



**OFFICE OF THE
PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX (CCA)
CENTRAL REVENUE BUILDING, I. P. ESTATE, NEW DELHI.**

F. NO. Pr. CCIT (CCA)/Hq /2014-15/ 12718

Date: 05.02.2015

Notice for Limited Tender Enquiry

The office of the Pr. Chief Commissioner of Income Tax (CCA), Delhi, New Delhi invites sealed bids/quotation under two bid system from Reputed and Experienced Original Equipment Manufacturer (OEM) or Authorized Service Providers of OEM having after sales service agreement with OEM (Proof for the same to be enclosed along with address, phone no. & emails etc.) for purchase and installation of EPABX system in C.R. Building, I.P Estate, New Delhi with the following configuration:

S.No.	Description	Rate	Quantity	Amount
1.	Digital IP EPABX as per specification given below in the capacity of : SLT Extns. : 400 Digital Extensions : 32 Trunk Lines : 16 PRI : 02 Voice Mail 8 Port : 01 Expandable to 800 ports		01	
2.	UPS / Battery back for minimum 5 hours back up		01	
3.	Krone Type Main Distribution Frame 100 pair		06	
4.	Krone Type Main Distribution Frame 600 pair		02	
5.	ISDN Interface Card PRI		02	
6.	8 Port Voice Mail Card with 40 hours recording		01	
7.	Operator Consoles with 60 keys DSS		02	
8.	Installation & Commissioning Charges			
9.	Taxes			
			Total	

2. The Earnest Money Deposit of Rs. 10,000/- (Rupees Ten thousand only) by way of Demand Draft in favour of **the DCIT(Hqrs.)(Admn.) payable at New Delhi.**

3. The office of Principal Chief Commissioner of Income Tax, New Delhi reserves the right to cancel the tender at any time/stage or relax/amend/withdraw any of the terms and conditions contained in the Tender documents without assigning any reason thereof. No inquiry shall be entertained after submission of the bids.

4. The successful bidder will be intimated in writing. No enquiries will be permitted during the interim period.

5. Quotations should be submitted though hard copy to the Administrative Officer O/o Pr. CCIT, New Delhi, Room No. 350, Central Revenues Building, I.P Estate, New Delhi-110002 within the time period mentioned as under:

6. Tender fee 1000/- in the form Demand Draft (Non-refundable) in favour of DCIT(Hqrs.)(Admn.) payable at New Delhi.

7. The bids shall be opened by the Tender Evaluation Committee constituted by the Pr. CCIT, New Delhi in the presence of the authorized representatives of the Firms, who wish to be present at that time. Every such representative will have to be duly authorized by authorized the signatory of the concerned firm (who signed the bid document of the concerned firm.)

Last date of sale of tender forms 16.02.2015 till 11:00 AM

Date & Time for submission of quotations is from 12:00 A.M. to 2:00 PM on 16.02.2015

Date & Time of opening of quotations at 3:00 P.M on 16.02.2015.

Place of opening of Tender Bids – Conference Hall, 3rd Floor, Central Revenue Building, IP Estate, New Delhi-110002.

