

SUPPLY AND INSTALLATION OF DIGITAL EPABX

Sealed quotations are invited for supply and installation of digital EPABX System in Board's Head office with a buy back of old system as per the requirement and specification given in Annexure - I, subject to terms and conditions given in Annexure-II.

The quotations, addressed to the Secretary, Spices Board, Cochin-25, should reach EDP Dept. of the Board latest by 5.00 PM on 13th Mar 2008. The quotations will be opened at 11.00AM on 14th Mar 2008 in the presence of available vendors. The sealed cover containing the quotation shall be superscribed as "Quotation for Digital EPABX due on 13th Mar 2008 (EDP Dept)". 90% of the Payment will be released on delivery of items, subject to inspection, and , balance on successful installation of EPABX. Spices Board has no 'C'/D' forms. The Board reserves its right to reject any or all quotations without assigning any reason thereof.

Secretary

TERMS AND CONDITIONS

1. *There is no separate tender document. This enquiry can be downloaded from Board's web site at <http://www.indianspices.com/html/quot.php> for tender submission.*
2. The Bidder shall submit along with the tender an EMD of Rs.10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft in favour of Secretary, Spices Board. The EMD should be submitted in a sealed cover marked on the outside with the word 'EMD'. The EMD of unsuccessful Bidder(s) will be refunded, after short listing of proposals, without any interest. In case the bidder withdraws from the process, the EMD deposited by him will be forfeited. EMD of the successful bidder will be retained by the Board as security deposit till the successful completion of System installation. No interest shall be payable on this.
3. The tender received after the prescribed date and/or time and without EMD will be summarily, rejected. Offers which are incomplete in terms of scope, items or specifications or required details will not be considered and such tenders are liable to be rejected forthwith.
4. Proposal shall cover supply of equipment and accessories, installation, testing and commission of EPABX. EPABX shall work on existing trunk lines, analog phones and cabling
5. List of items, which are necessary and optional as per the requirements listed in Annexure I, shall be shown separately with its break-up cost,.
6. Make/brand name of EPABX and all other accessories shall be specified. Cost shall include all taxes, duties, entry tax, packing, insurance, forwarding and installation charges. Nothing will be paid extra on account of taxes and duties.
7. The proposed EPABX system shall be under one under warranty.
8. Proposal shall include documents to prove quality of product, certifications, technical competence and address of nearest service/support centers.
9. Proposal shall include delivery time, validity of quotation, warranty period and AMC rate (comprehensive) for post-warranty period. List of items not covered under warranty and AMC shall be specified.
10. Vendor is required to furnish back end support guarantee of minimum 5 years from the manufacturer.

11. Vendor is required to provide training to at least 5 Officials of the Board at the time of installation of the system. Traveling and all other expenses incurred by the trainers during the period of training shall have to be borne by the Vendor.
12. List of existing customers of the proposed model shall be submitted along with the proposal. Customer contact address, phone no and product specification shall be furnished.
13. The offered digital EPABX should be quoted strictly as per mentioned technical specifications. The bids with technical deviation will be rejected.
14. Annual Support/service charge for maintaining existing analog telephone equipments and cabling system may be quoted.
15. The equipments shall be supplied from a factory with ISO 9001:2000 certification in manufacture of the respective equipments.
16. Bidders can visit Board's Head Office during Office hours to inspect the existing EPABX System.
17. Successful bidder has to submit Performance guarantee of 10% of the order value in the form of a Bank Guarantee/ Demand Draft valid for warranty period and the same will be released on completion of warranty period.
18. The equipments shall be delivered within three weeks from date of placing order. If the supply is not made within the said period of three weeks, termination/cancellation of the order will be considered and in such a situation, the Board will have the right to forfeit the security deposit (EMD) of the bidder and procure the equipments from elsewhere.
19. During the warranty period, the successful bidder shall maintain the system including part replacements , if any, free of cost.

REQUIREMENT OF DIGITAL EPABX SYSTEM AND ITS ACCESSORIESEPABX

- Based on 32 bit processor or higher.
- 16 Analog Trunk Lines
- 8 Digital Extensions
- 128 Analog Extensions expandable to 256
- *ISDN Interface Card PRI*
- 4 Port embedded Voice mail card for 4 hour recording
- *Voice Mail with trunk line identification*
- 2 port Voice DISA Card
- TCP-IP connectivity (10/100 Base T on RJ 45)
- *Facility for remote administration using a web enabled application on LAN*
- System should support VOIP and Digital, IP and Analog phones.
- 100% Non Blocking
- Facility to network with exchanges of different makes & technologies using either E&M lines or ISDN BRI/PRI lines.
- Facility for simultaneous voice and data capability over the same single pair telephone cable in (2B+D) ISDN BRI format. The following voice and data terminals should be supported.
 - ISDN terminals
 - ISDN FAX (G4)
 - Video Conferencing Equipment.
 - The system shall support PRI ISDN in (30B+D) Format.
- Support IP Gateway
- Automatic Route selection facility to determine least cost route automatically
- Direct outward dialing
- Direct inward dialing and direct inward station access
- Direct outwards station access (DOSA)
- Direct station selection (DSS)
- Extension to extension calling
- Extension to extension call barring
- Operator calling
- Operator call barring
- Override, call back, disconnect user & lines
- Trunk offering with 'barges-in' on busy extensions
- Automatic call-back to busy or ringing extension.
- *Clip on all analog extensions, trunks and key phones*
- *Memory to store call history of minimum 5000 calls and facility for its easy retrieval*
- Support multiple number of consoles
- Facility to provide different rings for internal, external, and call back. It should be possible to change these rings, at site, as per requirement.

