

Organisation Details

Type: Central PSU
 Ministry: Ministry of Coal
 Department: Materials Management
 Organisation Name: Coal India Limited
 Office Zone: Coal India Limited Hq

Buyer Details

Name: Motupalli Kamal Manohar
 Designation: Management Trainee
 Contact No.: 033-71104174-
 Email ID: kamal.motupalli@nic.in
 GSTIN: -
 Address: COAL BHAWAN, 04-1111, A III, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA, NORTH 24 PARGANAS, WEST BENGAL-700156, India

Financial Approval Detail

IFD Concurrence : No
 Designation of Administrative Approval : GM MM
 Designation of Financial Approval : GM (Finance)

Seller Details

Company Name: ADITYA TECHNOLOGIES
 Contact No.: 09830466846
 Email ID: projects@adityatechnologies.co.in
 Address: 38/1, KABI MUKUNDA DAS ROAD, PS DUMDUM, DUM DUM CANTONMENT, Kolkata, West Bengal-700065, -
 MSME verified: Yes
 MSE Social Category: General
 MSE Gender: Male

Product Details

#	Item Description	Category Name	Model	HSN Code	Ordered Quantity	Unit	Price (Inclusive of all Duties and Taxes in INR)
1	Panasonic EPABX	pabx system-EPABX	Panasonic KXNS 300	8517	6	set	257,400
2	Proprietary Key Telephone KX-T7730 White	Add on phones /Endpoint for PABX System	KX-T7730 White	8517	12	pieces	30,000
Total Order Value (in INR)							287,400

Consignee Detail

S.No	Consignee	Item	Quantity	Expected Delivery Date
1	Anil Kumar Singh - Landline-- gment.cil@nic.in COAL BHAWAN Premises No - 04, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA, NORTH 24 PARGANAS, WEST BENGAL-700156, India	Panasonic EPABX	6	13-Apr-2020
		Proprietary Key Telephone KX-T7730 White	12	13-Apr-2020

Product Specification for Panasonic EPABX

Specification	Sub-Spec	Value
	EPABX system Implementation Technology/Architecture	Hybrid (Microprocessor based also supporting SIP extension)
	Number of Analogue Extensions / FXS Ports	24
	Expandable Upto (TDM / FSX Ports)	128

EXTENSION AND TRUNK / JUNCTION	Number of Digital Extensions	4
	Number of Analogue Junction/FXO ports	4
	Number of SIP Extensions	4
	SIP Extensions expandable upto	32
	Number of SIP Trunks	4
MAIN DISTRIBUTION FRAME(MDF)	MDF(Number of pair)	50
	Integrated Protection Module(IPM)	Yes
	If YES,number of Integrated Protection Module(IPMs)	50
CARDS CARDS	Type of Cards Supported	BRI,PRI,E1,E&M,Radio Interface,GSM
	Number of Ports per Card Supported	1
GATEWAYS	Type of Gateways Supported	Universal Gateway,SIP,FXO,FXS,PRI,Radio,GSM,E1,E&M,NA
	Number of Ports per Gateway Supported	NA
CONSOLE	Type of Operator Console	Key phone based
	Number of Operator Console	2
SERVER SPECIFICATIONS / REQUIREMENTS	Total Number of Servers Included in the Supply	NA
	"Number of Hot Standby Servers out of Total Servers, included in the Scope of Supply"	0
	Server Form Factor	NA
	Rack Size (RU) / Space Required for each Server	NA
	Processor Make	NA
	Processor Configuration & Description	NA
	Total Number of processor	NA
	Number of Redundant Processors Included in the Total Number of Processor	NA
	Number of Cores per Processor	NA
	Type of RAM	NA
	RAM Size (in GB)	NA
	Type of Hard Disk Drive	NA
	Capacity of Hard Disk Drive (in TB)	NA
	Hot Swap Components	NA
	Network Interface	Integrated Dual Gigabit(auto) Ethernet supporting IPv4 and IPv6,USB,HDMI,VGA,WiFi,NA
SOFTWARES	Application Software Type / Capabilities	NA
	Type of Licence	NA
	Name of Softwares	NA
	Name of the OEM	NA
	OEM Model / Part Number	NA
	Software Description	NA
	Software Version	NA

