

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	28-05-2025 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	28-05-2025 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Power
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Ntpc Limited
Office Name/कार्यालय का नाम	Ssc Coal Mining Ntpc
क्रेता ईमेल/Buyer Email	buyer7.ntpc.koj@gembuyer.in
Total Quantity/कुल मात्रा	284
Item Category/मद केटेगरी	PABX System - EPABX (V2) (Q2) , Add on Phones / Consols / Endpoint for PABX System (Q2)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Primary product category	PABX System - EPABX (V2)
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days

Bid Details/बिड विवरण	
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Item wise evaluation/
Arbitration Clause	No
Mediation Clause	No

#### EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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#### ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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#### MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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#### MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1\\_4\\_2021\\_PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers

offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

#### Evaluation Method ( Item Wise Evaluation Method )

Contract will be awarded schedulewise and the determination of L1 will be done separately for each schedule. The details of item-consignee combination covered under each schedule are as under:

Evaluation Schedules	Item/Category	Quantity
Schedule 1	Pabx System - Epabx (v2)	4
Schedule 2	Add On Phones / Consols / Endpoint For Pabx System	260
Schedule 3	Add On Phones / Consols / Endpoint For Pabx System	20

#### PABX System - EPABX (V2) ( 4 pieces )

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

#### Technical Specifications/तकनीकी विशिष्टियाँ

[\\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
MAIN DISTRIBUTION FRAME(MDF)	<b>MDF (Number of Pair)</b>	NA
EXTENSION AND TRUNK/JUNCTION	<b>EPABX system Implementation Technology/Architecture</b>	Server Based ( Switching through Call Serever Application )
	<b>Number of Analogue Extensions /FXS ports</b>	NA
	<b>Expandable upto(TDM ports/FSX ports)</b>	NA
	<b>Number of Digital Extensions</b>	NA
	<b>Number of Analogue Junction/FXO ports</b>	NA

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Number of SIP Extensions	128
	SIP Extensions Expandable upto	1536
	Number of SIP Trunks (CHANNELS)	96
	Number of PRI TRUNKS	NA
SERVER SPECIFICATIONS / REQUIREMENTS (applicable only in case of Sever Based Category EPABX , Not for Hybrid & Conventional EPABX)	"Total Number of Servers Included in the Supply"	1
SERVICES	Comprehensive Warranty (YEARS)	3.0 (year)

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Verified and Signed Tp document	<a href="#">View</a>
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#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Manoj Agarwal	825311,Sikri Site Office, Chatti Bariatu CMP, NTPC, Post: Barkagaon Sikri, Hazaribagh, Jharkhand, Hazaribag, 825311	2	45
2	Arnab Kumar Mondal	825311,Kerandari CMP NTPC Sikri Site Office, Kerandari. Po+Ps- Barkagaon, District - Hazaribagh, Pin - 825311, Jharkhand.	2	45

#### Add On Phones / Consols / Endpoint For PABX System ( 260 pieces )

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

**Technical Specifications/तकनीकी विशिष्टियाँ**

[\\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Phones /Endpoint for EPABX System	Description	SIP Phone
Warranty	Warranty	3, 4, 5 Or higher (year)

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Manoj Agarwal	825311,Sikri Site Office, Chatti Bariatu CMP, NTPC, Post: Barkagaon Sikri, Hazaribagh, Jharkhand, Hazaribag, 825311	130	45
2	Arnab Kumar Mondal	825311,Kerandari CMP NTPC Sikri Site Office, Kerandari. Po+Ps- Barkagaon, District - Hazaribagh, Pin - 825311, Jharkhand.	130	45

**Add On Phones / Consols / Endpoint For PABX System ( 20 pieces )**

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

**Technical Specifications/तकनीकी विशिष्टियाँ**

[\\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Phones /Endpoint for EPABX System	Description	SIP Phone
Warranty	Warranty	3, 4, 5 Or higher (year)

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Manoj Agarwal	825311,Sikri Site Office, Chatti Bariatu CMP, NTPC, Post: Barkagaon Sikri, Hazaribagh, Jharkhand, Hazaribag, 825311	10	45
2	Arnab Kumar Mondal	825311,Kerandari CMP NTPC Sikri Site Office, Kerandari. Po+Ps- Barkagaon, District - Hazaribagh, Pin - 825311, Jharkhand.	10	45

**Special terms and conditions-Version:2 effective from 02-11-2022 for category PABX System - EPABX (V2)**

1. This category pertains to the products covered under Mandatory Testing and Certification of Telecom Equipment (MTCTE) by TEC, DoT(www.tec.gov.in) notified vide Indian Telegraph (Amendment) Rules, 2017. Sellers to ensure compliance of the MTCTE certificate against Essential Requirement (ER) for the model offered on GeM Portal. Procuring Authorities to check compliance of model procured against the applicable ER issued by TEC under MTCTE.

