

**REVISED**

# TENDER DOCUMENT FOR



## SUPPLY, INSTALLATION, COMMISSIONING & TRAINING OF IP BASED SERVER GATEWAY ARCHITECTURE COMMUNICATION SYSTEM (IP-EPABX)

*NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH*

*(Ministry of Earth Sciences, Govt. Of India)*

*Headland Sada, Vasco-da-Gama*

*GOA -403 804, INDIA.*

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**NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH**  
*(Ministry of Earth Sciences, Govt. Of India),*  
**HEADLAND SADA, VASCO-DA-GAMA,**  
**GOA - 403 804**

**TENDER NO. NCAOR/PR-1240/PT-51**  
**Supply, Installation, Commissioning & Training of IP Based Server Gateway**  
**Architecture Communication System (IP-EPABX).**

1.	<b>Supply, Installation, Commissioning &amp; Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)</b> <b>Specifications</b> <b>Quantity</b>	As per Annexure-I 01 No.
2.	General Terms and Conditions	As per Annexure II
3.	Cost of Tender Documents (In Person)	Rs. 1000.00
4.	Cost of Tender Documents (By Post)	Rs. 1050.00
5.	EMD	<p><b>Tender documents can be downloaded by tenderers from NCAOR website. In case a tenderer is using the documents and forms downloaded from the website, the cost of tender documents shall be sent in the form of Bank Draft in a separate envelope along with the tender.</b></p> <p><b>Bidders</b> shall submit <b>EMD</b> along with their tender, either by DD drawn in favor of NCAOR, for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only) payable at Vasco-da-Gama only.</p> <p style="text-align: center;"><b>Or</b></p> <p><b>In the form of a bank guarantee</b> for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only)</p>
6.	Last Date and time for issue of tender documents	<b>TUESDAY</b> <b>14.04.2015</b> 1600Hrs (IST)
7.	Last Date and time for submission of sealed quotations	<b>WEDNESDAY</b> <b>15.04.2015</b> 1700Hrs (IST)
8.	Date and time of tender opening	<b>THURSDAY</b> <b>16.04.2015</b> 1000Hrs (IST)

## **Technical Specifications for IP Based Server Gateway Architecture Communication System (IP-EPABX).**

NCAOR intends to replace its old Ericsson EPABX system with new **IP based Server Gateway Architecture Communication System (IP-EPABX)** with main server located at NCAOR, Goa INDIA and independent control unit at remote location at Indian stations Maitri & Bharati in Antarctica linked through dedicated Satellite Channel. The support should be capable of supporting 600 IP, Analog & digital phones and make use of the existing Telephone Wiring/Analog instruments and Local Area Network available at NCAOR.

### **General Technical Specifications**

1. The exchange shall be based on state of art technology, with industry standard processor and should switch simultaneously Voice, Data & Images without any degradation of Service quality.
2. The system should be based on Server – gateway concept. The Server should be built on Industry standard.
3. The ultimate capacity supported by the offered system shall be Minimum 2000 extensions. This capacity should be achieved without addition/cascading the call server.
4. The system should be capable of supporting IP, Analog, Digital Extensions and SIP extensions from day one. All necessary hardware should be provisioned day one for this.
5. The PBX should support hot standby and hot swappable configuration for server based central processing unit and data storage media.
6. The environmental set up for the operation of electronic exchange should be so engineered that the humidity & dust is effectively controlled. Operating temperature range of the exchange shall be 18°C to 35°C.
7. The system shall be IP/SIP enabled telecom server. The switch should support MGCP protocol / Session Initiation Protocol (SIP) for transmission of voice over IP network. It should also support G.711 & G.729A encoding standards. The system should support IP Video Telephony.
8. The system shall support ISDN between premise equipment such as PBX's and desktop equipment such as voice terminals and data terminals.
9. The system should be totally non-Blocking type and all the port cards should have equal access to any free available time slot and should have equal access time to TDM Bus. System should be based on Universal port architecture.
10. The exchanges shall support Caller Line Identification for all ISDN & IP network subscribers including analog subscribers.
11. The system shall be capable of use as a local, tandem, transit exchange or combination of these. When put in network it shall support the networking features like Automatic alternate routing, Uniform dialling plan, Travelling class of service, D-channel backup in case using ISDN-PRI. System should also support the latest networking standards like Q SIG with upgradability to Asynchronous Transfer Mode (ATM).
12. The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other EPABX's, allowing feature transparency.
13. The system should support BRI/ PRI/ T1/ E1/ E1R2/ Analog Trunks.
14. The system should have in-built 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3)
15. The system should support X.21/V.35 WAN Interface.
16. The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity.
17. System should support standards-based CTI integration with 3rd party applications.

