

भारत का उच्चायोग
वेलिंगटन, न्यूज़ीलैंड



High Commission of India
Wellington, New Zealand

**SUPPLY, INSTALLATION
AND
COMMISSIONING OF
IP PBX SYSTEM
AT**

**High Commission of India
68-74 Pipitea Street,
Wellington,
New Zealand**

Telephone: 0064-4-4736390

Fax: 0064-4-4990665

Website: www.hciwellington.gov.in

Tender No: WEL/868/1/2021

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SECTION-1
INTRODUCTION

To procure, install and commission an **IP PBX system** equipped with minimum 48 Extensions (expandable up to 64 extensions) with Built-in Call Centre features, Auto Attendant & 8 (minimum) Channels of Voicemail.

Head of Chancery, High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington, New Zealand invites sealed tenders in two-bid system (Technical & Financial) from authorized dealers/ contractors, firms engaged in installation of **IP PBX** systems, herein after referred as 'The Vendor' and having a minimum of five-year experience in this field. The Vendor will submit bids in two separate envelopes. These two envelopes should be sealed in one big envelope. Each envelope must be suitably marked to indicate the type of bid.

1.1 NOTICE INVITING -TENDER

Sealed tenders are invited from reputed firms having previous experience for supply, Installation and commissioning of **IP PBX system**.

1.2 Schedule of events: Last date & time of procurement of tender documents	Tender Document to be downloaded from our website: www.hciwellington.gov.in till date of submission	
Date of Tender Notification	14 January 2022	
Date of Pre-bid meeting:	21 January 2022	2.30 p.m.
Last date & time for submission of Bids	08 February 2022	5.00 p.m.
Opening of Tender document	09 February 2022	2.30 p.m.
Address for communication	Head of Chancery, High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington, New Zealand	
Contact person	Mr. Praveen Kumar Sharma, Attaché (Admin) Phone No.0064-4-4740683, Email adm.wellington@mea.gov.in on any working day between 10.00 AM to 5.00 PM	

2. ELIGIBILITY CRITERIA

- a) The Bidder should be OEM (Original Equipment Manufacturer) or Authorized dealer
 - b) Distributor of the OEM of offered product (Please submit manufacturer's authorization letter, in original, on the OEM's letterhead duly signed by authorized signatory).
 - c) Experience of having successfully completed similar services during the last 3 years ending 31 March 2021 should be either of the following:
 - i. Two similar systems each costing not less than NZ\$ 5000 each.
- OR
- ii. One similar system costing not less than NZ\$ 10,000.
- d) The bidder must have after sales services in Wellington.
 - e) Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

SECTION - 2

INSTRUCTIONS TO BIDDERS

2.1 INTRODUCTION (DEFINITIONS)

2.1.1 "Purchaser" means, High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington, New Zealand.

2.1.2 "Bidder" means the individual or firm or corporate body who participates in the tender and submits its bid.

2.1.3 "Goods/Products" means all the hardware equipment, instruments, tools, machinery etc., and/or other materials like components/parts/spares including consumables which the supplier is required to supply to the Purchaser under the Purchase Order.

2.1.4 "Letter of Intent (LOI)" means the communication of the intention of the Purchaser to the Bidder to place the Purchase Order for the former's offered goods/services.

2.1.5 "Purchase/Work Order (PO)" means the order placed by the Purchaser on the Supplier duly signed by the Purchaser's authorized representative to purchase certain goods & services from the vendor/contractor.

2.1.6 "Contract Price" means considerations payable to the supplier/contractor as stipulated in the Purchase or Work Order for performance of specified contractual obligations.

2.2 BIDDER TO BEAR COST OF PURCHASE OF TENDER

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser in any case will not be responsible or liable for these costs regardless of the conduct of the bidding process.

2.3 BID DOCUMENTS

2.3.1 Bid Documents include: -

Section 1 Introduction

Section 2 Notice Inviting Tender

Section 3 Instructions to Bidders

Section 4 General (Commercial) Conditions of the Contract

Section 5 Special Conditions of the Contract

Section 6 Schedule of Requirement and Price Bid Schedule, Scope of Work, System Requirement & Technical Specifications

Section 7 Proforma to be filled up and submitted in the bid on the company/agency letter head.

Section 8 Bid Submission Form

Section 9 Company Profile, Maintenance and Service Support of the Bidder, Compliance Certificate

2.3.2 Any clarification or communications obtained from the Purchaser

2.4 AMENDMENT TO BID DOCUMENTS

2.4.1 At any time, prior to the date of submission of bids, the Purchaser may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

2.4.2 The amendments/Corrigendum will be notified on Purchaser's Website and these Amendments will be binding on them. Bidders are advised to visit Purchaser's Website regularly for updates on this Tender.

2.5 EXTENSION OF TIME

In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, the Purchaser may at its discretion extend the deadline for submission of bid suitably.