	Date of Launch of Version	NA
	Free supports/updates during validity of license	NA
SOFTWARE FEATURES	Analog Extention/FXS (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Analog Extention/FXS Offered under ""EXTENSION AND TRUNK / JUNCTION"")	NO
	"Digital Extension (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Digital Extension Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"Analog Junction/FXO (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Analog Junction/FXO Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"SIP extension (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of SIP Extension Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"SIP trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"PRI Trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of PRI Trunk Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"Radio Interface (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Radio Interface Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"GSM (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of GSM Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"E1 Trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	"E&M (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of E&M Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO
	Number of Conference Participants Supported	8

GENERAL FEATURES of EPABX SYSTEM

Number of Direct Station Selection Keys per Console	NA
Number of Media Channel/Ports Supported	NA
Number of IP-TDM Concurrent Calls(2 users per call) Supported	NA
Call Buffer Memory System	Yes
If Call Buffer Memory Available,Number of Records	100
Hot Standby Redundant CPU	No
If YES,Number of Hot Standby CPU Cards	NA
Hot Standby Redundant PSU (Power Supply Unit)	No
If YES, Number of Hot Standby Redundant PSU Cards	NA
Inbuilt Voice Mail for EPABX System	No
If Voice Mail Available, Number of Voice Mail Channels	NA
Available for Voice Mail, Number of Hours of Recording	NA
Auto Attendant Facility	No
If Available, Number of Auto Attendant Channels	NA
ASMDR/CDR	No
Voice Logger	NA
If YES, Number of Simultaneous Calls that can be Recorded in Voice Logger	NA
Security Feature(for server based)	NA
Supported Functionalities (for server based)	NA
Supported Codecs	NA
Any other features	na
System Features	Automatic Route Selection facility,DID facility(Direct inward dialing),DOD facility(Direct outward dialing),DISA facility(Direct inward station access),DOSA facility(Direct outwards station access),Facility for connecting recorded voice answering,ASMDR/CDR,Caller ID information for both internal and external callers (over Analogue, ISDN PRI),Call waiting,Music-on-hold facility
Extension Features	Call forwarding,Consultation Hold,Automatic call transfer,Conference call,Call pick up,Paging on key phone,Background music,Calling line identification(CLI),Remote Maintenance,Other Extension features
Attendant Console Features	Answering an incoming call,Call queuing,Call waiting display,Automatic Call Distribution,Call Hold,Trunk offering,Other Attendants console Features
Voice Prompts and Announcement	No
If yes, Number of Levels of IVRS	NA
Supply Voltage	230V AC,50HZ
Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup	NA
FCBC	NA

POWER SOURCE	If YES, minimum current Rating of FCBC at charging voltage of 48V (Ampere)	NA
	Protection against over current and accidental reversal of polarity on the input side and against over current, over voltage on the output side	NA
OPERATING CONDITIONS	Minimum Operating Temperature (Degree C)	0
	Maximum Operating Temperature (Degree C)	40
	Operating Humidity (RH) (%)	85
TEST REPORT DETAILS AND TESTS	TEC approval as per the latest TEC specifications	YES
	TEC approval Certificate number	na
	Availability of the test report from Central Government/ NABL/ ILAC accredited lab to prove conformity to the specification including Environmental Test Sequence	No
	Test reports consist of verification of all the features & functional parameters & environmental tests	No
	conformity to Dry Heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/section-5/1977 latest	No
	conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/part-2/section-4/1977 latest	No
	conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 h each at a temperature of 40 degree C & 95% RH in accordance with IS:9000/part-5/section-1/ 1991 latest	No
INSTALLATION AND MAINTENANCE	Installation and Commissioning	With
	Chemical Earthing to achieve resistance < 2ohm	No
	Recommendation / Information regarding Supporting Hardware Required to meet the Performance / Capabilities of the System	NA
OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	YES
	Operation & Maintenance terminal	NA(for conventional EPABX)
	Training provided to buyers	Yes
	If YES,Details of training	On site training for 3 days
	Packing List	NA
SERVICES	Warranty	3
	Recommendation / Information regarding Supporting Hardware Required to meet the Performance / Capabilities of the System,	NA
	Compliance to STC of the Product	Yes