18. The system should be 19" rack mountable.
19. The quoted model should be TEC approved. Vendor to submit TEC approval certificate along with the bid.
20. System installations for all three locations including that for two remote locations connected through dedicated satellite channel (Maitri and Bharati Stations in Antarctica) shall be done at NCAOR, Goa in a virtual environment. The main server systems installed for NCAOR Campus shall remain at NCAOR, Goa and the subsidiary systems after successful testing shall be moved to Maitri and Bharati (far off locations) in a plug & play mode to be installed by NCAOR personnel. Minor configurations if required at far off locations (Maitri & Bharati) shall be undertaken by the vendor/ supplier through remote access at NCAOR premises.
21. Warranty for systems installed at NCAOR Campus shall be ex NCAOR, Goa.
22. Warranty for systems installed at far off locations in Antarctica (Maitri & Bharati Stations) shall be ex NCAOR, Goa. However, for configuration /Software support at far off locations in Antarctica (Maitri & Bharati Stations) vendor shall provide technical support through remote access from NCAOR, Goa.
23. In view of the travel constraints to the far off locations in Antarctica (Maitri & Bharati Stations) that can take place between November and February of the succeeding calendar year only; the warranty for all systems shall be for a period of **two years** from the date of successful installation at NCAOR, Goa.

### **Telephony Features**

Besides the normal Telephony features, the system should support the following features from day one.

- Call Coverage
- Call Forwarding
- Call Hold
- Call Intrude
- Call Park
- Call Pickup
- Ring Back When Free
- Suspend Call Waiting Reclaim Call
- Distinctive and Personalized Ringing
- Toggle Calls
- Call Barring
- Authorization codes
- Group Paging
- Group Listen
- Intrusion Warning Tone
- Least Cost Routes
- Alternate Route Selection
- Flexible numbering Schemes
- Call Recording
- PIN Restricted Calling
- Time Profiles
- Queuing
- Call Detail Recording SMDR

### **Terminal Support**

System should support the following type of terminals

- Analog Phones

- Digital Phones
- IP Hard phones
- IP Soft phones
- Wireless IP Phones
- 3rd party SIP telephones
- ISDN Extensions

**Voicemail Features**

- System should support embedded voice mail system or external PC based voice mail system from the same OEM. Third party solutions are not acceptable.
- Voice mail system storage should be dependent on the PC hard disk storage capacity.
- Voicemail should support Auto Attendant
- IVR functionality should be available for minimum 20 ports.
- External Database Integration should be available during IVR call flows

**Conferencing Features**

- The system should have built-in meet-me conferencing facility for Minimum 20 ports.
- Multiple conferences with variable number of users should be possible. Bidder to indicate the various combination possible.
- Recording of such conference should be possible.
- PIN based access to the conference should be available.

**Management utilities**

- System should be able to be configured and administered using a GUI based application.
- System should support SNMP based network management.