2.6 BID PRICE

Price indicated in Section 6 shall be CIF (Cost, Insurance and Freight), to be delivered at High Commission of India, 68-74 , Pipitea Street, Wellington, New Zealand. Prices should be inclusive of all taxes and duties but not limited to Excise Duty, Sales Tax and other taxes, transit insurance, freight and Service Tax etc. However, rate of taxes and duties included in the price offer should also be given separately. The prices quoted by the bidder shall remain firm during the entire period of the contract and shall not be subject to variation on any account. The bid submitted with a variation clause (unless asked by the Purchaser) will be treated as non-responsive and rejected.

2.7 BIDDER'S ELIGIBILITY AND QUALIFICATIONS

Bidder shall furnish as a part of bid documents establishing the bidder's eligibility to supply the material. The bidder shall also submit documentary evidence in the form of Literature, drawing, data on the goods offered.

2.7.1 Supplier Prequalification

2.7.2 Past Experience/s - installation of networking equipment, security and surveillance systems

- The Vendor should have minimum three years of experience in installation of **IP PBX system** projects.
- The vendor must have implemented installation **IP PBX system** for at 40 users or more.
- The vendor must have knowledge and experience of implementation of **IP PBX** systems including access control and required software.
- The vendor must have knowledge in **IP PBX system** networking and Internet protocols.
- The vendor also must have an established service base in Wellington, New Zealand.

Note: Vendor Prequalification: Only those firms which qualify Vendor Prequalification will qualify for Technical qualification.

2.7.3 FOR TECHNICAL BID vendor should submit and furnish following details:

- Standard list of equipment and tools which vendor has for implementation.
- Work experience for such volume of work: the vendor should have adequate experience in implementing the projects in the field of **IP PBX** systems.
- List of all the partnerships with manufacturers, system providers.
- Vendor shall provide project plan for the procurement, implementation.

2.8 BID UNDERTAKING

2.8.1 The Bidder shall submit an undertaking confirming the following:

- (i) Bid is valid for a period of 150 days from the date of tender opening.
- (ii) All the equipment are/will be available for the installation and commissioning.

2.9 VALIDITY PERIOD OF BID

Bid shall remain valid for 150 days after the date of bid opening. The bid valid for a shorter period shall be rejected. In exceptional circumstances, the purchaser may request for the consent of the bidder for an extension to the period of bid validity. A bidder accepting the request and granting extension will not be permitted to modify his bid.

2.10 CLARIFICATION OF BIDS

2.10.1 To assist evaluation and comparison of the bids, the Purchaser at its discretion may ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.

2.10.2 The Purchaser does not bind himself/herself to accept the lowest or any tender and reserves to himself/herself the right to accept the whole or any part of the tender and altering the quantities offered and shall supply the same at the rate quoted.

2.11 EVALUATION OF TENDERS

2.11.1 The Purchaser shall evaluate the bids in respect to the substantive responsiveness of the bid or otherwise. The Purchaser shall carry out detailed evaluation of the substantially responsive bids. The Purchaser shall check the bid to determine whether they are complete, whether any computational errors have been made or required sureties have been furnished.

2.11.2 Arithmetical error shall be rectified on the following basis: -

(a) If there is a discrepancy between the unit price and total price that is obtained multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the Purchaser.

(b) In case of discrepancy between words and figures, the amount in words shall prevail.

2.11.3 A bid determined as substantially non-responsive shall be rejected by the Purchaser.

2.11.4 The Purchaser may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a material deviation.

2.11.5 The Purchaser shall evaluate in detail and compare the bids which are Substantially responsive.

2.11.6 The evaluation of the ranking shall be carried out on the landed price of goods offered inclusive of all taxes.

2.11.7 The distribution of tendered quantity amongst the technically and commercially complied bidders shall be based on merits of each case.

2.11.8 Purchaser shall have the sole discretion in deciding the number of parties on whom the orders shall be finally placed.

2.12 PURCHASER'S RIGHT TO VARY QUANTITIES

2.12.1 The Purchaser reserves the right at the time of award of the contract to increase or decrease the quantity of the goods and services specified in the schedule of requirements without any change in unit price of the ordered quantity.

2.12.2 In case of division of order among number of parties, the distribution of quantity will be accordingly done by the Purchaser on an individual tender.

2.13 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Purchaser does not bind himself to accept lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action.

2.14 NOTIFICATION OF SUCCESSFUL BIDDER

2.14.1 Prior to the expiry of the bid period, the Purchaser will notify the successful bidder in writing by email or fax, to be confirmed in writing that its bid has been accepted.

2.15 ISSUE OF LETTER OF INTENT

2.15.1 The issue of Letter of Intent shall constitute the intention of the purchaser to place the Purchase Order with the successful bidder.

2.15.2 The bidder shall within 10 days of issue of Letter of Intent give its acceptance in conformity with the bid documents.

2.16 CANCELLATION OF LETTER OF INTENT

Failure of the successful bidder to give its acceptance in conformity with the bid documents in time shall constitute sufficient ground for the cancellation of the acceptance of bid, in which case Purchaser may make the offer to any other bidder at the discretion of the Purchaser or call for new bids.

