

श्री चित्रा तिरुनाल आयुर्विज्ञान और प्रौद्योगिकी संस्थान
तिरुवनन्तपुरम - 695 011, केरल, इंडिया
SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY
THIRUVANANTHAPURAM - 695 011, INDIA
 (An Institute of National importance under Govt. of India)



CORRIGENDUM - TENDER NO. SCT/IMP/012/2018-19/SA44
IP PBX WITH 1500 EXTENSIONS EXPANDABLE
PUBLISHED AFTER PRE-BID MEETING HELD ON 27.03.2019

PAGE NO:	ITEM	TERMS & CONDITIONS / SPECIFICATION AS PER TENDER	TO BE READ AS
Page:1	Particulars:	IP PBX with 1500 extensions expandable up to 3000	IP PBX with 1500 extensions expandable up to 2500
Page:2	Instructions:	All tenders should be accompanied by Earnest Money Deposit (EMD) of Rs. 1,50,000. The EMD should be enclosed with Technical Bid only. EMD may be in the form of an account payee demand draft, fixed deposit receipt, or banker's cheque in favour of Director, SCTIMST. However, in case of foreign bidder(s) bank guarantee in equivalent Foreign Exchange amount from any of the scheduled commercial bank in India should be accompanied. EMD should have a validity of 180 days beyond the date of opening of bids. Tenders not accompanied with sufficient EMD shall automatically stand rejected.	All tenders should be accompanied by Earnest Money Deposit (EMD) of Rs. 1,50,000. The EMD should be enclosed with Technical Bid only. EMD may be in the form of an account payee demand draft, fixed deposit receipt, banker's cheque or bank guarantee from a Nationalised bank in favour of Director, SCTIMST (Bank guarantee format is already published). However, in case of foreign bidder(s) bank guarantee in equivalent Foreign Exchange amount from any of the Nationalised bank in India should be accompanied. EMD should have a validity of 180 days beyond the date of opening of bids. Tenders not accompanied with sufficient EMD shall automatically stand rejected.
Page:3	3	Preference to Make in India : As per the order issued by Department of Industrial Policy and Promotion(DIPP) vide No. P-45021-2/2017-PP(BE-II) dtd. 28.05.2018, eligible preference will be given to local suppliers.	Preference to Make in India : As per the order issued by Department of Industrial Policy and Promotion(DIPP) vide No. P-45021-2/2017-PP(BE-II) dtd. 28.05.2018, eligible preference will be given to local suppliers. Eligible local suppliers shall also refer "Notification of Telecom Products, Services or

<p>Page:3</p>	<p>4 (b)</p>	<p>In case of agents quoting in offshore procurements, on behalf of their principal manufacturer(s), one agent cannot represent two manufacturers or quote on their behalf in particular tender. One manufacturer can authorize only one agent / dealer. Only one bid, either from principal manufacturer directly or through one Indian agent on his behalf or Indian / foreign agent on behalf of principal manufacturer shall be entertained.</p>	<p>Works”(DoT PPP MII Notification,2018) dated 29.08.2018. SCTIMST certify compliance to the aforesaid notifications for the subject tender.</p> <p>In case of agents quoting in offshore procurements, on behalf of their principal manufacturer(s), one agent cannot represent two manufacturers or quote on their behalf in a particular tender. Only one bid, either from principal manufacturer directly or through one Indian agent on his behalf or Indian / foreign agent on behalf of principal manufacturer shall be entertained.</p>
<p>Page:3</p>	<p>7</p>	<p>Detailed Technical bid and Commercial bid should be furnished in separate sealed covers. This may be put into a single sealed cover by observing SI No. 2 of the above terms conditions. The documents to be furnished in both the bids are given in Annexure-2. . Technical bid will be opened and evaluated first. Commercial bid of technically qualified tenderers will be opened on prior intimation. The lowest offer will be arrived on adding basic cost, GST applicable, incidentals (if any) and CMC/AMC on varied conditions (other than the conditions mentioned at Sl. No.12). Negotiation will be conducted with the lowest qualified tenderer only, if required.</p> <p>Annual Maintenance Contract</p>	<p>Detailed Technical bid and Commercial bid should be furnished in separate sealed covers. This may be put into a single sealed cover by observing SI No. 2 of the above terms conditions. The documents to be furnished in both the bids are given in Annexure-2. Technical bid will be opened and evaluated first. Commercial bid of technically qualified tenderers will be opened on prior intimation. The lowest offer will be arrived on adding Basic Cost of the equipment, Packing & Forwarding, Freight & Insurance. up to Institute, applicable GST/Customs Duty, incidentals (if any). Negotiation will be conducted with the lowest qualified tenderer only, if required.</p>