- Facility to change the dial tone, ringing tone, call waiting tone, conference tone, over ride tone etc as per requirement.
- Possible to access each trunk individually by means of individual trunk access codes.
- Flexible numbering scheme supporting up to 4 digit extension numbering scheme.
- Support group ringing and hunting groups
- Different class of service for extensions in the night mode
- Night mode activation via authorized extension only.
- Facility to integrate an announcement / industrial paging system with the proposed EPABX with out any external additional hardware.
- Protection against loss/alteration of memory due to power failure, unauthorized command or any other fault condition.
- *Facility for Conferencing up to 8 party required. Simultaneously, at least, 4 such 8 party conferencing should be possible*
- Facility to directly connect an external music source for music on hold.
- Necessary lightening protection in the Extensions and trunk lines as per ITU recommendations
- All extensions should have a facility to register at least one reminder call from their extension
- All extensions with outgoing dialing facility should be able to register at least 10 memory numbers from their extensions.
- All extensions should have a facility to lock their instruments so as to prevent outgoing calls. It should also be possible to review or change this locking code from a system administrator digital phone.
- Distribution of incoming calls when two consoles exist
- Facility to forward all incoming calls to selected extensions during absence of attendants
- Power failure transfer: External calls shall be available on pre-set extensions
- Power supply : Built-in Float Cum Booster Charger (BCBC), Battery back-up: 2 Hours (specify Make & Total AH)

Facilities required at Extensions.

- Automatic call back
- Call forwarding
- Consultation hold
- Brokers call
- Automatic call transfer to extension
- Do not disturb
- Barge in
- Conference call
- Call pick-up
- Call re-routing
- Auto call disconnection
- Dynamic STD/ISD/Local lock
- Paging on key phone

- Call name, extension number and trunk caller id on display
- Speed dialing: system numbers.
- Speed dialing: individual numbers

Requirements for Digital Key Phone/ Operator Console

- Hand free operation with duplex speaker.
- All Digital phones should work on a single pair of Cable Only
- PC Telephony Dial up software, using MS outlook Telephone number to dial and get connected.
- Menu driven operation with 2x20 or 4x20 characters LCD
- Special function keys (info, phone book, menu, park, transfer and redial)
- 16 programmable, double-function memory or function keys with two-colour LEDs
- Voice / volume control keys (hands free, mute, hands free increase/decrease)
- Multi-purpose menu keys
- Easy identification and Speed servicing of external and internal calls
- Call queuing, facility to assign priority to certain extensions
- Total number of queued calls and graphical display.
- Call selection facility
- Call hold facility
- Headset output
- Facility to connect a PC to the digital phone via an in-built USB port to perform direct dialing from a PC.
- Phone directory of 100 entries
- Display showing call status, name and directory number on LCD
- Indication of busy extensions
- Call waiting display/indication
- Call Duration Display
- Clock/Calendar Display
- Status display of each associated line or extension by two colour LEDs
- Simultaneous handling of calls
- Facility to retrieve incoming calls, answered calls and missed calls.

Direct Station Selection (DSS)- Add-on Module (Optional)

- 48 programmable, double function memory or function keys with two colour LEDs
- Indicate status of extensions

Requirements for PC Based Operator console (optional)

(PC will be provided by Spices Board)

- Windows platform GUI Based Attendant Software
- Convert PC into a powerful operator console,
- To make call management extremely easy and enhance productivity.
- Allow simultaneous operation with other PC application.
- USB Cable to interface the PC
- Electronic Telephone Directory
- Screen Pop ups for all calls landing
- Display of total number of queued calls and graphical display
- Display showing call status, name and directory number
- Status indication of all the Extensions – Busy/Free
- Call toggling / Park/Hold etc

Requirements for Public Cellular Integration (optional)

- Public Cellular Integration to use employee's individual cellular phone on and off-site
- Get benefit from all the main features offered by the EPABX system such as call transfer, conference, call back when busy, etc.
- Facility for Cellular users to access their desk phone's dial tone to make an internal or external communication and benefit from better cost routing on the corporate private network or fixed operator tariffs.
- Require Accounting consolidation to control and process every call placed by a cellular phone.
- Fixed office phone and the cellular phone have to work in conjunction.
- Facility for an employee to decide which of two stations he will use to answer a call.

Requirements for Call billing software(optional)

- Get Call statistic reports in the monitor as well as printouts.
- Options for extension-wise, trunk-wise, date wise, group wise call charges report.
- Formats of printouts shall be programmable.
- The system shall provide following information in Metering reports of each call, :
 - Ext. No. of caller
 - name of service
 - name of department
 - called number
 - Date & Time of the call
 - Duration of call
 - Number of units
 - cost of the call

- Type of call
- Additional services used if any.

Optional Items

- Facility to receive voice message via E Mail along with incoming call information viz. caller's telephone no, time of call and duration.
- IP Gateway card for 8/16/ 24 channels
- Digital line card 8/16/24
- Analog line card to extend no of lines 8/16/24
- Fixed Cellular Terminal
- ISDN Phone: 16 memory keys
- IP Soft phone single client license
- Analog Phones
- Digital phones without display
- Any other items/accessories to meet the requirement.

Specification of old System for buy back

Analog Extensions: 96

Trunk lines : 10

Annual Support/service charge for maintaining existing analog telephone equipments and cabling system.

Scope of service support

Items not covered under support

Charges for service/repair of existing main, sub junctions or cabling in order to get best performance of EPABX System (rate may be quoted)