2.17 POST BID CLARIFICATIONS

No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

2.18 DELIVERY

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the Special condition of the contract and goods shall remain at the risk of the supplier until delivery have been completed in full. The Schedule of delivery shall be the essence of the contract.

2.19 OPENING OF PRICE OFFER

Price offers of only those bidders whose Technical Bids/offers are found to be in order and acceptable to the purchaser will qualify to be opened. The qualified parties shall be notified with the date and time of the opening of the Price Offer in advance. Representative of the qualified parties may attend the Price Bid opening. In case of any conflict in any of the terms mentioned at Section - 4, the same shall prevail over the terms mentioned in other sections.

2.20 INSTRUCTIONS REGARDING BID SUBMISSION

Bidding Methodology:

2.20.1 Submissions of Bid:

The bidder is requested to drop the tender document physically at High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington before the due date & time of submission in a Sealed Envelope, the envelope shall bear, the Tender No. & Description and the words '**DO NOT OPEN BEFORE**' (**due date & time**) Clearly super-scribing:

'Quotations for supply of IP PBX system at High Commission of India, Wellington.'

The envelope should be properly & securely sealed. Sealed covers should be addressed to the Head of Chancery, High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington, New Zealand.

2.20.2

- Should there be any doubt or ambiguity as to the meaning of any portion of the tender document or if any further information is required, the same shall be clarified/amended by the Head of Chancery, High Commission of India, Ranchhod Tower, Level-2, 102 Lambton Quay, Wellington, New Zealand.

- Prospective bidders are advised to attend the site inspection and pre-bid Meeting since no excuse of ignorance of clarifications/amendments given by the Tender Committee in the Site Inspection and Pre-bid Meeting shall be accepted.

2.20.3.

Bids sent by email will not be considered.

END OF SECTION 2

SECTION - 3

GENERAL (COMMERCIAL) CONDITIONS OF THE CONTRACT

3.1 PRICE APPLICABILITY

Prices in the Purchase Order shall remain valid for the period of delivery schedule or extended delivery schedule. In case of delayed supplies, after delivery period, the advantage of reduction of taxes/duties shall be passed onto the Purchaser and no benefit of increase will be permitted to the Supplier.

3.2 STANDARDS

The goods supplied under the contract shall conform to the standards mentioned in the Technical Specifications.

3.3 PATENT RIGHTS

The Supplier shall indemnify the Purchaser against all third-party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

3.4. INSPECTION AND TESTS

3.4.1 The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted, where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs. In case the tested goods fail to conform to the specifications, the Inspector may reject them and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

3.4.2 Notwithstanding the pre-supply tests and inspections, the material on receipt in the Purchaser's premises shall also be tested and if any material or part thereof is found defective, the same shall be replaced free of cost to the Purchaser. If any material before it is taken over is found defective or fails to fulfil the requirements of the contract, the Inspector shall give the Supplier notice setting forth details of such defects or failures and the Supplier shall make the material good or alter the same to make it comply with the requirements of the contract and in any case within a period not exceeding 1 month of the initial report. These replacements shall be made by the Supplier, free of all charges, at the site(s).

3.4.3 As regards Inspecting Authority and other details, please refer to Special Condition of the Contract (Section-4).

3.5 WARRANTY

3.5.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies

in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect goods are faulty. This warrantee shall survive inspection or payment for, and acceptance of goods, after the goods have been taken over.

3.5.2 If it becomes necessary for the supplier to replace or renew any defective portion/ portions of the equipment under this clause, the provisions of the clause shall apply to the portion/ portions of equipment replaced or renewed. If any defect is not remedied within a reasonable time, the Purchaser may proceed to get the work done at the Supplier's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Supplier in respect of such defects.

3.5.3 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.

3.6 CHANGE ORDERS.

3.6.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in any one or more of the following: -

- (a) Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.
- (b) Method of transportation or packing.
- (c) Place of delivery.
- (d) Services to be provided by the supplier.

3.6.2 If any such change causes an increase or decrease in the cost or the time required for the execution of the contractor, an equitable adjustment shall be made in the contract price or delivery schedule or both and the contract shall accordingly be amended.

3.7 SUB-LETTING.

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

3.8 LIQUIDATED DAMAGES.

3.8.1 The date of the delivery of the goods/services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed not later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

3.8.2 In case the Supplier fails to supply the goods/services against the order, the same shall be procured from other suppliers at the cost and risk of the Supplier and the excess money will be recovered from any dues of the party.

3.8.3 For late deliveries, as liquidated damages, a sum equal to 2% of the price of any goods/services not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier.

3.8.4 LD can be recovered from any dues of the Supplier.

3.9 RISK PURCHASE.

3.9.1 In the event of Supplier's failure to execute the contract to the satisfaction of the purchaser, the purchaser reserves the right:

(a) To reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the purchaser.

(b) To terminate the Contract by giving 2 weeks' notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Supplier.

3.10 PACKING

The supplier shall ensure that the Goods/Equipment is securely and adequately packed to ensure safe arrival at the destination fully withstanding all hazards such as rough handling etc. during transit.

