 PM mentioning the subject – **“Supply, installation, and commissioning of IP PBX System with IP Phones through Proof of Concept (PoC) Demonstration and buy-back of existing Matrix EPABX System”** to the below mentioned address:

**The Asst. General Manager (IT),
North Eastern Development Finance Corporation Limited (NEDFi)
“NEDFi House”, G. S. Road, Dispur, Guwahati – 06.
Ph: 0361-222 2200,**

With best regards,


(S Hussain)

Assistant General Manager (IT)

ANNEXURE-A (Technical Bid)

(Covering letter should be written in Bidder's letter head with the following details)

Sl. No	Documents
01	Covering Letter
02	Dealer/Seller/Re-seller/Partner Authorization certificate. (wherever applicable)
03	KYC Documents such as PAN, GST, Address Proof etc.
04	Client List (For similar work).
05	Datasheet/Brochure of the quoted items.



ANNEXURE-B (Technical Bid)

(Should be written in Bidder's Letter head)

Sl. No	Item	Brand	Model/Part No	Specification Compliance	Warranty
01	IP PBX				
02	IP Phone				
03	Other Items to be required for commissioning of the work (if any) <i><u>(Please add extra rows if required)</u></i>				



ANNEXURE-C - FINANCIAL BID

(Should be written in letter head of the Bidder)

Sl. No	Item	Rate (INR) (X)	Tax (INR) (Y)	Qty (Z)	Total Amount (INR) $W=(X+Y) * Z$
01	IP PBX			1	
02	IP Phone			100	
03	Other Items to be required for commissioning of the work (if any) <i>(Please add extra rows if required)</i>				
04	Installation & Commissioning				
05	<i>(Less) Buy back value for Existing Matrix ME16S EPABX with approx. 100 analogue telephone handsets</i>			1	
Grand Total					
(In words)					