**Technical Compliance Statement for IP Based Server Gateway Architecture Communication System (IP-EPABX).**

SR. NO.	Technical Compliance Statement for IP Based Server Gateway Architecture Communication System (IP-EPABX)	COMPLIED/ NOT COMPLIED	EXTRA FEATURES
<b>General Technical Specifications</b>			
1.	The exchange shall be based on state of art technology, with industry standard processor and should switch simultaneously Voice, Data & Images without any degradation of Service quality.		
2.	The system should be based on Server – gateway concept. The Server should be built on Industry standard.		
3.	The ultimate capacity supported by the offered system shall be Minimum 2000 extensions. This capacity should be achieved without addition/cascading the call server.		
4.	The system should be capable of supporting IP, Analog, Digital Extensions and SIP extensions from day one. All necessary hardware should be provisioned day one for this.		
5.	The PBX should support hot standby and hot swappable configuration for server based central processing unit and data storage media.		
6.	The environmental set up for the operation of electronic exchange should be so engineered that the humidity & dust is effectively controlled. Operating temperature range of the exchange shall be 18°C to 35°C.		
7.	The system shall be IP/SIP enabled telecom server. The switch should support MGCP protocol / Session Initiation Protocol (SIP) for transmission of voice over IP network. It should also support G.711 & G.729A encoding standards. The system should support IP Video Telephony.		
8.	The system shall support ISDN between premise equipment such as PBX's and desktop equipment such as voice terminals and data terminals.		
9.	The system should be totally non-Blocking type and all the port cards should have equal access to any free available time slot and should have equal access time to TDM Bus. System should be based on Universal port architecture.		
10.	The exchanges shall support Caller Line Identification for all ISDN & IP network subscribers including analog subscribers.		
11.	The system shall be capable of use as a local, tandem, transit exchange or combination of these. When put in network it shall support the networking features like Automatic alternate routing, Uniform dialling plan, Travelling class of service, D-channel backup in case using ISDN-PRI. System should also support the latest networking standards like Q SIG with upgradability to Asynchronous Transfer Mode (ATM).		
12.	The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other EPABX's, allowing feature transparency.		
13.	The system should support BRI/ PRI/ T1/ E1/ E1R2/ Analog Trunks.		
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18.	The system should be 19" rack mountable.		
19.	The quoted model should be TEC approved. Vendor to submit TEC approval certificate along with the bid.		
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21.	Warranty for systems installed at NCAOR Campus shall be ex NCAOR, Goa.		
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23.	In view of the travel constraints to the far off locations in Antarctica (Maitri & Bharati Stations) that can take place between November and February of the succeeding calendar year only; the warranty for all systems shall be for a period of <b>two years</b> from the date of successful installation at NCAOR, Goa.		
	<b>Telephony Features</b>		
	<ul style="list-style-type: none"> <li>• Besides the normal Telephony features, the system should support the following features from day one.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Coverage</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Forwarding</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Hold</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Intrude</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Park</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Pickup</li> </ul>		
	<ul style="list-style-type: none"> <li>• Ring Back When Free</li> </ul>		
	<ul style="list-style-type: none"> <li>• Suspend Call Waiting Reclaim Call</li> </ul>		
	<ul style="list-style-type: none"> <li>• Distinctive and Personalized Ringing</li> </ul>		
	<ul style="list-style-type: none"> <li>• Toggle Calls</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Barring</li> </ul>		
	<ul style="list-style-type: none"> <li>• Authorization codes</li> </ul>		
	<ul style="list-style-type: none"> <li>• Group Paging</li> </ul>		
	<ul style="list-style-type: none"> <li>• Group Listen</li> </ul>		
	<ul style="list-style-type: none"> <li>• Intrusion Warning Tone</li> </ul>		
	<ul style="list-style-type: none"> <li>• Least Cost Routes</li> </ul>		
	<ul style="list-style-type: none"> <li>• Alternate Route Selection</li> </ul>		
	<ul style="list-style-type: none"> <li>• Flexible numbering Schemes</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Recording</li> </ul>		
	<ul style="list-style-type: none"> <li>• PIN Restricted Calling</li> </ul>		

	<ul style="list-style-type: none"> <li>• Time Profiles</li> </ul>		
	<ul style="list-style-type: none"> <li>• Queuing</li> </ul>		
	<ul style="list-style-type: none"> <li>• Call Detail Recording SMDR</li> </ul>		
	<b>Terminal Support</b>		
	System should support the following type of terminals		
	<ul style="list-style-type: none"> <li>• Analog Phones</li> </ul>		
	<ul style="list-style-type: none"> <li>• Digital Phones</li> </ul>		
	<ul style="list-style-type: none"> <li>• IP Hard phones</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Wireless IP Phones</li> </ul>		
	<ul style="list-style-type: none"> <li>• 3rd party SIP telephones</li> </ul>		
	<ul style="list-style-type: none"> <li>• ISDN Extensions</li> </ul>		
	<b>Voicemail Features</b>		
	<ul style="list-style-type: none"> <li>• System should support embedded voice mail system or external PC based voice mail system from the same OEM. Third party solutions are not acceptable.</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Voicemail should support Auto Attendant.</li> </ul>		
	<ul style="list-style-type: none"> <li>• IVR functionality should be available for minimum 20 ports.</li> </ul>		
	<ul style="list-style-type: none"> <li>• External Database Integration should be available during IVR call flows.</li> </ul>		
	<b>Conferencing Features</b>		
	<ul style="list-style-type: none"> <li>• The system should have built-in meet-me conferencing facility for Minimum 20 ports.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Multiple conferences with variable number of users should be possible. Bidder to indicate the various combination possible.</li> </ul>		
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	<b>Management utilities</b>		
	<ul style="list-style-type: none"> <li>• System should be able to be configured and administered using a GUI based application.</li> </ul>		
	<ul style="list-style-type: none"> <li>• System should support SNMP based network management.</li> </ul>		