3.11 REPLACEMENT OF DEFECTIVE EQUIPMENT

3.11.1 If any equipment or any part thereof, is found defective or fails to meet the requirements of the contract before it is accepted, shall give the Supplier a notice setting forth details of such defects or failures and the Supplier shall forthwith arrange to set right the defective equipment or replace the same by the good one to make it comply with the requirements of the contract. This in any case shall be completed within a period not exceeding one month from the date of the initial report pointing out the defects. The replacement or rectification shall be made at site by the Supplier free of cost. If the Supplier fails to do the needful within this stipulated time frame, the purchaser reserves the right to reject the equipment in full or in part and get it replaced at the cost of the Supplier. The cost of any such replacement made by the Purchaser shall be deducted from the amount payable to the Supplier against this purchase order.

3.11.2 If any equipment or part thereof is lost or rendered defective during transit, pending settlement of the insurance claim, fresh order shall be placed to the Supplier for such loss or defective equipment and the Supplier shall arrange to supply the same within three months of such order at the same prices and on the same general terms and conditions as mentioned in this purchase order.

3.12 TERMINATION FOR DEFAULT

3.12.1 The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part.

a) If the supplier fails to deliver any or all the goods within the time period (s) specified in the contract, or any extension thereof granted by the Purchaser

b) If the Supplier fails to perform any other obligation(s) under the contract; and

c) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

d) On a notice period of 30 days.

3.12.2 In the event the Purchaser terminates the contract in whole or in part pursuant to above paragraph, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar goods. However, the Supplier shall continue the performance of the contract to the extent not terminated.

3.13 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the supplier if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

END OF SECTION 3

SECTION - 4

SPECIAL CONDITIONS OF CONTRACT

4.1 PRICE BASIS

DAP (Delivered at Place) basis inclusive of all taxes and duties, freight & insurance up to Place. Evaluation will be done on all-inclusive prices.

4.2 PAYMENT TERMS

Only 75% payment on delivery, installation and operationalisation of the complete Solution (Supply installations & commissioning with its associated software) subject to satisfaction of the High Commission of India. 20% after one month of installation and operationalisation and balance 5% shall be payable after one year.

4.3 DELIVERY SCHEDULE

Supply, Installation & Commissioning of all Equipment/deliverables to be made within 30 days from the date of issue of P.O.

4.5 TESTING

All necessary tests shall be carried out at High Commission of India, 68-74, Pipitea Street, Wellington, New Zealand by the vendor to demonstrate whether the performance of the instrument conforms to the relevant standards and specifications and meets the functional requirements indicated in the specification.

4.6 WARRANTY

3(Three) years comprehensive warranty

The vendor shall be responsible for routine and breakdown maintenance of the equipment during warranty period.

4.7 QUANTITY VARIATION

High Commission of India, may add or delete the number of systems/equipment up to 25% of total equipment during the contract period and the charges shall be increased/ reduced accordingly on pro-rata basis, based on the unit price quoted by the contractor. Variation beyond that may be settled mutually.

4.8 PENALTY FOR FAULT

i) High Commission of India reserves the right of getting the systems/ equipment attended by any-other agency, if the complaints are not rectified to the satisfaction of High Commission of India, within 24 hours from the time of fault report. The cost of such repairs etc. shall be at the risk and cost of vendor.

ii) In case the fault cannot be rectified at the premises and the system/equipment needs to be taken out of the premises, vendor shall provide a standby system/equipment of similar/equivalent configuration till the original system / equipment is replaced after rectification. Transportation charges, if any shall be borne by the vendor.

SECTION - 5 **(Financial Bid)**

SCHEDULE OF REQUIREMENT AND PRICE BID SCHEDULE

IP PBX system, Accessories, Cabling & Installation Details given below are indicative Bidders must inspect the installation location at High Commission of India, 68-74 Pipitea Street, Wellington.

S. No	Item Description	Qty	Rate	Amount
1.	IP PBX system equipped with minimum 40 User/Extensions# (expandable up to 50 extensions) with Built-in Call Centre features, Auto Attendant, 8 (minimum) Channels of Voicemail and 12 SIP trunks. Preferably Avaya/Zultys/ Mitel/Panasonic/NEC	01		
2.	POE managed Gigabit switch (if required for the PBX system preferably Cisco/Netgear/HP/Fortinet/Linksys (Please provide price for both 24 & 48 port switch)	01*		
3.	SIP Licence (the cost of each additional licence in addition to the 12 mentioned above)	01*		
4.	User/Extension Licence# (the cost of each licence in addition to the 40 mentioned above)	01*		
5.	Voicemail Licence (cost of each licence in case the voicemail access is capped or not included in the parent software)	01*		
6.	Call recording (cost of licence in case not included in the parent software)	01*		
7.	Call Centre Licence (cost of licence in case not included in the parent software)			
8.	Call reporting Software (cost of licence in case not included in the parent software)	01*		
9.	Desk Phone with 3-line Backlit Display (or better) & 24 Programmable Keys.	01*		
10.	Desk Phone with 3-line Backlit Display (or better) & 16 or more Programmable Keys.	01*		
11.	Desk Phone with 3-line Backlit Display (or better) & 8 or more Programmable Keys.	01*		
12.	Installation, Programming & Training Charges			
13.	Supply & Laying of Cables, PVC Conduit Pipe/Channel (Bidder to visit the site and provide itemised schedule of quantity and price thereon.)			
14.	Charges for Warranty period of three year and including repair / replace the parts free of charge during this period. <i>If not included in the above price.</i>			

*The bidder would need to provide the rate/price for each item. The exact /total quantity will be conveyed after the award of tender.

