

Pre-Bid Clarification/Corrigendum

Supply, Installation, Testing & Commissioning of EPABX System at NABARD, Head Office, Mumbai-40051

Ref. No. NB. DPSP / 486 / EPABX/ NABARD HO/2024-25
Date: 29 May 2024

Tender on the captioned subject was floated on NABARD Website and CPPP Portal on 29th May 2024. Further, pre-bid meeting was conducted on 10th June 2024. Representative of EPABX-System Integrator and OEMs have attended in the pre-bid meeting. In this connection, Clarification have been given to agencies willing to participate in the tender process. Accordingly, Minutes of Meeting and Corrigendum on Technical Bid (Annexure) and Revised Price Bid have been issued (As attached).

In view of the above, dates are also being revised as under:

S.No.	Description	Existing date	Revised date
1.	Due date for submission of Tender	20.06.2024 by 1400	27.06.2024 by 1400
2.	Due date of opening of Technical Bid	21.06.2024 by 1500	28.06.2024 by 1500

All other terms and condition remain unchanged.





Tender for Supply, Installation, Testing, Commissioning of IP PBX in NABARD's Head Office building at BKC, Mumbai

Tender Ref. No.:- NB. DPSP / 486 / EPABX/ NABARD HO/2024-25 Date: 29 May 2024

The tender is modified/explained (wherever applicable) as under

Sr. No	Tender reference/ Clause No.	Existing description	Modification
1	Page 9, Sr.No. 18	Bidder should have minimum quality certifications i.e., ISO 9001:2015.	Deleted. Refer Sr. No. 3
2	Page 9, Sr.No. 21	The OEM should have ZED certification issued by MSME and QCI Authority of India.	Deleted. Refer Sr. No. 3
3	Page 9, Sr.No. 23	OEM Products should have ISO/IEC 20000-1:2018 Certificate, ISO/IEC 27001 2013 Certificate, ISO 9001:2015, FCC, RoHS, TEC (Telecommunication Engineering Centre) – DOT, GOI and should be TEC approved. TEC: 60030:2016	OEM Products should be approved by TEC (Telecommunication Engineering Centre), DoT, GOI.
4	Page 9, Sr.No. 24	Products also qualify as CLASS- I LOCAL SUPPLIER under PMA- Preferential Market Access and PPP MII Scheme of Govt. of India Dated. 04.06.2020 with desired Local Content as per Govt. norms.	All bidders are eligible to quote. However, purchase order shall be given as per Public Procurement (Preference to Make in India) order 2017 or revised further. Bid reserved for Make in India products only. (Minimum Local content required for MII compliance as per Department of Telecommunications, Government of India issued vide Notification No.: 18-10/ 2017 – IP dated 29th August 2018) and revised further. Self-Declaration as on page no. 81 of Notice Inviting Tender in this regard shall be submitted by the Bidder to be obtained in turn from the OEM.
5.	Page 9, Sr.No. 29	Bid reserved for Make in India products only. (Minimum Local content required for MII compliance as per Department of Telecommunications, Government of India issued vide Notification No.: 18-10/ 2017 – IP dated 29th August 2018) and revised further.	Deleted (Refer Sr. No. 4 of Annexure)