**Sd/-
DEPUTY COMMISSIONER OF INCOME TAX,
(HQRS.) (ADMN.), NEW DELHI.**

TERMS AND CONDITIONS

1. The bidder should be a reputed and experienced Original Equipment Manufacturer (OEM) or Authorized Service Providers of OEM having after sales service agreement with OEM (Proof for the same to be enclosed along with address, phone no. & emails etc)
2. The bidder should have experience of more than three years in execution and maintenance of equipments quoted (A certificate of establishment to be provided).
3. The bid document complete in all respect should reach the Room. No. 350, C.R. Building, I.P. Estate, New Delhi-110002.
4. The bidder shall be required to deposit Rs. 10,000/- as Earnest Money through Bank Draft in favour of DCIT(Hqrs.)(Admn.) payable at New Delhi. No bid shall be accepted without EMD and Bid Fee.
5. The successful supplier will submit a Bank Guarantee of 50, 000/- at the time of installation which would remain valid for a period of 360 days beyond the date of completion of all obligations of the supplier including warranty obligation. EMD will be released to successful bidder after submission of Bank Guarantee. The office of Pr. CCIT, New Delhi.
6. The issuance of bid documents should not automatically be construed that the bidder is considered qualified. The office of Pr. CCIT, New Delhi has the right to reject any bid on technical grounds without assigning any reason thereof.
7. The office of Pr. CCIT, New at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause to Amendment of Bidding documents in which case all rights and obligations of the Pr. CCIT, New Delhi and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
8. The commitment of after sales service with the period applicable should be clearly mentioned.
9. The quotations must be valid for 100 days from the date of opening of the financial bids. No change in prices and change in terms and conditions will be permitted.
10. The payment shall be made after delivery, successful installation, commissioning & submission of Bank Gurantee.
11. All taxes, if applicable should be quoted separately, otherwise it would be presumed that the quoted prices are inclusive of taxes.
12. Supply and installation of EPABX should be within specified days mentioned in Purchase Order. If equipments/instruments are not delivered within the stipulated time, the supplier shall be liable to pay a penalty of 1% of the total value for each day of 10 days or part thereof and the amount will be deducted from the payment on account of purchase.
13. The suppliers will undertake warranty of EPABX from date of installation and shall have to mention clearly the period of warranty in financial bid. The supplier shall further warrants that the goods shall be free from defects arising from any act or omission of the supplier or arising from design, materials and workmanship, under normal use in the conditions prevailing in India.
14. Installation, testing, commissioning of the equipments should have to be carried out by Technical Experts of the company/supplier up to the satisfaction of user department i.e. Pr. CCIT, New Delhi.
15. If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal /OEM in the same bid for the same product.
16. In the process of evaluation, comparison of bids, the office of Pr. CCIT, New Delhi reserves the right to reject to any or all bids.
17. The office of Pr. CCIT, New Delhi reserves the right to purchase varying quantity of material, less or more.
18. The Pr. CCIT, New Delhi shall be the final Authority for settlement of any dispute and his interpretation of any Clause/term/condition(s) of this document shall be final and binding and the jurisdiction for Court of Law shall be Delhi/New Delhi.
19. In case of replacement of a part becomes necessary during warranty period, the parts of the same make and same or better configurations as were originally there in the equipments shall be used. The supplier/vendor shall maintain details of the replacements and repairs carried out, if any, in any equipment/instrument in a separate document and produce the details as and when required by the user Department. The cost of the parts will be borne by the supplier.
20. The Pr. CCIT, New Delhi reserves the right to withdraw/relax any of the terms and condition mentioned above so as to overcome any problem that may arise at a later stage

Sd/-
**DEPUTY COMMISSIONER OF INCOME TAX,
(HQRS.) (ADMN.), NEW DELHI.**

(TECHNICAL SPECIFICATIONS)

The offered system shall be modular in design. The Architecture of the EPABX shall be capable of seamless migration to its maximum capacity by simply adding peripheral cards on the same set of control cards without compromising on any function / features of this system or any degradation of service. The EPABX shall support IP distributed architecture. IP access points shall be centrally administrable from the host system. Peer to Peer connectivity shall be possible on IP access points. The system shall have universal ports for line / trunk cards, wherein any peripheral card can be inserted in any slot of the peripheral shelf, thereby enhancing the flexibility of the configuration. The system should provide 19" rack mountable chassis.

THE SYSTEM FEATURE AND FACILITIES:

1. Central Processing Unit:

The Central Processing Unit of the EPABX shall be a 32 bit microprocessor with in-built, Ethernet Port Connectivity of IP Extensions, MOH Connectivity, External Paging Connectivity, Relay Control Output and USB Port for Up gradation Purpose. No additional hardware or ports shall be utilized for these functions.

2. **Storage Media:** The system shall provide state of the art Flash EPROM for higher reliability and fast booting.

3. Trunks

i) **ISDN(Integrated Services Digital Network)-** The offered exchange shall support ISDN & only the necessary ISDN BRI & PRI Cards (Basic Rate Interface & Primary Rate Interface) need to be added for functionality. The system shall be capable of accepting at least 6 numbers of PRI cards and also different types (Type I – Type V) of signals for 2W/4W E&M Signaling. The system shall support level DID on Tie Line Trunks.

4. **Operating System:** The operating system of EPABX should be reliable or proprietary make and should be protected against loss / alteration of memory due to power failure / unauthorized command or due to any other faulty condition

5. **CTI Applications** The offered system shall support Telephony Application Programming Interface (TAPI 2.0) in order to facilitate integration of CTI. The offered system should support CTI applications (Computer Telephony Integration) for features like Screen Pop-up through CLI or DNIS (Dialed Number Identification Service) and shall support all 3rd Party solutions, besides its own.