**Price Bid for IP Based Server Gateway Architecture Communication System  
(IP-EPABX).**

**Price Bid:**

SI No.	Item	Make / Model	Qty	UoM	Amount in Rs	Taxes (if any)	Total (inclusive all taxes)
<b>IP Based Server Gateway architecture Communication System (IP-EPABX) as per following configuration -</b>							
<b>Location 1 : NCAOR HQ Goa</b>							
1	IP EPABX Server HW		1	No.			
	System Software		1	Set			
	Analog User Lic.		216	No. / Users			
	IP User Lic.		50	No. / Users			
	Analog Trunks (CO)		16	Nos.			
	PRI Trunk		1	No.			
	Voice Mail System		1	No.			
	Support Charges (HW/SW + User Lic.) for 2 Years at NCAOR, Goa		LS				
<b>Location 2 : Bharati</b>							
2	Control Unit HW		1	No.			
	Analog Line Cards / Modules HW		24	Users / Lines			
	IP User Lic.		10	No. / Users			
	Support Charges (HW/SW + User Lic.) for 2 Years at NCAOR, Goa		LS				
<b>Location 3 : Maitri</b>							
3	Control Unit HW		1	No.			
	Analog Line Cards / Modules HW		24	Users / Lines			
	IP User Lic.		10	No. / Users			
	Support Charges (HW/SW + User Lic.) for 2 Years at NCAOR, Goa		LS				
4	Installation, Testing & Commissioning charges for S no (1+2+3)		LS				
<b>Grand Total (1+2+3+4)</b>							

**TERMS AND CONDITIONS FOR SUBMISSION OF QUOTATION**

1) The National Centre for Antarctic and Ocean Research (NCAOR) invites sealed quotations in two-parts from the reputed firms for the “**Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)**” as per the specifications given in Annexure-I.

2) The technical and financial bids should be submitted in two separate sealed covers, super scribing “Part –I Technical Bid for “**Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)**”, Tender No., due date and “Part-II Financial bid for “**Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)**”, Tender No., due date. Both the bids should be kept in a single cover by super scribing tender for “**Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)**”, sealed and addressed to the **Director, National Centre for Antarctic & Ocean Research, Headland-Sada, Vasco-da-Gama, Goa – 403 804.** Offer sent through fax will not be accepted.

3) Overwriting and corrections should be attested properly. The bid should be complete in all respects and should be duly signed. **Incomplete and unsigned bids will not be considered at all.**

4) All relevant technical literature pertain to items quoted **with full specifications** (Drawing, if any), information about the products quoted, including brochures if any should accompany the quotation.

5) A list of **reputed clients** to whom the firm has supplied similar items to be furnished along-with the quotation.

In the TECHNICAL BID, the Bidder should furnish the Name and address of the Purchasers placed orders on similar equipment with order No, date, Description and quantity, Date of Supply alongwith Contact person Telephone No, Fax No, and e mail address of Purchaser.

The Bidder should enclose copies of Purchase Orders only in the FINANCIAL BID.

6) If the bidder is registered under SSI, NSIC claiming any exemptions should submit valid certificates along with the quotes, failing which quotation will not be considered.

7) Quotation should be **valid for a period of 90 days** from the date of tender opening and the period of delivery required should also be clearly indicated. If the supplier fails to deliver the goods within the time to

be agreed upon, for delayed deliveries and for delays in installation (wherever applicable). NCAOR reserves the right to **levy liquidated damages** at the rate of 0.5% per week or part thereof up to maximum of 5%.

8) The **warranty period** and the kind of **post-warranty support** should be indicated. Warranty shall commence from the date of installation and acceptance of the complete equipment supplied under the Purchase Order / Contract.

9) **Technical bid should contain EMD.**

**Bidders** shall submit **EMD** along with their tender, **either By DD** drawn in favor of NCAOR, on any nationalized bank for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only) payable at Vasco-da-Gama only **or in the form of a bank guarantee** for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only) from any reputed bank (scheduled bank) initially valid for 180 days from the date of closing of the tender as per the proforma enclosed. This bank Guarantee in original shall be submitted along with the technical bid only.

**Tender without EMD in the envelope containing technical bid shall be summarily rejected.** The EMD of unsuccessful bidders shall be returned within 30 days of the award of contract.

The earnest money will be liable to be forfeited, if the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of his tender.

10) Please **specify the Make/Brand** and Name of the Manufacturer with address, country of origin and currency in which rates are quoted.

11) The Purchaser requires that the bidders suppliers and contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following are defined:

“Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution:

“fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of contract;

“collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of purchaser, designed to establish bid prices at artificial, noncompetitive levels; and

“coercive practice: means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of contract;

The purchaser will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; The Decision of Director, NCAOR shall be final and binding.

