



INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH
THIRUVANANTHAPURAM (IISERTVM)
(Govt. of India, Ministry of H.R.D)

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Date: 16/02/2018

INVITATION TO TENDER
No: IISER/PUR/1499/PYS/IT/17-18
Due Date: 6th March 2018 [4PM]
Date of Opening: 7th March 2018 [3PM]

Dear Sirs,

SUB: Supply of Elastix based IP Telephony.

We invite Sealed Tenders for the following items:

Sl.No	Description
1	Supply of IP telephony components as specified in the attached sheet and integration of the components with the existing Linux IP PBX based on Elastix software.

Please quote your lowest rate and shortest delivery period as per the following terms. Your offer in sealed cover **SUPERSCRIBING TENDER NUMBER AND DUE DATE** shall reach us on or before the due date and time.

- EMD** Rs. **8,000/-** should be paid through State Bank Collect- Tender No & Company Name must be mentioned in the Remarks column. Quotes should accompany a copy of Transaction slip /Print out **OR** Bank guarantee equivalent to the EMD value with validity 90 days **OR** Bidders should submit an undertaking in their letter head as per clause 12 of Instructions to Tenders (Imports).
- Payment** : Within 30 days after supply and installation/Net 30 days /LC **No advance payment will be made by IISERTVM.**
- Delivery** : To be delivered at our vithura campus (Free delivery). If import, mention Ex-works/FCA/CIP terms with clear breakup charges.
- Taxes & Duties** : Indicate taxes and duties. We are exempted for customs duty under 51/96 notification and GST under 47/2017 notifications.
- Discount** : Indicate, if any.
- Delivery Schedule** : Required Immediately. Indicate your schedule
- Validity of quote** : 60 days

Thanking You,

Yours Faithfully

Officer in Charge
Purchase & Stores

Please see the rear side for other Terms & Conditions
Please visit the following websites for more information
1. www.iisertvm.ac.in
2. <https://www.eprocure.gov.in/epublish>

P.S. CATALOGUE/LEAFLET FEATURING ALL TECHNICAL SPECS/INFORMATION OF THE PRODUCT QUOTED SHALL ACCOMPANY THE OFFER.
2. OUR PREVIOUS TENDER EVEN No.DT. 11/01/2018 STANDS CANCELLED AND THIS IS A NEW TENDER WITH SAME SPECIFICATIONS

IISER-TVM, Govt. of India, Ministry of H.R.D.

IISER-TVM

INSTRUCTION TO TENDERERS [IMPORTS]:

1. **PRICE:** The price quoted shall be firm. The terms of FOB/EXW/FCA/CIF/CIP etc shall be clearly mentioned.
2. **AGENT & AGENCY COMMISSION:** In case Tenderer is represented by any agent in India, their name and address shall be furnished. The amount of commission included in the price shall be clearly shown in the offer; which will be paid directly to the Indian Agents by purchaser in equivalent Indian Rupees. In case Indian agents existing and their agency commission is not shown in the Tender, reasons for the same shall be clearly mentioned in Tender. Details of Indian agent's statutory registration shall be stated. If Agency Commission is paid by Principals in foreign currency, the reasons for the same and exemption from Enforcement Directorate in India shall also be provided.
3. **LEAFLET/CATALOGUE:** Tenderer should furnish all necessary leaflet/catalogue etc., of the stores offered by him to enable the Purchaser to evaluate his offer correctly.
4. **MODE OF DESPATCH:** Tenderer shall indicate the mode of dispatch (*i.e.*, Sea/Air-freight/Parcel Post, etc.) depending upon the normal mode of dispatch adopted by him for the type of stores offered for consideration of the Purchaser.
5. **COUNTRY OF ORIGIN:** Tenderer shall indicate in his offer the country of origin of goods offered and the name and address of the manufacture.
6. **INSURANCE:** If insurance of the goods is felt necessary, the same shall be advised by the Tenderer in the offer.
7. **DELIVERY/SHIPMENT:** The time for and date of delivery quoted shall be reasonable/realistic and shall strictly be adhered to in case of placing order on the Tenderer.
8. **MODE AND TERMS OF PAYMENT:** Payment in full (excluding the amount of Agency Commission included in the price payable directly by the Purchaser to the Indian Agents in Indian Rupees) will be made immediately on presentation of the prescribed documents against SIGHT DRAFT or LETTER OF CREDIT or WIRE TRANSFER against shipping documents. **OURS BEING A GOVT OF INDIA EDUCATIONAL INSTITUTE WE ARE UNABLE TO MAKE ANY ADVANCE PAYMENT**
9. **WARRANTY:** Period of warranty and conditions shall be clearly mentioned in the Tender.
10. **GENERAL:** The Tenderer shall also be complied with the following:
 - a. Mention your Banker's name and address.
 - b. Show approximate net and gross weight and dimensions of packages/ cases. If dimensional details are available the same should also be indicated in your offer.
 - c. Furnish list of recommended spares for satisfactory operation for a minimum period of one year if the quote is for Plant & Machinery, Equipments etc.
 - d. Details of any technical service, if required for erection assembly, commissioning and demonstration.
 - e. Conform that the prices quoted are inclusive of all taxes, levies, duties arising in the tenderer's country.
 - f. Samples, if called for, will be sent free of all charges.
 - g. Late tenders and Delayed will not be considered.
 - h. Offers made by Indian Agents on behalf of their Principals, should be supported by the Proforma Invoice of their Principals.
 - i. The authority of person signing the tender, if called for, shall be produced.
 - j. The purchaser reserves the right to accept or reject the lowest or any other offer in whole or in part without assessing any reason.
11. **Tender Opening:** All tenders will be opened at **1st Floor Indoor stadium, Maruthamala Vithura**. Authorized representatives **with authorization letters** of the bidders may attend the Tender Opening.
12. **As per GFR 2017 clause 170 (III) Bidders who fail to pay the Earnest money deposit has to mandatorily sign a bid securing undertaking that if the bidder withdraw or modify the Bids during the period of validity, or if the bidder is awarded with the contract and they fail to sign the contract, or to submit a Performance security before the deadline defined in the request for bids document, they will be suspended for the period of time decided by the institute.**