6. **Voice Response System:** The system shall be equipped with integrated (in-built) Voice Response System (VRS) with a minimum of 16 channels for voice processing applications allowing the incoming call to be directly connected to the desired extension number after the voice response from the VRS. The VRS should not occupy any slot or result in decrease of any ports.

The offered system shall have the following standard features i.e. Direct Inward Dialing (DID), Direct Inward Station Access (DISA), Direct Outward Dialling (DOD), Trunk Identification & Conferencing busy extensions message, DND message, Auto call back, personnel message, personnel greeting message and all other voice guidance.

7. **Voice Mail:** The system shall be equipped with an integrated (in-built) 8 Port Voice Mail System to be accessible to all ports of the EPABX. User shall be able to access the system internally or remotely from any phone and shall be able to record standard / personal greetings within the mailbox. The system shall be able to inform the outside caller about the exact status of the desired extension (no answer / busy). The

system shall also support recording of name & personalized greeting within each mailbox. The voice mail card should not reduce the extension capacity of the EPABX or occupy any slot. Further conversation recording should be possible with the same card. Also if required email-notification to the user should be possible.

8. **Caller Line Identification CLI on Analog Extension and Trunks:** The offered system shall have the capability to offer CLI on Analog Extensions for all internal calls. The system shall also offer CLI on Analog Trunks. The CLI shall provide Name/Number on the Display of the Analog Extension. This feature shall be mandatory. It should also support CLI based Routing and CLI based Restriction of calls.
9. **The legacy TDM circuits should not utilize any IP bandwidth when any TDM-TDM switching is being done in the system.**
10. **Call Billing Software:** The system shall come along with a window based Call Billing Software which shall support detailed call information on all outgoing and incoming calls on trunks / trunk groups & extensions. Customization of reports shall be possible.
11. **Conference:** It shall be possible for extension user to initiate up to 2 conferences of maximum 32 parties each with any combination of internal stations & outside circuits to talk to each other at the same time on the conference circuit. The conference call facility initialized by one of the extension users or by an attendant should be able to opt out on that conference without break up of ongoing conference (unsupervised conference). It should also support split in conference, barge-in conference and meet-me conference facility. Any following combination of conferences should be possible 2 X 32party, 4 X 16party, 8 X 8party.

12. LAN:

The system shall support 10/100 Mbps LAN connectivity.

13. VOIP- Voice over IP

The system shall support Voice over IP (VOIP) applications. The system shall support integrated IP gateway minimum 32 channels and maximum 128 channels. It should be possible to connect maximum 512 IP Extensions in the offered system. The system should support a maximum of 128 IP trunks

14. Music-On-Hold

The system shall support in-built music-on-hold. It shall also be able to interlace with an external music device

15. Paging Connectivity

The system shall also have an in-built interface to integrate with the external public Paging system via a Paging Amplifier. Internal paging on all Digital / IP phones should be supported with a minimum of 6 zones and an All-Page zone.

16. Message Waiting Indication for Voice Mail

The system shall have facility for lighting a Message Waiting Lamp provided on Digital / IP Key Phones & Analog Extensions Telephone Instruments in case of a Voice Mail Message.

17. Networking

The offered system shall be capable of networking with other exchanges using signaling interfaces like E&M, ISDN, BRI / PRI and IP trunking (SIP/ H.323)

18. Networking with Multiple Exchanges

The system should support IP networking with other exchanges on VOIP connectivity. This connectivity should be pure IP even between exchange and routers deployed.

19. Unified Messaging

The system should support integrated card based Unified Messaging facility, to provide, Voice-mail, Fax and E-mail on a single desktop. It should have minimum of 500 hours storage support.

20. Diagnostic & Enhanced Maintenance Facility

The system shall have in-built diagnostic features such as detection of faulty intercom / lines. The offered system shall have remote maintenance facility over IP. The system should have in-built Web Server for Remote Web-based Maintenance

The system should have in built battery charging facility.

The system should support DECT (Digital Enhanced Cordless Telephony) with option of multiple hand set to choose. The DECT phones should be of the same brand of EPABX.

21. ATTENDANT CONSOLE:

The offered exchange should include 1 no. of Attendant Console. Exchange shall be capable of supporting up to a maximum of 4 nos. of Attendant Consoles. The administrator should be able to monitor the status of trunks & should be capable of attending / holding at least 16 trunk calls at one time. The Attendant Console should have dual color LED Indication for differentiating between the used & self used lines. It should also have a Large LED, with different colours to distinguish between Trunk calls and Extension calls.