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
6.	Page 11, Sr.No. ii of Brief description of the proposed EPABX	NABARD intends to replace the existing TDM based EPABX in its Head Office building with an EPABX capable of running exclusively on TDM phones (analog & digital). Further, as per NABARD's future convenience, requirements and pace, the proposed new system must be able to support Analog/Digital/IP/ SIP phones and also a hybrid of IP/SIP & TDM phones, without requiring any changes or up-gradation to the system hardware and without requiring any additional hardware/ system.	NABARD intends to replace the existing TDM based EPABX in its Head Office. The proposed new system must be able to support Analog/Digital/IP/ SIP phones and a hybrid of IP/SIP & TDM phones, without requiring any changes or up-gradation to the system hardware and without requiring any additional hardware/ system.
7.	Page 11, Sr.No. iii of Brief description of the proposed EPABX	In future, ultimately, NABARD may according to its convenience, requirements and pace, also consider scaling-up the proposed PABX system in a centralized single system architecture, to connect with its Regional Offices by using the already available MPLS data network. Hence, the proposed new system must be scalable without any additional hardware/system.	Deleted
8.	Page 19	Evaluation of Tender: The tenders will be evaluated based on Total cost of ownership (TCO) which will include the capital cost quoted for the EPABX System and the rates quoted for Comprehensive Annual Maintenance Contract for a period of 4 years after the expiry of Three year Warranty Period (Defect Liability Period and operation cost i.e. deployment of service Engineer for a period of 7 years after issuing	Evaluation of Tender: The tenders will be evaluated based on Total cost of ownership (TCO) which will include the capital cost quoted for the EPABX System and the rates quoted for Comprehensive Annual Maintenance Contract for a period of 4 years after the expiry of Three year Warranty Period (Defect Liability Period). Payment terms for Service Maintenance contract will be as half yearly payment after satisfactory completion of the service.



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
		of Virtual Completion Certificate to Bidder, Payment terms for Service Maintenance contract will be as half yearly payment after satisfactory completion of the service	
9.	Page 29, CONTRACTOR'S SUPERINTENDENCE AND REPRESENTATIVE ON WORKS	CONTRACTOR'S SUPERINTENDENCE AND REPRESENTATIVE ON WORKS: The Contractor shall meet the Bank's Officer, or his representative whenever required if demanded by Bank's Engineer. The Contractor shall maintain and be represented on site by qualified licensed Electrical Engineer, as a site supervisor, having minimum experience of 5 years in the said field, at all times while the work is in progress, details of the Site Supervisor must be shared prior commencement of the work.....	CONTRACTOR'S SUPERINTENDENCE AND REPRESENTATIVE ON WORKS: The Contractor shall maintain and be represented on site by experienced Engineer, as a site supervisor at all times while the work is in progress, details of the Site Supervisor must be shared prior commencement of the work.
10.	Page 33, Sr.No. 1 of Technical Specifications: EPABX System	The 1500 port PABX communication system should be configured for: a. 1200 nos. of analog extension b. 90 nos. of Digital extension nos. of E1 copper c. 3 NOS. PRI Card d. VoIP card with channel License for at-least 90 nos. IP connection. e. 1 nos. of Operator Console with 80 keys DSS f. 90 numbers of Digital Phones g. Redundancy for Power Supply card h. 48V FCBC Power Supply with Batteries i. 1200 nos. Analog Caller ID Phones j. 120 nos. 10 Pair Krone Modules k. 2500 mtr. Red and White Jumper Wire	The 1500 port PABX communication system should be configured for: a. 1200 nos. of analog extension b. 3 nos. of E1 copper PRI Card c. VoIP card with channel License for at-least 50 nos. IP connection. d. 1 nos. of Operator Console with 80 keys DSS e. Redundancy for Power Supply card f. 48V FCBC Power Supply with Batteries g. 1200 nos. Analog Caller ID Phones h. 50 nos. IP phone i. 120 nos. 10 Pair Krone Modules j. 2500 mtr. Red and White Jumper Wire k. Installation Testing and Programming Charges l. 7 nos. 16 ports, PoE L3 Enterprise switches at B & D wing of 3 rd , 5 th & 7 th Floor in Telephone/Network hub Room.