SECTION - 6

SCOPE OF WORK, SYSTEM REQUIREMENT & TECHNICAL SPECIFICATIONS

High Commission of India, Wellington, invites bid for the latest technology IP PBX system to provide seamless internal/external communication for the Chancery cum Residence Building. Bidders are advised/free to visit location to analyse the location at 68-74 Pipitea Street, Wellington, New Zealand and then quote the necessary required system, accessories / cables / as a package.

6.1 Scope of work

- (a) Supply, installation, testing & commissioning of the new IP PBX System as specified in the detailed system specification below, with third party Analog/SIP phone integration capability.
- (b) The firm, with prior permission of this office, may inspect the site for preparing the plan and layout.
- (c) Monitor performance of the new IP PBX System for three months and provide the necessary training to the operators and staff of HCI, Wellington.
- (d) The plan showing the area required for new telephone exchange battery setup, battery charging unit, operator console with the dimensional details should be submitted along with the quotations.
- (e) The voice in telephone instruments should be clear without any disturbance.
- (f) The firm should supply the operation and maintenance manual, electric /electronic circuit diagrams, battery and battery charger information in two sets along with the IP PBX System.
- (g) The firm should maintain the IP PBX and accessories ordered herewith in full working condition during the warranty period of *three year and should repair / replace the parts free of charge during this period.*
- (h) The firm shall confirm in their offer that the spare parts for IP PBX System will be available for 5 years for direct replacement, if ordered by High Commission of India.
- (i) The firm must quote the rate for supply of standard analogue, digital and IP telephone instruments. Actual number of each type of phone instruments if any to be supplied will be placed in the purchase order.
- (j) Supply of any other hardware / accessories needed for installation of the ISDN/IP PBX system will be quoted for with details. All wirings and interconnections shall be done in a professional way and shall be of standard quality.

B. DETAILED SPECIFICATION FOR IP PBX SYSTEMS

6.2 GENERAL:

Under the scope of this project High Commission of India, Wellington intends to procure an IP PBX system with 48 extension lines expandable to 64. The proposed systems shall be a fully smart system that supports Time Multiplexing (TDM), employ Stored Program Control (SPC) using Pulse Code Modulation (PCM), IP switching and conforming to latest ITU-T (earlier CCITT) standards. The IP PBX should be able to integrate with public telecom network infrastructure (PSTN/ISDN). The system shall be fully modular and fully non-blocking type with distributed architecture and should have provisions for redundancy for main system controls. The other specific features as listed below shall be satisfied.

- (a) It should have facility to connect Computer Terminal, Telephones and FAX through suitable Interface common to all such devices. Tenderers shall indicate full details of the system offered including CPU speed.

- (b) The system shall be capable of working in a suitably ventilated non-air-conditioned environment. System design shall be immune to noise from various sources like power supplies, lighting system etc.
- (c) The System shall ensure a very high degree of availability and maintainability through use of highly reliable components and appropriate structural & functional units.
- (d) All components should be rated for continuous operation of the system. It should be designed in such a way that any damage in any circuit/Subassembly /assembly should be self- containing and should not be spread to other parts of the system.
- (e) Fuses used shall have a suitable marking for the different rating to enable easy identification and replacement.
- (h) Flexibility of opening & closing of limits & modification in class of service will be provided.
- (i) There must be protection of IP PBX System from high voltage/current transient occurring on junction lines to the Exchange.
- (j) Connecting cables between jacks shall be marked in their extremities with identical designation as on the fixed connecting flanges.
- (k) Cabinet design shall provide for adequate ventilation to dissipate heat due to energy loss.
- (l) The points for connecting supplies, the power supply to the different plug-in cards shall be standardized & mechanically non-interchangeable to prevent damage due to accidental interchange of connectors.
- (m) Sub-assemblies & printed cards in the equipment shall be suitably marked. Identification of a type of card in its connector shall be possible without necessitating its removal. Any plug-in component shall be marked with sufficient information for its complete identification.
- (n) All instructions labels or any other marking on the equipment shall be perfectly legible.

7. POWER SUPPLY:

- a) The IP PBX shall be suitable for operation as per New Zealand electrical standards.
- b) Power back up for 230V systems can also be provided by external UPS.
- c) The derived power supply shall be suitably protected on the input side against over current and accidental reversal of polarity and on the output side against over current and over voltage. Automatic recovery shall be possible.