Product Specification for Proprietary Key Telephone KX-T7730 White

Specification	Sub-Spec	Value
Phones /Endpoint for EPABX System	Description	Digital Phone
	Number of fixed function Keys	14
	Number of Programmable keys	12
	Number of lines of Display	1
	Make of EPABX supported	PANASONIC
	Model of EPABX supported	KX-TES/TEB
	Other Features	Hands Free Speech
	Warranty	1

Corrigendum

1. **Extended Upto** : 2019-12-26 13:00:00
2. **Extended Upto** : 2019-12-26 13:00:00

Terms and Conditions

1. Special terms and conditions

1.1 STC FOR pabx system - EPABX In addition to general terms and conditions of the GeM following special T&C shall be applicable:

1.1.1 SYSTEM FEATURES FOR EPABX SYSTEM :

1.1.1.1 The EPABX System is Digital PCM/TDM (non-blocking) technology.

1.1.1.2 Tone and Ringing: The System to provide the standard tones and ringing current as in the Public Telephone Network as follows :

1.1.1.2.1 Ringing 75 V AC , 25 Hz.

1.1.1.2.2 Ring back tone 400 Hz. 0.4 sec ON, 0.4 sec OFF.

1.1.1.2.3 Dial tone 400 Hz modulated by 25 Hz.

1.1.1.2.4 Busy tone 400 Hz, 0.75 sec ON, 0.75 sec OFF.

1.1.1.2.5 Line feed voltage 48 V +/- 4 V DC.

1.1.1.3 The equipment and circuits for tones and ringing are part of main PABX equipment.

1.1.1.3.1 The equipment is with Automatic Route Selection facility to determine least cost route automatically based on class of service.

1.1.1.4 Extension-to-Extension Dialing: It is possible to establish internal calls automatically by dialing any number without assistance of the attendant.

1.1.1.5 Direct Outward Dialing: It is possible to establish external calls automatically by dialing any number without the assistance of the attendant (subject to class of service).

1.1.1.6 Provision of DID & DISA: It has facility for direct inward dialing and direct inward station access.

1.1.1.7 Direct Outwards Station Access (DOSA): Any Extension can access the trunk lines of the System through personal pass code to make outward calls. All DOSA calls remain in account of that particular Extension.

1.1.1.8 Direct Station Selection (DSS): Just pressing a single key the operator or extension can directly call an extension or access the trunk line without hassles of pressing multiple digits.

1.1.1.9 Multi Level Voice DISA: When ordered as an extra feature/card, this will enable the systems to provide auto attendant service to outside callers to directly access the desired extension by surpassing the operator. The caller is to be step wise guided by multi-level voice messages.

1.1.1.10 Access To Exchange Network: It is possible for an extension to get access to public network with or without the attendant in such cases, facility to exist for the attendant to either dial the required No. or to merely extend the junction to the extension and permit the subscriber to dial the number.

1.1.1.11 Privacy Of Call: Full privacy of conversation is available on all calls whether established directly or by the attendant. A warning tone of a specified frequency is applied when trunk-offering facility is exercised by the attendant on an extension user.

1.1.1.12 Class Of Service: It is possible to allow an extension control over the telephone usage by providing him suitable class of service.

1.1.1.13 The coding technique to be used is ALAW/CODEC per channel.

1.1.1.14 During night, when the board is shut, external lines is be linked to any pre-defined extensions.

1.1.1.15 Provision for connecting recorded voice / answering to make available extensions to an incoming call without the help of operator.

1.1.1.16 Flexible Numbering Scheme: System has provision for flexible numbering plan up to four digits/six digits for extensions.

1.1.1.17 Trunk Support: The system supports Analog trunks,GSMtrunks,ISDN BRI,VOIP and SIP trunks.Generally,system supporting ISDN PRI is also compatible to E1 connectivity.