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
		1. Installation Testing and Programming Charges 50 nos. IP phone with necessary PoE and Network switches with required nos. of Racks	
11.	Page 34, Sr.No. 4 of Technical Specifications: EPABX System	The communication system should have VOIP and Voice mail server at its core .i.e. VOIP and Voice mail server should not consume any slot in the system	The communication system should have VOIP and Voice mail server.
12.	Page 34, Sr.No. 7 of Technical Specifications: EPABX System	The architecture of the System shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards in the same chassis without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis	The architecture of the System shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards .
13.	Page no. 34 , Sr.No. 7: Technical Specification	The architecture of the System shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards in the same chassis without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis	"The architecture of the System shall be capable of seamless migration to its maximum capacity through a modular and stackable design, allowing for the addition of peripheral cards across multiple chassis without compromising the function/features of the system. The architecture should include provisions for redundant power supplies to ensure high availability and reliability."
14.	Page 36, Sr.No. 16 of Technical Specifications: EPABX System	It should be possible to reach the maximum capacity of system up to 1000 extensions, 20 PRI and 100 digital extensions, 100 CO lines,90 SIP trunks,1500 IP extension,15 radio ports & 30 E&M and 60 GSM/3G/4G VoLTE trunk on the same platform without adding any cabinet and with single power supply.	It should be possible to reach the maximum capacity of system up to 1200 Analog extensions, 3 PRI and 100 digital extensions, 90 SIP trunks, 1500 IP extension, on the same platform without adding any cabinet and with single power supply.



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
15.	Page 37, Sr.No. 29 of Technical Specifications: EPABX System	The system shall support in-skin voice mail server on CPU with 2000 hours of storage capacity and dedicated mailbox for each extension	Deleted
16.	Page 37, Sr.No. 31 of Technical Specifications: EPABX System	The system should have inbuilt Power failure transfer functionality on the card. No external devices for Power failure required.	The system should have Power failure transfer functionality on the card.
17.	Page no. 37 , Sr.No. 31: Technical Specification	The system should have inbuilt Power failure transfer functionality on the card. No external devices for Power failure required.	The system should have Power failure transfer functionality on the card.
18.	Page no. 38 , Sr.No. 33: Technical Specification	The system should be Pure DC power operable (48V DC) through FCBC	The system should operate on AC power (230V) as well as DC power (48V DC) through FCBC.
19..	Page 38, Sr.No. 35 of Technical Specifications: EPABX System	It shall support Mobile and PC Apps (Own Developed) for mobile/PC as extensions. – With Features like click to call, auto Sign in, screen sharing etc.	Deleted
20.	Page 38, Sr.No. 36 of Technical Specifications: EPABX System	Unified Communication platform built in especially with E-mail to SMS, Voicemail to E-mail, Bulk SMS, and SMS on no reply and Computer Telephony Integration etc.	Deleted
21.	Page 38, Sr.No. 37 of Technical Specifications: EPABX System	It shall support IVRS, Voice Mail & Conversation Recording up to 2000 Hours and unlimited recording in network drive option	It shall support IVRS, Voice Mail & Conversation Recording in the network drive option



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
22.	Page 38, Sr.No. 39 of Technical Specifications: EPABX System	System shall support E1 over OFC; E1 on fiber can be directly connected to the E1FO port of IP PBX without any media convertor.	System shall support E1 over OFC; E1 on fiber can be directly connected to the E1FO port of EPABX.
23	Page 38, Sr.No. 40 of Technical Specifications: EPABX System	It shall support Splitting of E1 into voice and data both using Data card.	Deleted
24	Page 38, Sr.No. 41 of Technical Specifications: EPABX System	Voice message broadcasting should be supported and it shall support recording of message from telephone for broadcasting.	Deleted
25	Page 39, Sr.No. 40 of Technical Specifications: EPABX System	Voice Message shall be broadcasted on the mobile number of the users and also to the users of the networked systems.	Deleted
26	Page 39, Sr.No. 46 of Technical Specifications: EPABX System	It shall also Call Back on Missed calls on the trunk line. system should automatically call external caller on received missed call on trunk lines.	Deleted
27	Page 39, Sr.No. 47 of Technical Specifications: EPABX System	It shall support Bulk SMS up to 1000 contacts for sending emergency meeting invite using GSM SIM inserted in IP PBX	Deleted
28	Page 39, Sr.No. 51 of Technical Specifications: EPABX System	It should be Single Chassis and Single power solution till 1000 TDM and 1500 IP Ports.	Refer Corrigendum Sr. No. 9