8. SYSTEM FEATURES:

- (a) The system should comply with the latest technology used by the leading telecom companies in New Zealand.
- (b) The system should be flexible and upgradeable.
- (c) The equipment and circuits for tones and ringing shall form part of main PABX equipment.
- (d) The equipment should have Automatic Route Selection facility to determine least cost route automatically based on class of service.
- (e) Extension-to-Extension Dialling: It shall be possible to establish internal calls automatically by dialling any number without assistance of the attendant.
- (f) Direct Outward Dialling: It shall be possible to establish external calls automatically by dialling any number without the assistance of the attendant (subject to class of service).
- (g) Provision of DID & DISA: It shall have facility for direct inward dialling and direct inward station access.
- (h) Direct Outwards Station Access (DOSA): Any Extension can access the trunk lines of the System through personal pass code to make outward calls from outside. All DOSA calls remain in account of that particular Extension.

- (i) Access To Exchange Network: It shall be possible for an extension to get access to public network with or without the attendant in such cases, facility shall exist for the attendant to either dial the required number or to merely extend the junction to the extension and permit the subscriber to dial the number.
- (j) Privacy of Call: Full privacy of conversation shall be available on all calls whether established directly or by the attendant. A warning tone of a specified frequency shall be applied when the attendant exercises trunk-offering facility on an extension user.
- (k) Class of Service: It shall be possible to exercise control on an extension over the telephone usage by providing suitable class of service.
- (l) Programmable Class of Service: The System should support programmable class of service for PSTN (STD/ISD/LOCAL) dialling as per need.
- (m) System should have provision for Automatic Last Number Redial up to 20 number on Junction Line.
- (n) During night, when the board is shut, external lines should be linked to any pre-defined extensions.
- (o) Provision for connecting recorded voice / answering to make available extensions to an incoming call without the help of operator.
- (p) Flexible Numbering Scheme: System should have provision for flexible numbering plan up to four digits for extensions.
- (q) Universal Port Configuration: All ports of the System should be identical to facilitate flexible configuration of the System as per user needs.
- (r) Discriminate Ringing: The System should support discriminate ringing to indicate internal & external calls.
- (s) Mixed Station Dialling: To support all the features irrespective of type of telephone instruments i.e., DTMF or DECADEIC.
- (t) Versatile ASMDR The System should support ASMDR, which is a call accounting application that can record & print up to at least 3500 calls without dedicated printer.
- (u) Calling Line Identification (CLIP): This is an optional feature and when ordered it enables the incoming calling number is displayed on Key/ Analog Phone.
- (v) Remote Maintenance: The System programming can even be done from remote locations.

9. In addition to the above the undermentioned features should be part of the system: -

- (a) Built-in Auto Attendant & 8 Channel Voicemail for 2 Hrs.
- (b) Built-In Communications Assistant Licenses for all Users
- (c) Multi-Party Conference
- (d) Built-In Internal Paging etc;
- (e) Flexible Numbering Plan 1, 2, 3, & 4 digits
- (f) Single Digit Numbering for Imp. Services
- (g) DECT/E-1/ISDN /VoIP Compatible

10. EXTENSION FEATURES:

- (a) Automatic Call Back: Facility shall exist for an extension user on encountering a busy signal on a called extension, to invoke the automatic call back feature by dialling a code before hanging up. When both the calling and called parties are free, the call should be automatically put through. On no-answer the call may be disconnected after a specified period.
- (b) Call Forwarding: An extension with this class of service shall be able to transfer all incoming calls, temporarily to another pre-selected extension. Such requests shall be

registered by dialling a code followed by the extension number Facility shall also exist for cancellation of a request registered earlier.

(c) Consultation Hold: An extension engaged on an external call (incoming or outgoing) shall be able to hold the call while making internal call for private consultation. The external subscriber shall not overhear such consultation. There must be facility of music during hold condition.

(d) Brokers Call: An extension engaged on an external call (incoming or outgoing) shall be able to hold the call while making another call and then alternate between the two. The other party shall not overhear such consultation. There must be facility of music during hold condition.

(e) Automatic Call Transfer: It shall be possible for an extension user to transfer incoming calls to another extension with or without help of the attendant.

(f) Executive/Secretary: A combination of call-forwarding, consultation

(g) Hold provisions to be there for executive to selectively answer calls.

(h) Executive Over-Ride: There must be facility offering priority to minimum five extensions to over-ride ongoing conversations.

(i) Conference Call: It shall be possible for an extension user (up to a maximum number of 6) to talk to each other at the same time on a conference circuit. One of the extension user or the attendant may set up the conference call.

(j) Call Pick-Up: It shall be possible for an extension user to pick-up incoming calls ringing on another extension without the help of the attendant.

(k) Call Re-Routing: It shall be possible for a call to be re-routed, without help of the attendant, to other pre-defined extensions when certain conditions apply.

(l) Auto Call Disconnection: The system should facilitate to fix the time of call beyond which it will be automatically disconnected.

(m) Dynamic STD Lock: The System should support that individual extension can lock outward dialling (STD/ISD/LOCAL) by a personal secret pass code to prevent misuse by others.

(n) Background Music: The Key Phone user can enjoy the light background music channelled from System When Voice DISA Card is incorporated.