In addition, procuring entities should also ensure that if the product is covered under Public Procurement (Preference to Make in India (PPP-MII )) Policy of DOT notified vide Gazette Notification dated 29th August 2018 as amended from time to time, it should also comply to the certification against applicable Generic Requirement (GR)/ Interface Requirement (IR) if issued by TEC.

**Special terms and conditions-Version:2 effective from 12-11-2022 for category Add on Phones / Consols / Endpoint for PABX System**

1. This category pertains to the products covered under Mandatory Testing and Certification of Telecom Equipment (MTCTE) by TEC, DoT(www.tec.gov.in) notified vide Indian Telegraph (Amendment) Rules, 2017. Sellers to ensure compliance of the MTCTE certificate against Essential Requirement (ER) for the model offered on GeM Portal. Procuring Authorities to check compliance of model procured against the applicable ER issued by TEC under MTCTE.

In addition, procuring entities should also ensure that if the product is covered under Public Procurement (Preference to Make in India (PPP-MII )) Policy of DOT notified vide Gazette Notification dated 29th August 2018 as amended from time to time, it should also comply to the certification against applicable Generic Requirement (GR)/ Interface Requirement (IR) if issued by TEC.

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

**2. Generic**

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

3. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

4. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

**Eligibility for Participation**

No deviation, whatsoever, is permitted by the Employer to any provisions of Bidding Documents. Any deviation to Bidding Documents and its subsequent Amendment(s)/ Clarifications(s)/ Addenda / Errata/ Minutes of Clarification Meeting (if any) found anywhere in the Bid Proposal, implicit or explicit, shall stand unconditionally withdrawn, without any cost implication whatsoever to Employer, failing which the Earnest Money Deposit shall be forfeited.

The bidder shall be either OEM or OEM authorized agency for the specific bid only. The OEM authorized agency shall provide bid specific MAF (Manufacturer Authorization Form) during bid submission, without which the bid may be liable for rejection

**Instructions for quoting of Price**

On GeM; Bidders are required to quote the price (inclusive of GST). The Techno-Commercial Bid should not contain any price content entry. In case, the Techno- Commercial Bid is found to contain any price content, such bid shall be liable for rejection.

**1. Technical Specification:**

As per Sec II of ATC

2. **Delivery period:** 45 days from the date of issue of GeM contract.

**Payment terms:** 95% Payment of the supply items (of each of the site) will be done on supply & successful installation. furnishing of warranty certificate; and acceptance by NTPC.

5% balance payment will be done (by each of the site) on completion of warranty period OR submission of PBG of equal amount having validity 39 months from installation date of the equipment.

3. **Price Basis:** FOR destination and firm price basis.

4. **Warranty:** The warranty for all the items supplied shall be three years onsite warranty from the date of successful installation of the system; and acceptance by NTPC.

5. **LD** - As per NTPC rules.

6. **PDI:** Not Applicable

7. The bidding document enclosed in ATC have the following sections:

- i. SECTION-I: Notice Inviting Tender (NIT/IFB) from page no. 1 to 4
- ii. SECTION-II: Technical specifications (TS) from page no. 5 to 7
- iii. SECTION-III: Instruction to bidder (ITB) from page no. 8 to 86
- iv. SECTION-IV: General Purchase Conditions (GPC) from page no. 87 to 256
- v. SECTION-V: Special Purchase Conditions (SPC) from page no. 257 to 262

vi. SECTION-VI: Standard formats & Check lists etc. from page no. 263 to 312

vii. SECTION-VII: Bid Submission Form from page no.313 to 321

8. Bidder must furnish the duly filled Bid Form along with attachments (enclosed at SECTION-VII: Bid Submission Form from page no. 313 to 321 of ATC), SECTION-II and supporting documents.