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
29	Page 39, Sr.No. 52 of Technical Specifications: EPABX System	It shall also support In skin GSM SIM connectivity with 4G Volte support	Deleted
30	Page 39, Sr.No. 53 of Technical Specifications: EPABX System	It should support in skin Radio Interface.	Deleted
31	Page 40, Sr.No. 3.1 of Interface Connectivity	<p>3.1 IP Trunks :</p> <p>The system should support VoIP solutions as an integral part of the system.</p> <p>The VoIP media gateway should not consume any universal slot. Universal slots should be usable for TDM port expansion. VoIP should be implemented by plug and play daughter board on server card</p> <p>Support of minimum 90 SIP trunk from Day 1, SIP trunk should be License free.</p> <p>System should have capability to support Video call Over IP</p> <p>The system must support the following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN, voice codec G.711u, G.711a, G.723, G.729, GSM, iLBC. Only trusted IP address should be allowed for calling via Peer-to-Peer trunk.</p> <p>Digest authentication shall be supported on peer-to-peer SIP trunk.</p> <p>At least 500 IP addresses should be allowed in the Trusted IP List.</p>	<p>3.1 IP Trunks :</p> <p>The system should support VoIP solutions as an integral part of the system.</p> <p>System should have capability to support Video call Over IP</p> <p>The system must support the following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN, voice codec G.711u, G.711a, G.723, G.729, GSM, iLBC. Only trusted IP address should be allowed for calling via Peer-to-Peer trunk.</p> <p>Digest authentication shall be supported on peer-to-peer SIP trunk.</p>
32	Page 41, Sr.No. 3.3 of ISDN E1/PRI Trunk	<p>3-3 ISDN E1/PRI Trunk:</p> <p>2. System should support a PRI port on a single card with fiber E1 and copper E1 termination.</p>	<p>3-3 ISDN E1/PRI Trunk: 2. System should support a PRI port with fiber E1 and copper E1 termination.</p>
33	Page 43 , 3.4 GSM trunk	3.4 : GSM Trunk :	Deleted
34	Page 43, 3.5 Radio Interface	3.5 Radio Interface :	Deleted



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Sr. No	Tender reference/ Clause No.	Existing description	Modification
35.	Page 44, 3.6 Radio Interface	3.6 E&M Trunks:	Deleted
36.	Page 45 , 4.1 Analog Subscriber	4.1 Analog Subscriber : System shall support subscriber line card with 8/16/24/32 ports Single subscriber line card should support 32 subscriber port Each Port to support CLIP Feature both DTMF and FSK. The presentation of CLIP should be card dependent and should not be dependent on Central Resources. Should be work on copper 0.5 mm cable without degradation of service up to a minimum distance of 8 Kms. The loop resistance of the subscriber card should be at least 1800(inclusive of the phone resistance) ohms or more	4.1 Analog Subscriber : System shall support subscriber line card with 8/16/24/32 ports . Each Port to support CLIP Feature both DTMF and FSK. The presentation of CLIP should be card dependent and should not be dependent on Central Resources. Should be work on copper 0.5 mm cable without degradation of service in Office premises. The loop resistance of the subscriber card should be at least 1800(inclusive of the phone resistance) ohms or more.
37.	Page 45, 4.2 : Digital subscriber	4.2 . Digital subscriber : System shall support a digital port card with 8/16/32 ports. It shall also support special card for digital port card with Digital phone connectivity up to 1 km. Each Port supports the CLIP feature for both DTMF and FSK. There should be no compulsion of using different hardware for DTMF or FSK CLIP. All the ports should support both DTMF and FSK CLIP. Should be work on copper 0.5 mm cable without degradation of service up to a minimum distance of 500 meter or more. Should have capacity to receive 10 or more calls simultaneously.	4.2 . Digital subscriber : System shall support a digital port card with 8/16/32 ports. Each Port supports the CLIP feature for both DTMF and FSK. There should be no compulsion of using different hardware for DTMF or FSK CLIP. All the ports should support both DTMF and FSK CLIP. Should be work on copper 0.5 mm cable without degradation of service up to a minimum distance of 500 meter or more. Should have capacity to receive 10 or more calls simultaneously.
38.	Page no. 58 , point 10 :Specification of Digital Phone	Technical Specification Sr.No. 10 : Specification of Digital Phone:.....	Deleted
39.	Page no. 59, Sr. 12 :Specification of Analog Phone	Specification of Analog Phone with CLI : FSK/DTMF compatible caller-id <ul style="list-style-type: none"> ● 16 Digit single Line LCD display ● 30 incoming Memory ● 5 outgoing memories ● Ringer volume control 	Specification of Analog Phone with CLI : Analog Phone Type 1 FSK/DTMF compatible caller-id <ul style="list-style-type: none"> ● 16 Digit single Line LCD display ● 30 incoming Memory ● 5 outgoing memories