12) Bidders that doesn't manufacture the goods it offers to supply shall submit Manufacturer's Authorization form on the letterhead of the Manufacturer duly signed and stamped by a person with the proper authority to sign documents that are binding on the Manufacturer as per the following format should be submitted failing which the quotation will not be considered.

To  
The Director  
NCAOR  
GOA

Sub: Manufacturers' Authorization form against Tender No: \_\_\_\_\_

We \_\_\_\_\_ (Name of the Manufacturer) who are official manufacturers of \_\_\_\_\_ (Type of goods manufactured) having factories at \_\_\_\_\_ (full address of Manufacturer's factories) do hereby authorize \_\_\_\_\_ ( Name of the Bidder) to submit a bid against your Tender No. \_\_\_\_\_ for the \_\_\_\_\_ Goods manufactured by us and to subsequently negotiate and sign the contract.

We hereby extend our full guarantee and warranty with respect to the Goods offered by the above firm  
Manufacturer's Name:

Signature of Authorized  
representative of the Manufacturer:

Duly authorized to sign this Authorization on behalf of : \_\_\_\_\_ (Name of the Bidder)

Date:

In case the bidder not doing business within India, shall furnish the certificate to the effect that the bidder is or will be represented by an agent in India equipped and able to carry out the supply, maintenance, repair obligations etc., during the warranty and post warranty period or ensure a mechanism at place for carrying out the supply, maintenance, repair obligations etc., during the warranty and post- warranty period.

13) **Compliance Statement:** Equipments point-by-point comparison/compliance statement with **technical specification** indicated in the tender, should be enclosed along with your tender as well as any other extra

features of the equipment be shown separately therein and also **compliance statement for all commercial terms** of the tender document.

14) NCAOR is not entitled to issue form **“C/D”**. No Sales Tax or any other Tax shall be payable by us unless payment of the same is specifically mentioned by the suppliers in their bids and same is legally leviable.

15) To avail duty concessions i.e. **Excise Duty** as per Govt. notification 10/97 & **Custom Duty** as per Govt. notification 51/96, NCAOR will provide exemption certificates. Hence, the rates should be split into basic cost and Excise Duty if any.

16) **Technical Bid should contain** all details and specifications of the equipment offered, delivery schedule, warranty, payment term, installation, training, post-warranty, user-list, service support **WITHOUT PRICE** and **Financial bid should contain** details of the price(s) of the item(s) quoted in the technical bid. The Technical bid should not contain any references to the pricing.

**In case the technical bid contains any direct or indirect reference to quoted price the bid is liable to be rejected.**

The Prices shall be quoted in Indian Rupees for offers received for supply within India.

F.O.R GOA price should be indicated. However tender should contain item-wise prices including total ex-works price, Excise Duty, VAT/Taxes, Charges for Inland Transportation, Insurance and other local services required for the delivering the goods on F.O.R GOA.

17) Bid should be submitted on F.O.R. destination basis. However tender should contain item-wise prices including total ex-works price, overall weight & dimensions of the equipment and cost of packing forwarding, approx. cost of air-freight charges for delivery up to Goa, India.

18) A Committee constituted by the Director, NCAOR for the purpose reserves the right to open the bids. Only technical bids will be opened on the date and time mentioned in the tender document. The financial bids of those tenderers whose technical bids are found to be meeting our specifications only will be opened in their presence at date and time to be notified later.

19) The firm to the full satisfaction of the NCAOR should carry out the **installation and commissioning** at the NCAOR premises and the time-frame for the whole process should be specified in the technical bid.

20) A technical Committee constituted by the Director will assess the product supplied/installed for their quality and their conformity to the specifications provided by the firm in their quotations. Any item(s)

identified by the Committee to be not as per the specifications or are found to be of inferior quality will be rejected, and the bills towards the supply will not be processed for payment till proper replacements are provided.

21) **No advance payment** will be made. Payment shall be made within 30 days from the date of receipt, acceptance and satisfactory installation of equipment. The payment will be authorized after submission of a Bank Guarantee for 10% value of the order towards warranty guarantee. The **performance Bank Guarantee** should be furnished within 15 days from the date of placement of order from a reputed bank (scheduled bank in India **or** foreign bank operating in India) valid till 60 days after the warranty period.

22) Suppliers should clearly define the mechanisms of **post-warranty** maintenance or support. Supplier should undertake to support the product for a minimum period of 5 years (post-warranty). Post Warranty, AMC charges for a period of 3 years (annual bases) should also be quoted separately in the financial bid.