INSTRUCTION TO TENDERERS [INDIGENOUS]

1. Tenders should be sent in sealed envelopes superscribing the relevant tender no. and the due date of opening. Only one tender should be sent in each envelope.
2. Sales Tax and /or other duties/levies where legally levies and intended to be claimed should be distinctly shown separately in the tender.
3. (a). Your quotation should be valid for a minimum period of 90 days from the date of opening of the Tender. Quotation with firm prices will be preferred.
(b). Prices are required to be quoted according to the units indicated in the Invitation to Tender. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.
4. (a) **Preference will be given to those tenders offering supplies from ready stocks. The basis of delivery is at IISER site free of cost.**
(b) **Our payment terms are within 30 days of receipt and acceptance of the item at our site.**
5. (a) All available technical literature, catalogues and other data in support of the specifications and details of the items should be furnished along with the offer.
Specifications: Stores offered should strictly conform to our specifications. Deviations, if any should be clearly indicated by the tenderer in their quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples, wherever necessary along with the quotations. Test Certificates wherever necessary should be forwarded along with supplies. Whenever specifically mentioned by us the tenderer could suggest changes to specifications with appropriate reasons for the same.
6. IISER shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portion of the quantity offered and the tenderers shall supply the same at the rates quoted.
7. Corrections, if any, in the Quotation must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, amount quoted in words shall prevail. Quotation must have price for each line item and totaling of the price including taxes and duties should be clearly mentioned.
8. The tenderer should mention the name of his bankers, Sales Tax Registration, PAN number etc in the tender.
9. The authority of the person signing the tender, if called for, should be produced.
10. IISER being a Govt of India Educational and Research Institute, is exempted from payment of GST under Notification No. 47/2017 and Customs Duty under Notification No. 51/96- Customs dated 23rd July 2009. Also, we can issue Form 16 as per VAT Rules.
11. The stores supplied should be covered with minimum of 1 year warranty from the date of supply, installation and commissioning.
12. Earnest Money Deposit/ Bid Security should be submitted along with your quote as mentioned in Invitation for Tender. EMD should be in favour of Indian Institute of Science Education and Research Thiruvananthapuram valid for 90 days.

A. Required components

Component	Quantity
Dual span digital T1/E1/J1/PRI PCI-Express x1 card with hardware echo cancellation	1
IP Phone	50

B. Minimum Specifications for Two span digital T1/E1/J1/PRI PCI-Express x1 card with hardware echo cancellation

Type	Digital
Bus	PCI-E
Ports	2 x T1/E1
Echo Cancellation	1 x 128ms module
Warranty	5 Year

C. Minimum specifications for IP Phone *

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDPMED, LDAP, TR-069, 802.1x, TLS, SRTP
Network Interfaces	Dual switched auto-sensing 10/100/1000 Mbps Ethernet ports, integrated PoE
Graphic Display	LCD
Feature Keys	2 line keys and 2 SIP accounts, 3 XML programmable context sensitive soft keys, 5 (navigation, menu) keys, 8 BLF keys
Function Keys	MUTE, HEADSET, TRANSFER, CONFERENCE, SEND and REDIAL, SPEAKERPHONE, VOLUME, PHONEBOOK, MESSAGE, HOLD, PAGE/INTERCOM, RECORD, HOME
Voice Codecs	Support for G.711 μ /a, G.722 (wide-band), G.726-32, G.729 A/B, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AHB, AGC
Telephony Features	Hold, transfer, forward, 3-way conferencing, call park/pickup, downloadable phone book (XML, LDAP, up to 500 items), call waiting, call history (up to 200 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over
Headset Jack	RJ9
QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 QoS (ToS, DiffServ, MPLS)
Security	User and administrator level access control, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control
Power	Universal Power Supply 100-240VAC 50-60Hz
Other Properties	<ul style="list-style-type: none"> - Electronic hook switch support - Speaker phone with HD audio

* The IP phones must be compatible with the existing linux IP PBX based on Elastix software being used by the institute. Demonstration of the same is required for acceptance of the supplied IP phones.

[Handwritten signature]
16/07/08