22. Following minimum facilities shall be

- (i) 3 lines * 24 Characters per line LCD Screen
- (ii) Visual Display of Calling & Called Station
- (iii) Key Pad Dialing
- (iv) Interface for Head set Operations
- (v) Busy Override
- (vi) Subscriber Identity
- (vii) Call Splitting
- (viii) Trunk to Trunk access / Transfer
- (ix) Transfer of trunk call to other console
- (x) Breaking into busy extension with an interruption tone
- (xi) External Line Hold
- (xii) Call Parking
- (xiii) Selective pickup of calls on hold
- (xiv) Call Pickup
- (xv) Camp on Busy

(xvi) Night Service

(xvi) DSS with at least 100 keys indication

23. Subscriber Facility

(i) The offered system shall have the capability of assigning to use extension a variety of specified services. Further class of service restriction shall be available to the subscribers. Call forwarding shall be available in the offered system

(ii) The system shall support abbreviated dialing system for at least 2000 numbers. The offered system should also support multiple individuals dialing groups as abbreviated dialing.

(iii) The system shall be capable of allowing the users to access all the facilities from any extension of the EPABX. The system shall allow user to assign passwords to their phones to prevent misuse of subscriber's facilities provided.

(iv) Least cost routing through alternate public networks on different time of day basis shall be available

(v) Night Service: When night service is activated, the operator calls shall be routed to predefine answering position

24. The offered system shall have the following minimum features for the subscriber:

Line Lockout

Hot line

Attendant Recall

Call forwarding preset/busy/no answer

Call Hunting

Howler Tone

Automatic Call Back

Call Waiting

Station Camp on Ringing

Hunting method change for each type of calls

DND (Do Not Disturb)

DNDO (Do Not Disturb Override)

Consultation hold

Call Pick up

Call Parking and Retrieve

Extension grouping / intercom barring

Fixed and delayed call forwarding

Storage of last number dialed

Discriminative Ringing

Moving Class of Service

Group to Group Restriction

Busy Override

The system should have DECT(Digital Enhanced Cordless Telephony) facility.

The DECT hand set should be of same offered brand.

25. The system should support feature restrict internal calls between department group

26. The system should support CLI based routing, CLI based restriction and private call restriction

27. The system should be able to provide missed internal /external calls details of minimum 10 numbers

28. The system should support ACD grouping and MIS reporting for future use.

TECHNICAL SPECIFICATION OF TELEPHONE INSTRUMENTS

1. DIGITAL TELEPHONE INSTRUMENT

Digital Phone

LCD Display- 224 x 96 full dot gray scales with Backlit

Programmable Keys – 32

Soft Keys & Menu Cursor Key

Dual LED Indication

Full Duplex Speakerphone

Backlit Dial Pad.

POWER SUPPLY- The system should also have inbuilt charging of batteries.

Annexure-I

Eligibility Criteria Conditions: Only those bidders who fulfill the following eligible criteria conditions, shall be considered responsive.

- I. the bidder should submit the bid under the two bid system, viz., the bidding system with Technical and Financial bids, as per pro-forma given in the tender document.
- II. Financial bids of only those bidders will be opened who would qualify in the Technical bid round.
- III. The bidder should have a Registered or Branch Office in Delhi/NCR.
- IV. The bidder should have at least three years of experience in dealing with similarly configured systems in the relevant field of working, in Govt. Departments / Ministries as on the 01.02.2015. Copies of current and past contract letters, satisfactory performance certificate, etc, should be enclosed with the Tender documents, as supporting documents. Supporting documents are to be attached with the bids.
- V. The bidder should submit an authorization letter from the OEM of the relevant brand, along with the bid document. The authorization letter should be valid at the time of submission of bid in response to the instant tender notice floated being invited by the office of Pr. CCIT, New Delhi. This Office would verify the authenticity of the authorization letter from the OEM, if necessary.
- VI. The declaration in the prescribed pro-forma given in this tender document should also be submitted along with the technical bid.
- VII. The Company/Firm/Agency should have its own Bank Account, TIN Number, PAN, TIN no VAT/Sale, Tax registration and latest copy of Income Tax return duly signed copy of the same should be submitted during the bid submission.
- VIII. The bidder should upload duly signed certificate, along with its bid indicating that they have carefully read the terms and conditions of the instant tendering process and accepted all the provisions of the Tender .
- IX. The Bidder has to furnish an undertaking that the company/firm/Agency has not been blacklisted by any of the Central Government, State sector Undertaking and by the Income Department for the last three years.