**23) Two sets of operational, service/troubleshooting manuals and diagrams to be supplied with “Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)”.**

24) **The submission of tender** shall be deemed to be an admission on the part of the tenderer, had fully acquainted with the specifications, drawings etc. and no claim other than what stated in the tender shall be paid in the event of award of Purchase Order.

25) Expenditure involved towards any extra materials required for labour involved for successful installation of the equipment, if not quoted for, would have to be borne by the tenderer.

26) **Acceptance of this tender** form and submission of the quote within the stipulated time would be treated as:

a) The tenderer has understood all requirements as described in our Tender document.

b) Acceptance to provide/establish all the facilities mentioned in our tender without any price escalation, if the tenderer finds it necessary to add any hardware or software or any other materials during implementation.

c) Agreeing to execute order to the satisfaction of NCAOR or its authorized representatives within the stipulated time.

**27) Training /Installation charges** should be clearly indicated including the scope of training.

- 28) Tender should clearly define the **infrastructure facilities required** for installation of the equipment.
- 29) NCAOR will not be liable for any obligation until such time NCAOR has communicated to the successful bidder of its decision to release the Purchase Order.
- 30) **NCAOR will not be responsible for any postal delays.**
- 31) Bidders shall note that NCAOR will not entertain any correspondence or queries on the status of the offers received against this Tender Invitation.
- 32) Tenders from Manufacturers/Suppliers/Tenderers whose performance was not satisfactory in respect of quality of supplies and delivery schedules in any organizations, are liable for rejection. The tenders that do not comply with the above criteria and other terms & conditions are liable for rejection.
- 33) The Director, NCAOR does not bind to accept the lowest quotation and reserves the right to himself, to reject or partly accept any or all the quotations received without assigning any reason.
- 34) All disputes arising in connection with executing the purchase order will be subject to the Jurisdiction of the Courts in Goa only.

**COMMERCIAL COMPLIANCE STATEMENT FOR IP BASED SERVER GATEWAY ARCHITECTURE COMMUNICATION SYSTEM (IP-EPABX).**

<b>SR. NO.</b>	<b>COMMERCIAL COMPLIANCE STATEMENT FOR IP BASED SERVER GATEWAY ARCHITECTURE COMMUNICATION SYSTEM (IP-EPABX)</b>	<b>COMPLIED/ NOT COMPLIED</b>	<b>EXTRA FEATURES</b>
1	A list of <b>reputed clients</b> to whom the firm has supplied similar items to be furnished along-with the quotation.		
2	In the TECHNICAL BID, the Bidder should furnish the Name and address of the Purchasers placed orders on similar equipment with order No, date, Description and quantity, Date of Supply alongwith Contact person Telephone No, Fax No, and e mail address of Purchaser.		
3	The Bidder should enclose copies of Purchase Orders only in the FINANCIAL BID.		
4	SSI, NSIC Registration Certificate.		
5	Quotation should be <b>valid for a period of 90 days</b> from the date of tender opening and the period of delivery required should also be clearly indicated.		
6	The <b>warranty period</b> and the kind of <b>post-warranty support</b> should be indicated. Warranty shall commence from the date of installation and acceptance of the complete equipment supplied under the Purchase Order / Contract.		
7	<b>Bidders</b> shall submit <b>EMD</b> along with their tender, <b>either By DD</b> drawn in favor of NCAOR, on any nationalized bank for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only) payable at Vasco-da-Gama only <b>or in the form of a bank guarantee</b> for a sum of Rs. 35,000/- (Rupees Thirty Five Thousand only) from any reputed bank (scheduled bank) initially valid for 180 days from the date of closing of the tender as per the proforma enclosed. This bank Guarantee in original shall be submitted along with the technical bid only.		
8	<b>Tender without EMD in the envelope containing technical bid shall be summarily rejected.</b> The EMD of unsuccessful bidders shall be returned within 30 days of the award of contract.		
9	Please <b>specify the Make/Brand</b> and Name of the Manufacturer with address, country of origin and currency in which rates are quoted.		
10	<b>Compliance Statement:</b> Equipments point-by-point comparison/compliance statement with <b>technical specification</b> indicated in the tender, should be enclosed along with your tender as well as any other extra features of the equipment be shown separately therein and also <b>compliance statement for all commercial terms</b> of the tender document.		
11	NCAOR is not entitled to issue form <b>"C/D"</b> . No Sales Tax or any other Tax shall be payable by us unless payment of the same is specifically mentioned by the suppliers in their bids and same is legally leviable.		
12	To avail duty concessions i.e. <b>Excise Duty</b> as per Govt. notification 10/97 & <b>Custom Duty</b> as per Govt. notification 51/96, NCAOR will provide exemption certificates. Hence, the rates should be split into basic cost and Excise Duty if any.		
13	<b>Technical Bid should contain</b> all details and specifications of the equipment offered, delivery schedule, warranty, payment term, installation, training, post-warranty, user-list, service support <b>WITHOUT PRICE</b> and <b>Financial bid should contain</b> details of the price(s) of the item(s) quoted in the technical bid. The Technical bid should not contain any references to the pricing.		
14	<b>In case the technical bid contains any direct or indirect reference to quoted price the bid is liable to be rejected.</b>		
15	The Prices shall be quoted in Indian Rupees.		
16	F.O.R GOA price should be indicated. However tender should contain item-wise prices including total ex-works price, Excise Duty, VAT/Taxes, Charges for Inland Transportation, Insurance and other local services required for the delivering the goods on F.O.R GOA.		
17	Bid should be submitted on F.O.R. destination basis. However tender should contain item-wise prices including total ex-works price, overall		