Page:4	11 (c)	(AMC) Labour: Maximum 2.5% of order value in INR value with annual escalation of maximum 5% after warranty period. Cost of the AMC on equipment procured outside India will be arrived in accordance to the exchange rate applicable at the time of release of payment against the Purchase order	DELETED
Page:5	12	For all supplies / contract above rupees one lakh, the successful tenderer should furnish a performance guarantee / security deposit @ 10 percent of purchase order value excluding GST against the item with warranty and 5 percent of purchase order value excluding GST against items without warranty in the form of Fixed Deposit or Bank Guarantee from a nationalised bank having a validity period of 60 days beyond the completion of all contractual obligations of the supplier. The valid EMD can also be substituted for security deposit and balance amount if any shall be furnished by the successful tenderer.	For all supplies / contract the successful tenderer should furnish a performance guarantee / security deposit @ 10 percent of total purchase order value including GST in the form of Fixed Deposit or Bank Guarantee from a nationalised bank having a validity period of 60 days beyond the completion of all contractual obligations of the supplier. The valid EMD can also be substituted for security deposit and balance amount if any shall be furnished by the successful tenderer.
Page:7	23(II)a	In case of failure of equipment or its components, breakdown call has to be attended within 48 hours of intimation.	In case of failure of equipment or its components, breakdown call has to be attended within 4-6 hours of intimation
Page:7	23(III)c	Service provider should ensure rectification of defect of equipment within a reasonable period in the case of Labour Annual Maintenance Contract. In case break down is not attended within	Service provider should ensure rectification of defect of equipment within a reasonable period in the case of Labour Annual Maintenance Contract. In case

GENERAL :

48 hours of intimation, down time penalty will be imposed @ 0.5 percent per day of contract value from the service provider.

Supply, installation, testing, commissioning, integration, certification and documentation of the communication server as an IP base automatic branch exchange(IP PBX) with 1500 extensions and expandable up to 3000 at SCTIMST.

a. With One Master Unit (at SCTIMST) and Two Slave Units(BMT wing and New Hospital Building) along with necessary auxiliary equipments with buyback of existing 2 nos LG Aria 1000 EP PABX.

b. Master and Slave units should be interconnected through fiber/ copper link (redundant link). Link will be provided by SCTIMST and required Switches and interface devices to be supplied by vendor.

c. Master and Slave units should work as single EPABX SYSTEM with 100 % non blocking configuration.

d. Master and both Slave units should also work independent as standalone units in the event of link failure.

Specifications for Master Unit:

a. TWO communication servers in hot standby Mode.

b. Fully Duplicated common control units, memories including shelf controllers and Power supply Units.

c. Minimum TWO 1000 Mbps or higher Ethernet ports for interlinking between similar remote

break down is not attended within 4-6 hours of intimation, down time penalty will be imposed @ 0.5 percent per day of contract value from the service provider.

Supply, installation, testing, commissioning, integration, certification and documentation of the communication server as an IP base automatic branch exchange(IP PBX) with 1500 extensions and expandable up to 2500 at SCTIMST.

a. With one main communication server at SCTIMST Hospital wing.

b. One RLU communication server at BMT wing.

c. Only Main server at SCTIMST Hospital wing will be active at a time.

d. All the servers should be interconnected through fiber/copper link (Redundant Link).Link will be provided by SCTIMST and required Switches (minimum L3 or higher) and interface devices to be supplied by vendor.

e. Main server and RLU server should work as single IP PBX with 100% non blocking configuration.

f. All the server units should also work independent as standalone units in the event of link failure.

g. The Servers should be in hot-stand-by duplication and Servers should support geographical redundancy.

Specifications for Main Server at SCTIMST:

a. ONE communication server in SCTIMST Hospital wing.