(o) Auto-Answer / Auto-Off: Key Phone can be programmed for auto-answer after pre-set number of incoming rings. The Key Phone is automatically disconnected when caller disconnects.

11. ATTENDANT'S CONSOLE FEATURES:

Stand-alone Attendant Console with the following features:

(a) The operator console should have soft/feather touch keys with easy to view display and busy lamp field for extensions. It will have easy handling facility for all internal & external calls.

(b) Answering an Incoming Call: Facility should exist for answering an incoming call, whether from an internal extensions or external junction.

(c) It should be possible to identify the type of call that is internal, external line etc., from the call indicator.

(d) Call Queuing: All incoming calls should be presented to the console in order of the arrival. Facility should exist for giving preference to junction calls and from tie lines over calls from internal extensions.

(e) Serial Call: Facility should exist to extend an incoming call as serial call which should come back to attendant on completion of call permitting the attendant to route the call to another extension and so on.

(f) Call Waiting Display: An indication should be given when there is an unanswered call waiting in the queue. The lamp shall flash if number of calls waiting in the queue are two or more or if a call has been waiting for more than a predetermine time.

(g) Call Selection: Facility should exist to the attendant to select which incoming call to be answered first.

(h) Call Hold Facility: It shall be possible for the attendant to place an incoming junction call on hold pending further processing.

(i) Setting Up External Calls: Facility shall exist for enabling the attendant to set up the external calls for the extensions, which are allowed to access the public network. The attendant may either dial the number himself or merely extend the junction to the authorized extension user.

(j) Trunk Offering: The attendant shall be able to offer an incoming call to busy extension. A tone shall however, alert the talking parties when the attendant barges-in on a connection.

(k) Provision for Remote Supervisor Control to be there.

(l) Position Busy: When more than one console is in use, it shall be possible for a console to prevent further incoming calls from being assigned to it by busying itself. When a console is so busied all the waiting calls queued for the particular console shall be transferred to other console/extensions. Incoming calls in cases where two consoles exist shall be equally distributed. Facility shall exist during absence of the attendants for incoming external calls to be forwarded to one common or several individual extensions.

(m) Night Service: It should be possible for all incoming calls to be transferred to certain pre-defined extensions; in case this option has been exercised during the night.

(n) Headphone Connectivity: The operators can plug-in headphone to handle the call traffic efficiently while keeping her/his hands free for other jobs.

12. Digital Phone:

Type-1: Desk Phone with 3-line Backlit Display (or better) & 24 Programmable Keys.

Type 2: Desk Phone with 3-line Backlit Display (or better) & 16 or more Programmable Keys.

Type 3: Desk Phone with 3-line Backlit Display (or better) & 8 or more Programmable Keys..

All types of digital phone mentioned above must have the following features:

(a) Multi Level Handset / Headset Volume Control

(b) Multi Level Speaker Phone Volume Control etc.

(c) 100 Numbers Call Log

(d) Hearing Aid Compatibility

(e) Multi Level Ringer Volume Control

c) Station History Redial

13 SERVICE OBJECTIVES:

Following service objectives shall be met:

(a) Under overload conditions, the lost call figures applicable shall be one in 200 for extensions-to-extensions call and one call in 100 for junction calls, overload being defined as 10% increase in occupancy of speech network and simultaneous 25% increase in the number of calls.

(b) The selection time under full load is defined as the time interval between the instant at which the required information for selection of the outlet has been received at the inlet and the instant at which outlet is ceased shall not exceed in 99% of the cases under traffic overload 1.5 seconds.

(c) The assumption to be made whilst dimensioning the links, junctions and attendants console shall be following:

- o The switching network shall provide access to the links/junction on non-blocking basis.
- o The equipment design shall be such that any special care and precaution on the part of maintenance personnel are kept minimum and no preventive maintenance is required.
- o The System shall have inherent capability to monitor its own performance and to detect, analyse and locate faults.
- o Fault repair at site should consist of only replacing the faulty card or plug-in modules.
- o The System should have remote maintenance facility.

END OF SECTION 6

SECTION - 7

(Technical Bid)

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID
ON THE COMPANY/AGENCY LETTER HEAD

1.	Name of the Bidder Agency/Company	
2.	Address of the Bidder Agency/Company	
3.	Contact details of the Bidding Agency/Company	
4.	Registration and incorporation particulars of the Agency/ Company	
5.	Period of Bid validity	
6.	Experience in dealing with security gadgets (No. of years).	
7.	Any other information	

Declaration:

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

The self-attested copies of required documents as mentioned the Tender Notice have been submitted.

We understand that in case of non-submission of required documents, the bid shall stand rejected.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

END OF SECTION 7

SECTION - 8

(Technical Bid)

BID SUBMISSION FORM

To be submitted on Company's/vendor's letter head

Offer No.:.....

Date :.....

To:

Head of Chancery
High Commission of India
Ranchhod Tower, Level-2,
102-112, Lambton Quay
Wellington, New Zealand

Dear Sir,

In response to your Tender No: _____ dated ----- for Supply, Installation & Commissioning of IP PBX System for High Commission of India, we hereby submit our offer.