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		Switch <ul style="list-style-type: none"> • Hands free operation It should be battery free	<ul style="list-style-type: none"> • Ringer volume control Switch • Hands free operation • Display : Displays the time, date and day • Mute: Mute Button • Color : Black <p>Indicative Make Beetel-C51 Analog Phone Type 2 FSK/DTMF compatible with auto-detection</p> <ul style="list-style-type: none"> • 16-digit LCD display with Green • 99 Nos Incoming Call Memory • 18 Nos Outgoing Call Memory • 6 One-Touch Memory • 5 kinds of Normal Ringing Tone • Intercom and Parallel Call Transfer • Redial function & Pause Function • 5 sets of Alarm Clock • Basic Calculator function • 4 kinds of Polyphonic Ringing Music For Selection • Set PABX Code Function • 16 level LCD Contrast Adjustable • Two ways Speakerphone with 3 Levels volume Control • Programmable Flash function • Color: Black <p>Indicative make Beetel-M71</p>

All other terms and conditions mentioned in the tender remains unchanged.

**** Bidders are advised to submit the pre-bid clarifications duly signed along with technical bid. This shall be part of the tender.**

Date: 12 June 2024

Dy. General Manager

DPSP, Head Office

NABARD



Minutes of Pre-Bid Meeting for Supply Installation Testing & Commissioning of EPABX System at NABARD Head Office Mumbai

The pre-bid meeting for the captioned tender was held on 10 June 2024 at 11:00 AM to discuss and clarify queries, if any, raised by the prospective vendors. The meeting was attended by the representatives of following firms:-

1. M/s SMB Automation Pvt. Ltd.
 2. M/s Arvind Ltd.
 3. M/s Laser Teles
 4. M/s Clixo Broad Band Pvt. Ltd.
 5. M/s Asttecs Commers Pvt. Ltd.
 6. M/s OBM Automation Pvt. Ltd.
 7. M/s HTP Global Tech
 8. M/s Matrix Comsec
 9. M/s Coral Telecom
 10. M/s BSNL
 11. M/s Intellicon
2. During the discussions clarifications provided by the Bank was as under:-
- i. "Tender specifications are OEM-specific" –
It was indicated that clarifications/corrigendum would be issued to make the tender generic. Clauses outlined by the bidders were discussed item-wise and noted for modification. It was emphasized that the requirement of EPABX with salient features of 1200 Analog extensions, upto 64 VoIP extensions, PRI lines with modern features is the objective of the tender and all reputed OEMs satisfying the generic technical specifications may participate if they meet the essential techno-commercial conditions.
 - ii. Other salient specific technical specifications discussed during the meeting are as under: -
 - a. Certificate – Only TEC Certificate would be necessary.
 - b. Digital Phones – Would be deleted.
 - c. IP phones – Alcatel brand specs would be removed and only OEM IP phone would be accepted
 - d. Radio interfaced card, GSM card etc. – Would be deleted
 - e. Switches – PoE switches and associated cabling required for connectivity to IP phones would be specified in detail.
 - f. Deputation of service engineers full time for 7 years – Would be deleted.
 - iii. Commercial conditions like payment terms and insurance would remain unchanged.
3. These minutes of pre-bid meeting shall form part of bid documents.
4. The above clarifications are issued for the information of all intending bidders. In view of the changes, the last date of submission of the bid would be extended as per a corrigendum to be issued.