9. MSEs seeking exemption/ benefits should enclose a attested/self-certified copy of registration certificate as a part of his bid, giving details such as stores/services, validity (if applicable) etc. failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.

10. NTPC Bidding Document attached as ATC document shall prevail in case of conflict of any provisions of GeM.

12. Address for Communication/Location of Bid opening:

Sr. Manager (C&M)/AGM (C&M)  
NML NTPC Mining Ltd., Ram Keshi Heights, Plot No. 123,  
Old A.G. Colony, Kadru, Ranchi - 834002.  
Mob.: 9435678000 / 9650992016  
E-mail: [utpalborah@ntpc.co.in](mailto:utpalborah@ntpc.co.in) / [ksudhakar@ntpc.co.in](mailto:ksudhakar@ntpc.co.in)

Consignee Contact detail: (For technical queries)

FOR CBCMP  
Sh. Manoj Agarwal,  
DGM(IT), CBCMP,  
Mob: 9650992334  
Email: [magarwal@ntpc.co.in](mailto:magarwal@ntpc.co.in)

FOR KDCMP  
Sh. Arnab Kumar Mondal,  
Sr Manager, KDCMP,  
Mob No: 9650995439

Email: [arnabmondal@ntpc.co.in](mailto:arnabmondal@ntpc.co.in)

## **Additional Technical Specifications**

### **1) IPBX System (4 pcs)**

#### **CARDS SUPPORTED**

Type of Cards Supported: IP

#### **GATEWAYS SUPPORTED**

Gateway Types supported: FXS

#### **BUYER SPECIFIC REQUIREMENT**

Type of Interface supported (Type I (Ethernet Interface))

Type of TEC Certificate(IR),Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest, conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 latest, conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9000/part-5/section-1 / 1991 latest

Type of EPABX Architecture implementation Gateways: Stand Alone Type Gateway

Network Interface: Integrated Dual Gigabit(auto) Ethernet supporting IPv4 or IPv6,USB



## SOFTWARES

Application Software Type / Capabilities: Call Server Software

Type of Licence: Perpetual

## SOFTWARE FEATURES

SALIENT SOFTWARE FEATURES: SIP extension with Number of Software / Licences Commensurate / Equal to the Number of SIP Extension Offered under "EXTENSION AND TRUNK / JUNCTION", PRI Trunk with Number of Software / Licences Commensurate / Equal to the Number of PRI Trunk Offered under "EXTENSION AND TRUNK / JUNCTION"

### GENERAL FEATURES of EPABX SYSTEM

Number of Audio Conference Participants Supported: 64

Number of Media Channel/Ports: 32

Call Buffer Memory - Number of Records: 4000

Voice Mail Support: Yes

Auto Attendant Facility: Yes

ASMDR/CDR (Automatic Station Message Detailed Record / Call Detailed Record): Yes

Security Feature (for server based): MD-5, SRTP, AES

Supported Codecs: G711, G729, G723

### SYSTEM/EXTENSION/ATTENDANT CONSOLE FEATURES

System Features: Automatic Route Selection facility, DID facility (Direct inward dialing), DOD facility (Direct outward dialing), DISA facility (Direct inward station access), Multi Level Voice DISA facility, Facility for connecting recorded voice answering, ASMDR/CDR, Programmable class of service for (STD/ISD/LOCAL) dialing as per need, Caller ID information for both internal and external callers (over Analogue, ISDN PRI), unique authorization codes for every users, Call waiting, Music-on-hold facility, Extension to Extension dialing

Extension Features: Call forwarding, Consultation Hold, Automatic call transfer, Conference call, Call pick up, Call re routing, Auto call disconnection, Dynamic STD Lock, Paging on key phone, Password control, Call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialed/Received Call Lists, Last Caller Call back, Password display suppression, Hotline, Preset Conference Calls, Calling line identification (CLI), Remote Maintenance

Attendant Console Features: Answering an incoming call, Call queuing, Call waiting display, Call Hold, Night service, Head phone connectivity

