

SPICES BOARD
(Ministry of Commerce & Industry, Govt. of India)
Palarivattom.P.O. N H By Pass
Kochi –682025

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Installation of EPABX System in Spices Park, Puttadi, Idukki

No.EDP/PHW/02/09

Dated 15^h Feb 2010

Sealed quotations are invited for the supply and installation of an EPABX System in Spices Park, Puttadi, Idukki as per the requirement and specification in Annexure-1.

The quotations, addressed to Dy. Director(EDP), Spices Board, Palarivattom. P.O, Kochi 682025, should reach EDP Dept. of the Board latest by 5.00 p.m on 24th Feb 2010. The sealed cover containing the quotation shall be super-scribed as "Quotation for installation EPABX in Spices Park due on 24th Feb 2010 (EDP Dept)".

As per normal payment terms of the Board, 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.

(P.M.Suresh Kumar)
Dy.Director(EDP)

CONFIGURATION

- 1) Digital hybrid EPABX based on 32 bit processor or higher
- 2) No. of extensions: 48, expandable upto 128
- 3) No.of junctions: 8
- 4) Operator Console with minimum 30 DSS keys,
- 5) 16 digital extension card
- 6) 4 port embedded voice mail card for Auto Attendant
- 7) Beetel standard PBT Phones : 20 Nos.

FACILITIES REQUIRED

- ?? Auto attendant (Multi level Voice DISA)
- ?? Clip on analog extensions, trunks and key phones
- ?? Call history and retrieval: 2000 calls
- ?? 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.
- ?? 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.
- ?? Different class of service for extensions in the night mode
- ?? Night mode activation via authorized extension only.
- ?? Protection against loss/alteration of memory due to power failure, unauthorized command or any other fault condition.
- ?? 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 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.
- ?? 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
- ?? Speed dialing: individual numbers

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.5,000/- (Rupees Five 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 using existing trunk lines, analog phones and cabling
5. List of items, which are necessary 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 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 Puutadi (Idukki) Complex during Office hours to inspect the existing cabling.
17. The equipments shall be delivered and commissioned 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.
18. During the warranty period, the successful bidder shall maintain the system including part replacements , if any, free of cost.