		<p>communications servers with automatic changeover on higher speed or available link.</p> <p>d. Licensing for all the equipped ports.</p> <p>e. Connectors and cables to extend all line and trunk circuits up to the MDF.</p> <p>Minimum requirements for Slave Units:</p> <p>a. ONE communication servers for survivability in case of link failure.</p> <p>b. During normal operation entire extensions, trunks and other operations should be controlled / served from Master unit and local communication server should be Idle.</p> <p>c. Local communication server should be automatically updated for configuration from Master at defined interval.</p> <p>d. Fully Duplicated common control units, memories including shelf controllers and Power supply Units.</p> <p>e. Minimum TWO 1000 Mbps or higher Ethernet ports for interlinking between similar remote communications servers.</p> <p>f. Licensing for all the equipped ports.</p> <p>g. Connectors and cables to extend all line and trunk circuits up to the MDF/IDF.</p>	<p>b. Fully Duplicated common control units, memories including shelf controllers and Power supply Units.</p> <p>c. Minimum TWO 1000 Mbps or higher Ethernet ports for interlinking between similar remote communications servers with automatic changeover on higher speed or available link.</p> <p>d. Licensing for all the equipped ports.</p> <p>e. Connectors and cables to extend all line and trunk circuits up to and including MDF.</p> <p>Minimum requirements for RLU Server at BMT wing:</p> <p>a. Communication server in hot standby mode with SCTIMST Hospital wing server for survivability in case of failure.</p> <p>b. During normal operation entire extensions, trunks and other operations should be controlled / served from Main server unit and RLU communication server should be Idle.</p> <p>c. RLU communication server should be automatically updated for configuration from Master at defined interval. RLU server must be of same configuration as the Main server unit.</p> <p>d. Fully Duplicated common control units, memories including shelf controllers and Power supply Units.</p> <p>e. Minimum TWO 1000 Mbps or higher Ethernet ports for interlinking between similar remote communications servers.</p> <p>f. Licensing for all the equipped ports.</p> <p>g. Connectors and cables to extend all line and trunk circuits up to and including MDF</p>
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		<p>Minimum Configuration for IP PBX:</p> <p>SCTIMST: Equipped Analog Extensions: 1000 Equipped Analog Extensions: 1500</p> <p>BMT Wing: Equipped Analog Extensions: 500 Equipped Analog Extensions: 750</p> <p>SCTIMST(NEW): Equipped Analog Extensions: 500 Equipped Analog Extensions: 750</p> <p>Total: 3000</p>	<p>Minimum Configuration for IP PBX:</p> <p>SCTIMST Hospital wing: Equipped Analog Extensions: 1000</p> <p>BMT Wing: Equipped Analog Extensions: 500 Expandable Up to: 750</p> <p>SCTIMST(NEW): Equipped Analog Extensions: 500 Expandable Up to: 750</p> <p>Total: 2500</p>
<p>Page: 10</p>	<p>SYSTEM ARCHITECTURE AND REDUNDANCY</p> <p>H</p>	<p>Voice IP EPABX system should have built-in office telephony, Voice Recorder, LDAP, XML applications and video conferencing solution.</p>	<p>Voice IP EPABX system should have built-in office telephony, LDAP, XML applications and should support video conferencing solution.</p>
<p>Page: 11</p>	<p>K</p>	<p>The solution should have capability to support features i.e. Conversation recording, call billing software, video telephony licensee etc</p>	<p>The solution should have capability to support features i.e. call billing software licensee etc</p>

<p>Page :11</p>	<p>L</p>	<p>Main Location system should be equipped with Main system server (primary & redundant server) and gateway for connecting Analog extension/digital extension/Analog trunks/PRI. The redundant server may be at the same location or different location to make it failure proof.</p>	<p>Main Location (SCTIMST Hospital wing) system should be equipped with Main system server (primary server) and gateway for connecting Analog extension/digital extension/Analog trunks/PRI. The RLU server must be at different location (BMT) to make it failure proof.</p>
<p>Page :11</p>	<p>GATEWAYS</p> <p>B</p>	<p>The gateways to be locally survivable and to be able to add any peripheral cards like Analog /Digital/PRI/CO/IP/SIP/Video Conferencing equipments.</p>	<p>The gateways to be locally survivable and to be able to add any peripheral cards like Analog /Digital/PRI/CO/IP/SIP/Video Conferencing equipments.</p> <p>The gateways must be two or more with equally shared PRI, Analog, and Digital Cards in each block ie at SCTIMST Hospital wing, BMT wing and New block.</p>
<p>Page:12</p>	<p>FEATURES</p> <p>B</p>	<p>EPABX system should be Rack mountable.</p> <p>IP PABXs should be capable to expandable to up to 3000 ports in combination of Analog/ Digital/ IP/ SIP in any combination by using Server -Gateway combination.</p>	<p>IP EPABX system should be Rack mountable. Suitable rack module of 19" width should be provided by the vendor.</p> <p>IP PABXs should be capable to expandable to up to 2500 ports in combination of Analog/ Digital/ IP/ SIP in any combination by using Server -Gateway combination.</p>