Voice Prompts and Announcement: Yes

If yes, Number of Levels of IVRS: 4

### POWER SOURCE

Supply Voltage: 230V AC, 50Hz

Supply Voltage for Media Gateway (For Server based) 230V AC, 50Hz

### OPERATING CONDITIONS

Minimum Operating Temperature (°C): 0

Maximum Operating Temperature (°C): 45

Operating Humidity (RH) @ 40 °C (%): 90

## TEST REPORT/ CERTIFICATION

TEC approval as per the latest TEC specifications: Yes

Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification: Govt Lab

Agree to provide all relevant documents Test Report / TEC/supporting document /reports etc to the buyer at the time of bidding or on demand (Buyer to check the availability of TEC (ER) Certificate under MTCTE for the model procured): YES

#### INSTALLATION AND COMMISSIONING

Installation and Commissioning: Yes (Covered under Scope of supply)

#### SERVICES

Comprehensive Warranty (YEARS): 3 years

Compliance to STC of the product: YES

## 2) IP Phone (Basic) - 260 pcs

#### General Features

Features of the Phone: Abbreviated dialling, Adjustable ringing volume levels, Adjustable display contrast, Auto-answer, Call pickup, Corporate directory, 3-party conference, Dial from the history list, Direct transfer, Do not disturb, Hold/resume Mobility, Music on hold, Mute Button, Redial, Time and date display, support for user-adjustable ring tones, distinct LED indicator for message waiting, Speaker phone, keypad, Volume-control toggle key, support G.711a-law and mu-law, G.722, support protocols like SDP, DHCP, DNS, VLAN, RTP, RTCP, select key, Network profiles (automatic), Busy lamp indicator (BLF) to indicate the presence, support boss-secretary feature so that secretary can answer calls on behalf of Manager, Ability to register to call control server over an internet link with or without VPN, RJ9 headset port to connect any standard based headset (wideband-capable), support for Quality-of-service (QoS), support for 802.1Q/p standards, Able to configure IP address assignment statically and through the DHCP client, include audio controls for the full-duplex speakerphone and handset, Support for IPv4/IPv6, Interoperability with SIP IPPBX / EPABX, Power over Ethernet (POE), Security like TLS using AES, SRTP using AES, 802.1x authentication, calling party name, calling party number, digits dialled, Multiple ringtones, multiple call appearance, G.729a

Features Supported by the Phones available at backend /EPABX : Abbreviated dialling, Adjustable ringing volume levels, Adjustable display contrast, Auto-answer, Call pickup, Corporate directory, 3-party conference, Dial from the history list, Direct transfer, Do not disturb, Extension Mobility (EM), Group call pickup, Hold/resume Mobility, Music on hold, Mute Button, Redial, Time and date display, support for user-adjustable ring tones, distinct LED indicator for message waiting, Speakerphone, keypad, Volume-control toggle key, support G.711a-law and mu-law, G.722, G.729a, support protocols like SDP, DHCP, DNS, VLAN, RTP, RTCP, backlit indicators for the audio path keys (Handset, Headset and Speakerphone), select key, Network profiles (automatic), support self-view video, support 720p HD video (encode & decode), H.264/AVC, shutter to open/close camera, Busy lamp indicator (BLF) to indicate the presence, support boss-secretary feature so that secretary can answer calls on behalf of Manager, Ability to register to call control server over an internet link with or without VPN, RJ9 headset port to connect any standard based headset (wideband-capable), support for Quality-of-service (QoS), support for 802.1Q/p standards, Able to configure IP address assignment statically and through the DHCP client, include audio controls for the full-duplex speakerphone and handset, Support For HD Video Quality, Support for IPv4/IPv6, Interoperability with SIP IPPBX / EPABX, Power over Ethernet (POE), Security like TLS using AES, SRTP using AES, 802.1x authentication, calling party name, calling party number, digits dialled, Multiple ringtones, multiple call appearance, NA

Features of Console: Abbreviated dialling, Adjustable ringing volume levels, Adjustable display contrast, Auto-answer, Call pickup, Corporate directory, 3-party conference, Dial from the history list, Direct transfer, Do not disturb, Extension Mobility (EM), Group call pickup, Hold/resume Mobility, Music on hold, Mute Button, Redial, Time and date display, support for user-adjustable ring tones, distinct LED indicator for message waiting, Speakerphone, keypad, Volume-control toggle key, support G.711a-law and mu-law, G.722, G.729a, support protocols like SDP, DHCP, DNS, VLAN, RTP, RTCP, backlit indicators for the audio path keys (Handset, Headset and Speakerphone), select key, Network profiles (automatic), support self-view video, support 720p HD video (encode & decode), H.264/AVC, shutter to open/close camera, Busy lamp indicator (BLF) to indicate the presence, support boss-secretary feature so that secretary can answer calls on behalf of Manager, Ability to register to call control server over an internet link with or without VPN, RJ9 headset port to connect any standard based headset (wideband-capable), support