1.1.1.18 Universal slots Configuration: All slots of the System are identical to facilitate flexible configuration of the System as per user needs.

1.1.1.19 Discriminate Ringing: The System supports discriminate ringing to indicate internal &external calls.

1.1.1.20 Multiple Consoles: The System supports multiple numbers of consoles for large EPBAX Systems.

1.1.1.21 Mixed Station Dialing: To support all the features irrespective of type of telephone instruments i.e., DTMF or DECADIC.

1.1.1.22 Versatile ASMDR/ CDRThe System supports ASMDR/CDR, which is a call accounting application that can record suitable number of calls and print as applicable without dedicated printer.

1.1.1.23 Power Failure Transfer: In the case of power failure all P&T / CO lines become available on the pre-set Extensions. Provision for Availability of Junction Lines are as under: System of 4 & 8 Junctions: Availability of 2 Junctions System of 24 & 32 Junctions: Availability of 4 Junctions System of 64 Junctions: Availability of 8 Junctions.

1.1.1.24 Programmable Class Of Service: The System supports programmable class of service for P&T (STD/ISD/LOCAL) dialing as per need.

1.1.1.24.1 Direct Call Billing In Rupees: The System supports direct call billing (near value) through parallel/serial port printer without computer or through Call billing software with computer.

1.1.1.24.2 Call Billing Printout Options: The System supports versatile multiple combinations of direct printout options with total amount viz., Extension wise, Trunk wise. Today's call print out, Group wise printout, Particular date, Particular Month, Particular Time, Particular Phone etc.

1.1.1.24.3 This is an optional feature and when ordered it enables the incoming calling No. is displayed on Key/Analog Phone even if the call is transferred by the operator, it is compatible to DTMF (Optional).

1.1.1.24.4 Remote Maintenance: The System programming can even be done from remote locations.

1.1.1.25 PABX System is suitable for flexible numbering scheme. It is support at least 6 digits numbering scheme. System also allow mixed numbering scheme.

1.1.1.26 System has abbreviated dialing feature configurable for system wise and individual user basis.

1.1.1.27 Caller ID information for both internal and external callers (over Analogue, ISDN PRI) is available to endpoint users. It is possible to capture the CLI coming from the digital and analog trunks in the Network and display the same on following :

1.1.1.27.1 IP Phones

1.1.1.27.2 Digital Phones.

1.1.1.27.3 Analog Phones with DTMF and FSK CLI with Name unit (inbuilt CLI unit). It is possible to provide CLI on all analog extensions simultaneously without any limitation on the number of extensions on which this facility would be available.

1.1.1.28 Every subscriber has his own authorization code to make outgoing calls thereby ensuring no misuse of the system. Unique authorization codes is possible for every subscriber & the user to have a complete flexibility to dial his identification or authentication code from any location & thus utilize all his facilities from there.

1.1.1.29 Automatic call back for any of the dialed extension within the exchange in case of busy.

1.1.1.30 Direct seizure of PSTN junction using a code or a key of digital phone.

1.1.1.31 Reservation of access to PSTN junction line for certain user.

1.1.1.32 Limitation for certain user to access PSTN junction line depending on time of the day.

1.1.1.33 Fully Restricted Extensions - Extensions must be able to be barred from all forms of outgoing access, except calls to Emergency Service like Helpdesk, Fault Control, Fire service through class of service programming. This will restrict the extension to receiving incoming calls only.

1.1.1.34 Time Based disconnection on PSTN calls which can be user group based.

1.1.1.35 The system may have option to support connectivity to third party applications like call billing system, voice mail, IVR (Interactive Voice Response) System etc.

1.1.1.36 Class of restriction facility to define different class of call origination and termination facilities.

1.1.1.37 Call Waiting - System allow users to have "Call waiting" for internal caller and external caller or operator. Subscribers with digital or IP- telephones with display is able to override an ongoing call for a waiting call. In the busy state, the callers receive the call connect signal, the subscriber receives an alerting tone and the caller ID is shown on the display. Without terminating the existing call, it is possible to take the waiting call and toggle between the two calls. The caller hear a call

waiting tone in case to be informed about his call waiting.