	weight & dimensions of the equipment and cost of packing forwarding, approx. cost of air-freight charges for delivery up to Goa, India.		
18	A Committee constituted by the Director, NCAOR for the purpose reserves the right to open the bids. Only technical bids will be opened on the date and time mentioned in the tender document. The financial bids of those tenderers whose technical bids are found to be meeting our specifications only will be opened in their presence at date and time to be notified later.		
19	The firm to the full satisfaction of the NCAOR should carry out the <b>installation and commissioning</b> at the NCAOR premises and the time-frame for the whole process should be specified in the technical bid.		
20	A technical Committee constituted by the Director will assess the product supplied/installed for their quality and their conformity to the specifications provided by the firm in their quotations. Any item(s) identified by the Committee to be not as per the specifications or are found to be of inferior quality will be rejected, and the bills towards the supply will not be processed for payment till proper replacements are provided.		
21	<b>No advance payment</b> will be made. Payment for indigenous stores shall be made within 30 days from the date of receipt, acceptance and satisfactory installation of equipment.		
22	The <b>performance Bank Guarantee</b> should be furnished within 15 days from the date of placement of order from a reputed bank (scheduled bank in India <b>or</b> foreign bank operating in India) valid till 60 days after the warranty period.		
23	Suppliers should clearly define the mechanisms of <b>post-warranty</b> maintenance or support. Supplier should undertake to support the product for a minimum period of 5 years (post-warranty). Post Warranty, AMC charges for a period of 3 years (annual bases) should also be quoted separately in the financial bid.		
24	Two sets of operational, service/troubleshooting manuals and diagrams to be supplied with <b>“SUPPLY, INSTALLATION, COMMISSIONING &amp; TRAINING OF IP BASED SERVER GATEWAY ARCHITECTURE COMMUNICATION SYSTEM (IP-EPABX)”</b>		
25	<b>The submission of tender</b> shall be deemed to be an admission on the part of the tenderer, had fully acquainted with the specifications, drawings etc. and no claim other than what stated in the tender shall be paid in the event of award of Purchase Order.		
26	Expenditure involved towards any extra materials required for labour involved for successful installation of the equipment, if not quoted for, would have to be borne by the tenderer.		
27	<b>Acceptance of this tender</b> form and submission of the quote within the stipulated time would be treated as: <ul style="list-style-type: none"> <li>• The tenderer has understood all requirements as described in our Tender document.</li> <li>• Acceptance to provide/establish all the facilities mentioned in our tender without any price escalation, if the tenderer finds it necessary to add any hardware or software or any other materials during implementation.</li> <li>• Agreeing to execute order to the satisfaction of NCAOR or its authorized representatives within the stipulated time.</li> </ul>		
28	<b>Training /Installation charges</b> should be clearly indicated including the scope of training.		
29	Tender should clearly define the <b>infrastructure facilities required</b> for installation of the equipment.		

### QUESTIONNAIRE

- a. **Name of the Manufacturer / Tenderer.**
- b. **Full postal address with Telephone, Telefax, Email.**
- c. **Please specify whether Public Limited, Company, Private Organization or Partnership Firm.**
- d. **Nature of the Business.**
- e. **Date of Establishment.**
- f. **Present Turnover.**
- g. **Permanent Income Tax Ref. No.**
- h. **C.S.T. / S.T. NO.**
- i. **Address & Telephone Nos. Of your branch office in GOA (please specify whether Distributing/Servicing/Marketing the products).**
- j. **Technical Compliance statement.**
- k. **Price bid as per format.**
- l. **Commercial Compliance statement.**
- m. **Reference of reputed Customers.**
- n. **Details of the highest order executed and value thereof.**
- o. **Authorization from Manufacturer/Supplier attached.**
- p. **Tender fee submitted/enclosed.**
- q. **E.M.D. attached with TECHNICAL BID.**
- r. **Infrastructure facilities required for installation & commissioning attached.**
- s. **Technical Specifications/Literature/Brochure attached.**
- t. **Tender Acceptance.**

**TENDER ACCEPTANCE UNDERTAKING**

To

The Director,  
NCAOR, Headland Sada,  
Vasco – Goa.