1.	Bidder Name	
2.	Website Address	
3.	Email Address	
4.	Address for Communication	
5.	Telephone Number	
6.	Fax/Tele fax Number	
7.	Authorised Person	
8.	Alternate Person Name, Designation, Mobile No., Email ID	
9	IRD/GST Number	

10. Details of similar work / order executed during last 3 years

(Please submit copy of Purchase Order or completion certificate from the client.)

Description of the Work/Order Executed	Value of Work/Order Executed	Name of the Client	Start Date	Finish Date

11. Country of Origin of Goods offered (Item wise)

12. Please Mention Mode of Shipment (Sea/ Air/Rail/ Road)

13. Following Documents are submitted to substantiate other eligibility criteria.

- i) _____
- ii) _____

DECLARATION

(Technical Bid)

To be submitted on Company's/vendor's letter head

1) We have read and understood the terms & conditions of the above mentioned tender and comply with all Terms & Conditions of your Tender.

(In case of any deviation the Bidder must attach a separate sheet clearly mentioning the Clause No. of the Tender and Deviation thereto)

2) We certify that the information mentioned above are true and correct to best of our knowledge.

3) In case of receipt of order, we confirm that payment shall be received through e-Banking /Electronics Transfer.

4) This offer contains _____No. of pages including all Annexure and Enclosures.

Place:

Signature of Authorised Signatory

Date:

Name:

Designation:

Seal:

END OF SECTION 8

SECTION - 9

Maintenance:

Annual Maintenance Contract [AMC] for 3 years from the date of expiry of the standard defect liability/warranty period of 3year [from the date of successful commissioning of the security system]. The AMC charges, however, will include service charges only, and will exclude cost of the spare parts required for replacement. Yearly contract amount will be paid in advance on half yearly basis.

Terms and Conditions

General Terms and Conditions:

Adherence to Terms and Conditions:

The bidders who wish to submit responses to this 'Tender Document' should note that they should abide by all the terms and conditions contained in the 'Tender Document'. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process. A line of confirmation to this effect is required along-with Technical Proposal.

Other terms and conditions:

High Commission of India, reserves the right to:

- Reject any and all responses received in response to the 'Tender Document'.
- Waive or Change in any formalities, irregularities, or inconsistencies in proposal format delivery.
- To negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.
- Extend the time for submission of all proposals.
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality).
- Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
- Share the information/ clarifications provided in response to 'Tender Document' by any bidder, with any other bidder(s) / others, in any form.
- Cancel the 'Tender Document' / Tender at any stage, without assigning any reason whatsoever.

The 'High Commission of India reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

32 Terms of Payment

75 %	On delivery, installation and operationalisation of the complete Solution (Supply installations & commissioning with its associated software) subject to satisfaction of the High Commission of India, Wellington.
20%	One month after completion of above
5%	One year after installation and operationalisation of the complete Solution
AMC Payment	After completion of warranty period, Bank will pay AMC charge as per agreed terms and conditions at the end of each quarter.

**Company Profile, Maintenance and Service Support of the Bidder
(Technical Bid)**

Sl. No	Question	Response
1.1	Seller Name	
1.2	Date of Incorporation	
2	Name of Wellington representative/office (indicate:own, dealer, distributor, JV)	
1.4	Seller Head Office address	
•	Contact person(s)	
•	Phone Number	
•	Fax Number	
•	E-mail Address	
1.5	Address of Wellington representative/office	
•	Contact person(s)	
•	Phone Number	
•	Fax Number	
•	E-mail Address	
1.6	Number of Employees supporting the project in New Zealand:	
Marketing/Sales		
Technical Support		
Number of skilled personnel certified by Original Equipment Manufacturer		
Technical Support		
Research and Development		
Implementation		
1.7	Ownership structure (e.g., Inc., partnership) * Who are the primary shareholders? * State the major shareholders with percentage holding in case of Limited companies.	
1.8	Location: Support (e.g., Wellington). In New Zealand, since when has the support centre existed in New Zealand.	

**Compliance Certificate
(Technical Bid)**

To be submitted on Company's/vendor's letter head

To

Head of Chancery
High Commission of India
Ranchhod Tower, Level-2,
102-112, Lambton Quay
Wellington, New Zealand

Dear Sir,

Ref: - Tender for Supply, Installation and Commissioning of IP PBX System

1. Having examined the Tender Documents including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to conduct.

2. If our Bid is accepted, we undertake to complete the installation, within the scheduled timelines.

3. We confirm that this offer is valid for 150 days from the last date for submission of Tender Documents to High Commission of India.

4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force.

6. We agree that High Commission of India, is not bound to accept the lowest or any Bid that High Commission of India, may receive.

7. We have never been barred/black-listed by any regulatory / statutory authority.

8. No legal case of any default / blacklisting should have ever been filed by any regulator on the firm.

9. We agree to abide by the all the terms and conditions as mentioned and detailed in the 'Tender Document'.

Seal & Signature of the bidder

Place:

Date:

Phone:-

Fax:-

Email:-

END OF SECTION 9