rt for Quality-of-service (QoS),support for 802.1Q/p standards,Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Support For HD Video Quality,Support for IPv4/IPv6,Interoperability with SIP IPPBX / EPABX,Power over Ethernet(POE),Security like TLS using AES,SRTP using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ringtones,multiple call appearance,NA

Features Supported by Console available at backend /EPBAX: Abbreviated dialing,Adjustable ringing volume levels,Adjustable display contrast,Auto-answer,Call pickup,Corporate directory,3-party conference,Dial from the history list,Direct transfer,Do not disturb,Extension Mobility (EM),Group call pickup,Hold/resume Mobility,Music on hold,Mute Button,Redial,Time and date display,support for user-adjustable ring tones,distinct LED indicator for message waiting,Speakerphone,keypad,Volume-control toggle key,support G.711a-law and mu-law,G.722,G.729a,support protocols like SDP,DHCP,DNS,VLAN,RTP,RTCP,backlit indicators for the audio path keys (Handset, Headset and Speakerphone),select key,Network profiles (automatic),support self-view video,support 720p HD video (encode & decode),H.264/AVC,shutter to open/close camera,Busy lamp indicator (BLF) to indicate the presence,support boss-secretary feature so that secretary can answer calls on behalf of Manager,Ability to register to call control server over an internet link with or without VPN,RJ9 headset port to connect any standard based headset(wideband-capable),support for Quality-of-service (QoS),support for 802.1Q/p standards, Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Support For HD Video Quality,Support for IPv4/IPv6,Interoperability with SIP IPPBX / EPABX,Power over Ethernet(POE),Security like TLS using AES,SRTP using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ringtones,multiple call appearance,NA

Buyer Specific Features                      System has G-722/ G-711/ G-729 or equivalent wideband audio coding support,Feature operation using Access code,Forced access codes,Support for XML,HTTPS,Shared Line,LLDP

Keys for specific functionalities settings key,Two/Four-way navigation and select keys,Hold/Resume,Transfer,Conference keys,headset key,Back and release keys

Phone settings    Display contrast,Ring type,Network configuration,Call Status

Accessories included in the scope of supplies: POE Adapter/Power supply arrangement to be done by supplier for working of each of the IP Phone.

Phones /Endpoint for EPABX System

Description: SIP Phone

Minimum Screen Size /display size (inches): 3

Network Interface Port: Ethernet network interface 10/100/1000 Mbps

Display Type: Monochrome/Colour

Type of Panel/ Display: Touch Panel/ Display for IP Phone

Number of Display: 1

Minimum Number of entries for call history , missed, received, placed etc: 100

Number of lines of Display : 10

Warranty: 3 years

Certification

Availability of the Test Report from TEC ER    Yes

Availability of valid TEC approval (Buyer to check the availability of TEC (ER) Certificate under MTCTE for the model procured) Yes

### **3) IP Phone (Premium) - 20 pcs**

General Features

Features of the Phone: Adjustable ringing volume levels,Adjustable display contrast,Auto-answer,Call park,Call pickup,Call timer,Barge,Corporate directory,3-party conference,Dial from the history list,Direct transfer,Do not disturb,Group call pickup,Hold/resume Mobility,Music on hold,Mute Button,Redial,Time and date display,support for user-adjustable ring tones,distinct LED indicator for message waiting,Speakerphone,keypad,Volume-control toggle key,support G.711a-law and mu-law,G.722,DHCP,VLAN,RTP,backlit indicators for the audio path keys (Handset, Headset and Speakerphone),select key,Network profiles (automatic),Busy lamp indicator (BLF) to indicate the presence,support boss-secretary feature so that secretary can answer calls on behalf of Manager,RJ9 headset port to connect any standard based headset(wideband-capable),support for Quality-of-service (QoS),support for 802.1Q/p standards,Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Power over Ethernet(POE),Security like TLS using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ring tones,multiple call appearance