Having examined the tender document for “**SUPPLY, INSTALLATION, COMMISSIONING & TRAINING OF IP BASED SERVER GATEWAY ARCHITECTURE COMMUNICATION SYSTEM (IP-EPABX)**” we the undersigned hereby offer to supply the equipment in conformity with all specifications and conditions set out in the tender document.

We enclosed all the relevant documents as per the tender.

We understand that you are not bound to accept the lowest or any tender received.

**Date :**

**(Signature of Bidder)**

**Name :**

**Designation :**

Seal

**BANK GUARANTEE FORMAT FOR FURNISHING EMD****To****NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH****Headland Sada, Vasco-da-Gama, GOA 403 804, INDIA**

Whereas \_\_\_\_\_  
 (Hereinafter called the "tenderer")  
 has submitted their offer dated \_\_\_\_\_  
 for the supply of \_\_\_\_\_  
 (Herein after called the "tender")

WE \_\_\_\_\_ of having our registered office  
 At \_\_\_\_\_ are bound unto the NATIONAL

(Hereinafter called the Bank)

CENTRE FOR ANTARCTIC & OCEAN RESEARCH, Ministry of Earth Sciences, Govt. Of India having its office at Headland Sada, Vasco Goa 403 804, India (herein after called NCAOR which expression shall unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assigns) in the sum of \_\_\_\_\_ for which payment will and truly to be made to NCAOR, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2015.

THE CONDITIONS OF THIS OBLIGATION ARE:

- 1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the tenderer having been notified of the acceptance of his tender by NCAOR during the period of its validity.
  - 2.a) If the tenderer fails to furnish the Performance security for the due performance of the contract.
  - 2.b) Fails or refuses to execute the contract

We undertake to pay NCAOR up to the above amount upon receipt of its first written demand, without NCAOR having to substantiate its demand, provided that in its demand the NCAOR will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 2015.

**Signature of the bank**

**REVISED**

**NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH**  
 (Ministry of Earth Sciences, Govt. Of India)  
 Headland Sada, Vasco-da-Gama GOA 403 804, INDIA  
 Tel: 91- (0) 832 2525571 Telefax: 91- (0) 832 2525573  
 Email: [warlu62@ncaor.gov.in](mailto:warlu62@ncaor.gov.in) Website: [www.ncaor.gov.in](http://www.ncaor.gov.in)

**PUBLIC TENDER**

Director, National Centre for Antarctic & Ocean Research (NCAOR) invites sealed tenders in two-parts (part I – Technical bid & part II Financial bid) super scribing Tender No. Item and due date from well established/ reputed manufacturers / authorized and bonafide vendors for supply of the following:-

Sl. No.	Tender No.	Item Description	Qty.	Cost of Tender Doc.	EMD
				''	''
1	NCAOR/PR-1240 /PT-51	Supply, Installation, Commissioning & Training of IP Based Server Gateway Architecture Communication System (IP-EPABX)	01	1000/-	35,000/-

Last date for issue of tender documents : **14.04.2015**

Last date for submission of quotation : **15.04.2015**

The details of tender documents are also available in our website <http://www.ncaor.gov.in> and Central Public Procurement Portal <http://eprocure.gov.in>. Interested suppliers may download the details and submit the quotation on or before the due date along with tender fee.

**The quotation without tender fee will not be considered.**

Tender forms can be obtained from the Procurement section of NCAOR on all working days either by post or in person between 1000 – 1600 hours on payment of tender fees in the form of crossed Demand Draft payable at Vasco-da-gama only, from a Nationalized bank drawn in favor of **NCAOR** along with separate requisition indicating tender number and item. Tender forms can be obtained by speed post by remitting Rs. 50.00 by bidders in addition to the cost of tender documents.

The Director, NCAOR is not responsible for any transitional/postal delays.

The quotations will be **opened on 16.04.2015** in the presence of tenderers or their authorized representatives.

The Director, NCAOR reserves the right to accept or reject any quotation in full or part thereof without assigning any reason.

**Sd/-**  
**For & on behalf of NCAOR**