Page:12	E	The OEM must be in leader's quadrant in latest Gartner Magic Quadrant for UC report. Documentary evidence for the same should be provided.	DELETED
Page:16	VOICE MAIL	System should have inbuilt voice mail facility for all extensions, any expansion of Voice Mail ports in future should not use any hardware/cards, it should be software based. The Voice Mail should have all the traditional voice mail features.	DELETED
Page:17	SIP PHONE (Optional) (b)	6 SIP Accounts	2 SIP Accounts
Page:17	VIDEO IP PHONE (OPTIONAL) (a) (c) (d) (e)	7" or higher resolution 1280 x 800 touch screen Minimum 6 SIP accounts and at least 1 PSTN Must have 5 MP or more integrated camera with adjustable tilt Supports 4 party video conferencing	7" or higher resolution 800 x 480 touch screen Minimum 2 SIP accounts Must have 2MP or more integrated camera with adjustable tilt Supports 3 party video conferencing

<p>Page:20</p>	<p>OPERATOR CONSOLE SPECIFICATION</p>	<p>Door Release</p>	<p>Door release option only. Hardware for door release not to be provided.</p>
<p>Page:21</p>	<p>AMC Details</p>	<p>The comprehensive AMC cost including spares, after warranty period shall be quoted. The rate shall be valid for AMC of least 3 years. Every 3 years, a rate increase not exceeding 5% can be considered. L1 will be decided based on the price and AMC Charges for 10 years.</p>	<p>The comprehensive AMC cost including spares, after warranty period shall be quoted.</p>
<p>Page: 22</p>	<p>VENDOR QUALIFICATION CRITERIA</p>	<p>AMC and /or supply orders / satisfactory work completion and /or maintenance integration from clients value not less than 10 lakhs on single order for the last 5 financial years. certificate for security and/or IP networking / video –Audio/ Telecom system</p> <p>The firm must have a registered office at Kerala, with requisite manpower of required qualification and experience and must have record of AMC or post-sales support for the last Three years. Attach KVAT/GST registration certification. The vendor should have service centre at thiruvananthapuram. Also mention about office details/ address at Thiruvananthapuram.</p>	<p>Supply orders of IP PBX system and accessories from client’s for which order value is not less than 80 % of quoted value for similar single order or 50 % of quoted value for 2 similar work orders or 40 % of quoted value for 3 similar work orders for the last 7 financial years. Definition of “similar work” should be clearly defined with details. Satisfactory work completion certificate for similar IP PBX system from major clients.</p> <p>The firm must have a registered office at Kerala, with requisite manpower of required qualification and experience and must have record of AMC or post-sales support for the last Three years. Attach KVAT/GST registration certification.</p>

<p>Page: 23</p>		<p>The vendor should have been in the field for more than 10 years and should have supplied similar system with a minimum of 1000 lines at least to 10 major corporate customers with proven performance. The vendor should preferably be a manufacture of the offered EPABX system. In case the vendor is a distributor of the offered system, an authorization letter from the principals for selling and supporting the system shall be submitted. All technical guarantees that the vendor is offering towards spares, design life, and anti obsolescence etc., shall be offered by the principal in original documentation.</p>	<p>The vendor should have been in the field for more than 10 years and should have supplied similar system with minimum 3 numbers of 1000 lines capacity systems to major corporate customers with proven performance. The vendor should preferably be a manufacture of the offered EPABX system. In case the vendor is a distributor of the offered system, an authorization letter from the principals for selling and supporting the system shall be submitted. All technical guarantees that the vendor is offering towards spares, design life, and anti obsolescence etc., shall be offered by the principal in original documentation</p>
<p>Page: 23</p>		<p>Adequate spares should be maintained at the vendor's office for immediate support, which should be readily available at the service centre in Trivandrum for verification.</p>	<p>Adequate spares should be maintained at the vendor's office for immediate support, which should be readily available at the service centre for verification.</p>