Features Supported by the Phones available at backend /EPBAX: Adjustable ringing volume levels,Adjustable display contrast,Auto-answer,Call park,Call pickup,Call timer,Barge,Corporate directory,3-party conference,Dial from the history list,Direct transfer,Do not disturb,Group call pickup,Hold/resume Mobility,Music on hold,Mute Button,Redial,Time and date display,support for user-adjustable ring tones,distinct LED indicator for message waiting,Speakerphone,keypad,Volume-control toggle key,support G.711a-law and mu-law,G.722,DHCP,VLAN,RTP,backlit indicators for the audio path keys (Handset, Headset and Speakerphone),select key,Network profiles (automatic),Busy lamp indicator (BLF) to indicate the presence,support boss-secretary feature so that secretary can answer calls on behalf of Manager,RJ9 headset port to connect any standard based headset(wideband-capable),support for Quality-of-service (QoS),support for 802.1Q/p standards,Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Power over Ethernet(POE),Security like TLS using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ring tones,multiple call appearance

Features of Console: Adjustable ringing volume levels,Adjustable display contrast,Auto-answer,Call park,Call pickup,Call timer,Barge,Corporate directory,3-party conference,Dial from the history list,Direct transfer,Do not disturb,Group call pickup,Hold/resume Mobility,Music on hold,Mute Button,Redial,Time and date display,support for user-adjustable ring tones,distinct LED indicator for message waiting,Speakerphone,keypad,Volume-control toggle key,support G.711a-law and mu-law,G.722,DHCP,VLAN,RTP,backlit indicators for the audio path keys (Handset, Headset and Speakerphone),select key,Network profiles (automatic),Busy lamp indicator (BLF) to indicate the presence,support boss-secretary feature so that secretary can answer calls on behalf of Manager,RJ9 headset port to connect any standard based headset(wideband-capable),support for Quality-of-service (QoS),support for 802.1Q/p standards,Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Power over Ethernet(POE),Security like TLS using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ring tones,multiple call appearance

Features Supported by Console available at backend /EPBAX: Adjustable ringing volume levels,Adjustable display contrast,Auto-answer,Call park,Call pickup,Call timer,Barge,Corporate directory,3-party conference,Dial from the history list,Direct transfer,Do not disturb,Group call pickup,Hold/resume Mobility,Music on hold,Mute Button,Redial,Time and date display,support for user-adjustable ring tones,distinct LED indicator for message waiting,Speakerphone,keypad,Volume-control toggle key,support G.711a-law and mu-law,G.722,G.729a,DHCP,VLAN,RTP,backlit indicators for the audio path keys (Handset, Headset and Speakerphone),select key,Network profiles (automatic),Busy lamp indicator (BLF) to indicate the presence,support boss-secretary feature so that secretary can answer calls on behalf of Manager,RJ9 headset port to connect any standard based headset(wideband-capable),support for Quality-of-service (QoS),support for 802.1Q/p standards,Able to configure IP address assignment statically and through the DHCP client,include audio controls for the full-duplex speakerphone and handset,Power over Ethernet(POE),Security like TLS using AES,802.1x authentication,calling party name,calling party number,digits dialled,Multiple ring tones,multiple call appearance

Buyer Specific Features: Forced access codes,Support for XML,line keys,Support Directories - (LDAP) standard directory,System has G-722/ G-711/ G-729 or equivalent wideband audio coding support,Feature operation using Access code

Keys for specific functionalities: directories key,settings key,headset key,Soft keys,Back and release keys,Two/Four-way navigation and select keys,Hold/Resume,Transfer,Conference keys

Phone settings: Display contrast,Ring type,Network configuration,Call Status

Accessories included in the scope of supplies: POE Adapter/Power supply arrangement to be done by

supplier for working of each of the IP Phone .

Phones /Endpoint for EPABX System

Description: SIP Phone

"Number of fixed function Keys : 4

"Number of Programmable keys : 16

Minimum Screen Size /display size (inches) 1

Network Interface Port ethernet network interface: 10/100/100

Display Type: Monochrome/Colour

Number of Display: 1

Number of lines of Display 4

Warranty: 3 years

Certification

Availability of the Test Report from TEC ER: Yes

Availability of valid TEC approval (Buyer to check the availability of TEC (ER) Certificate under MTCTE for the model procured): Yes

## **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**