Bids Evaluation Criteria:

- I. The bidder should submit the bid under two bid system Technical and financial bids, as per pro-forma given in the tender document.
- II. The bidder should submit an authorization letter from the OEM of the relevant brand, along with the bid document. The authorization letter should be valid at the time of submission of bid in response to the instant tender notice floated being invited by the office of Pr. CCIT, New Delhi. This office would verify the authenticity of authorization letter from the OEM, if necessary.
- III. The tender should be accompanied by an Earnest Money Deposit (EMD) of Rs. 10,000/- in form of DD in favour of the DCIT (Hqrs.) (Admn.) payable at New Delhi. The EMD should be separately submitted in a sealed cover.
- IV. The bidders should have a Registered or Branch Office in Delhi/NCR region. The Company/Firm/Agency has its own Bank Account, TIN Number, PAN Card and duly signed copy of the same should be submitted.
- V. The bid application must be countersigned by the authorized signatory.
- VI. The Declaration in the prescribed pro-forma given in this tender should also be submitted with the technical bid.
- VII. Bids once submitted cannot be withdrawn.
- VIII. Financial bids of only those bidders will be opened who would qualify in the technical bid round.

- IX. The bidder whose total rates indicated in the Financial Bid format, as given at Annexure of the tender document, will be declared as the successful (L-1) bidder.

**DEPUTY COMMISSIONER OF INCOME TAX,
(HQRS.) (ADMN.), NEW DELHI.**

Subject- Bids for supply and installation of EPABX in the C.R. Building, I.P. State, New Delhi-110002.

DECLARATION

I----- Son / Daughter of Shri-----
----- Proprietor /
Partner/Director/Authorized Signatory of----- am competent to
sign this declaration and execute this tender document;

I have carefully read and understood all the terms and conditions of the instant tendering process and are fully acceptable to me;

I hereby certify that our company has not been black listed by any Government Department / Ministry / PSU .

I undertake to provide services, if required, beyond office hours and/ or on holidays.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature: .

Name .

Company

Seal-----

N.B. : The above declaration, duly signed and sealed by the bidder as acceptance of all terms and conditions should be submitted with the Technical Bid.

Annexure-III

Please give details in the following format on Company Letter Head

Technical Proposal

TECHNICAL BID FORM

1.	Name of Bidder		
2.	Full Address		
3.	Telephone & Fax No.		
4.	Details of Earnest Money Deposit		
(a)	D.D. No. and Date		
(b)	Drawn Bank		
(c)	Valid upto		
5.	Give details of the similar contracts awarded to the bidder by Central Government Department/ Ministries/PSUs during the last three years, as' on 01.01.2015.		
	Details of Departments/ Ministries along with name, designation, address, telephone and FAX numbers of the concerned Officer.	Details of the contract	Total Value of Contract (Rs.)
A.			
B.			
C.			
6.	Authorization Letter from OEM	From (Name of company)	(Valid for the period
(i)			
(ii)			
7.	Additional Information, if any		

Signature: .

Name: .

Company

Seal: .

Annexure IV

FINANCIAL BID FORM

Please give details in the following format on Company Letter Head

S.No.	Description	Rate	Quantity	Amount
1.	Digital IP EPABX as per specification given below in the capacity of : SLT Extns. : 400 Digital Extensions : 32 Trunk Lines : 16 PRI : 02 Voice Mail 8 Port : 01 Expandable to 800 ports		01	
2.	UPS / Battery back for minimum 5 hours back up		01	
3.	Krone Type Main Distribution Frame 100 pair		06	
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5.	ISDN Interface Card PRI		02	
6.	8 Port Voice Mail Card with 40 hours recording		01	
7.	Operator Consoles with 60 keys DSS		02	
8.	Installation & Commissioning Charges			
9.	Taxes			
			Total	

Signature: .

Name: .

Company

Seal: .

Check List

DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID

1. Proof of the Registered Office/Branch Office of company/firm/Agency in Delhi/NCR.
2. Proof of authorization from the original service provided/Manufacturer.
3. Proof of Bank Account, TIN, Pan, VAT/Sales Tax Registration & latest copy of Income Tax Return.
4. An affidavit indicating that the bidder has carefully read the terms and conditions of the tender and accepted at the provisions of the tender.
5. Self attested copy of non-blacklisting certificate.
6. Three years certificate of experience in dealing with similarly configured systems in the relevant field of working.
7. Technical as well as financial bid (clearly mention) should be in separate envelopes by and then both should be put in one bigger envelope.