REVISED BILL OF MATERIALS (PAGE 25 AND 26)

BILL OF MATERIAL

SI. N	Description	Qty	Rate in Rs	GST %	Tax	Amount	Amount including Tax
1	IP PBX –SCTIMST HOSPITAL COMPLEX	1					

	- Pure IP based System with communication Server Gateway architecture						
	- Scalable up to 2500 Ports						
	- 19" mountable Rack should be provided						
	- Linux/UNIX based, supports XML applications						
a	Gateways in am combination of two or more each consisting of equally distributed PRI , Analog and Digital cards	1					
b	Analog Extensions (with CLI)	970					
c	PRI	4					
d	Digital Extensions	30					
e	Analog CO	10					
f	PC console (PC with licensed OS , software & Headset)	2					
g	Required licenses for the above-Lifetime	1					
h	Attendant Console phone with min 25 keys DSS	3					
i	Auto attendant with IVR as per specification	1					
j	Call billing Software With PC (Licensed OS)	1					
k	600 Pair MDF with Krone Modules	2					
l	IPM modules with GDT	1000					
m	Digital Phones-8 Keys- With Display	30					
n	IP Phones- Type 1	15					
2	SCTIMST BMT WING						
	Pure IP based System with communication Server Gateway architecture(RLU server in hot standby mode)	1					
a	Gateways in am combination of two or more each consisting of equally distributed PRI , Analog and Digital cards	1					
b	Analog Extensions (with CLI)	485					
c	PRI	2					
d	Digital Extensions	15					
e	Analog CO	10					
f	PC console (PC with licensed OS , software & Headset)	2					
g	Required licenses for the above-Lifetime	1					
h	Attendant Console phone with min 25 keys DSS	2					
i	Auto attendant with IVR as per specification	1					
j	600 Pair MDF with Krone Modules	1					
k	IPM modules with GDT	500					
l	Digital Phones-8 Keys- With Display	15					
m	IP Pphones- Type 1	5					
3	SCTIMST NEW HOSPITAL BLOCK (Future requirement)						
	Pure IP based System with communication Server Gateway architecture	1					

a	Gateways in am combination of two or more each consisting of equally distributed PRI , Analog and Digital cards	1					
b	Analog Extensions (with CLI)	485					
c	PRI	2					
d	Digital Extensions	15					
e	Analog CO	10					
f	PC console (PC with licensed OS , software &Headset)	1					
g	Required licenses for the above	1					
h	Attendant Console phone with min 25 keys DSS	2					
i	Auto attendant with IVR as per specification	1					
j	600 Pair MDF with Krone Modules	1					
k	IPM modules with GDT	500					
l	Digital Phones-8 Keys- With Display	15					
m	IP Phones- Type 1	5					
4	Project Implementation Charges (Including Cabling, Civil and fabrication)	1					
		2					
	UPS & Earthing will be provided by the Institute						
	TOTAL PRICE(1+2+3+4)						
5.	BUY BACK OF LG ARIA-1000 EPABX WITH POWER SUPPLY UNIT	2		NA	NA		

- Amount quoted for CMC will not be considered for arriving L1.
- Quantity mentioned in the BOM for each item is for arriving to the L1. Order quantity may vary based on the budgetary conditions and/or actual requirements.
- Price quoted for the items come under future requirements must be valid for minimum 12 months date of release of the purchase order.

(COMPLIANCE STATEMENT SHOULD BE PROVIDED WHICH SHOULD INVARIABLY INDICATE DOCUMENTARY EVIDENCE IN TERMS OF CATALOGUE, LITERATURE, DATA SHEET OR ANY OTHER DOCUMENTS BY WHICH THE CLAIM IS CONFIRMED. COMPLIANCE STATEMENT IN THE FORM OF "COMPLIED" OR "NOT COMPLIED" SHALL BE GIVEN AGAINST EACH ITEM AND SPECIFICATION WITH PAGE REFERENCE. NON SUBMISSION OF VALID SUPPORTING DOCUMENTS WILL BE TREATED AS REJECTION CRITERIA. NO CLARIFICATIONS WILL BE ASKED FROM THE VENDOR AFTER BID SUBMISSION.)

ALL OTHER TERMS AND CONDITIONS SHALL BE AS PER OUR TENDER NO. SCT/IMP/012/2018-19/SA44