1.1.1.38 System has built-in music-on-hold facility. The system provide internal/external music and recorded announcement information to callers on hold.

1.1.1.39 Voice Prompts and Announcement - The system supports a plug-in voice announcement board with minimum 30 announcements.

1.1.1.40 Call Detail Recording - System supports versatile call charging system. Details of extension numbers date, time, called number, duration of call and call charges to be provided. The system has an inbuilt billing system, which is capable of calculating the call charges without the need for any additional external hardware or software systems.

1.1.1.41 Call Budgeting - The system has call budgeting feature, wherein the call charge budget for each extension of the system can be defined and if for any user, the budget exceeds, all outgoing trunk calls will be barred. This feature is inbuilt in the system.

1.1.1.42 Least Cost Routing - The system has inbuilt Least Cost routing (LCR) which can be configured as Dialed number based or Time based or call charges based.

1.1.1.43 Multiple Operator Positions. - Multiple Operator positions to be provided, and Exchange lines and functions may be grouped to be handled by one or more operator positions. The system has a provision to support operator consoles as per the capacity and configuration. The operator consoles to be equipped with PC based consoles with headgears.

1.1.1.44 The system has the function of gateway and gatekeeper for IP telephony. The hardware should be on board capable of going into any universal slot.

1.1.1.45 The system supports mix-mode dialing. The system automatically detect the type of analog phone connected to the subscriber card and support PULSE/DTMF dial without changing the parameters in the switch.

1.1.1.46 The system has provision for remote logins for maintenance. These Logins are password protected. Also there it is possible to create different maintenance logins with different privileges.

1.1.1.47 The system administration and maintenance should be using GUI based software.

1.1.1.48 Closed User Group : The system may at least 16 closed user group with maximum of 30 subscribers in each group.

1.1.2 EXTENSION FEATURES FOR EPABX SYSTEM :

1.1.2.1 Automatic Call Back: Facility exist for an extension user on encountering a busy signal on a called extension, to invoke the automatic call back feature by dialing a code before hanging up. When both the calling and called parties are free, the call is be automatically put through and in case of no-answer the call may be disconnected after a specified period.

1.1.2.2 Call Forwarding: An extension with this class of service is able to transfer all incoming calls, temporarily to another pre-selected extension. Such requests to be registered by dialing a code followed by the extension No. Facility also exist for cancellation of a request registered earlier.

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

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

1.1.2.5 Automatic Call Transfer: It is possible for an extension user to transfer incoming calls to another extension with or without help of the attendant.

1.1.2.6 Executive/Secretary: A combination of call forwarding, consultation & hold to provide for executive to selectively/answer calls.

1.1.2.7 Executive Over-Ride: There must be facility offering priority to 5 minimum extensions to over-ride on going conversations.

1.1.2.8 Conference Call: It is possible for an extension user to set up a conference call with other extension users or outside callers as per system capacity and configuration. One of the extension user or by the attendant may set up the conference call.

1.1.2.9 Call Pick-Up : It is possible for an extension user to pick-up incoming calls ringing on another extension without the help of the attendant. The system is support the following types of call pickup :

1.1.2.9.1 Group Call Pickup

1.1.2.9.2 Directed call pick-up.

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

1.1.2.11 Auto Call Disconnection: System to facilitate to fix the time of call beyond which it will be automatically disconnected.

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

1.1.2.13 Paging On Key Phone: The caller can activate speaker phone of the called extension to communicate in urgency in own voice when Extension is idle.

1.1.2.14 Call Name & Extension number on Display (Internal CLI): Name as well as Extension No. of the caller is displayed on the Key Phone, facilitating to respond accordingly.

1.1.2.15 Background Music: The Key Phone user can enjoy the light background music.

1.1.2.16 Auto-Answer / Auto-Off : Key Phone can be programmed for auto-answer after pre-set number of incoming rings. The Key Phone is automatically

disconnected when caller disconnects.

1.1.2.17 Extension to extension calls, Operator assisted calls

1.1.2.18 Direct inward dialing (DID), Direct outward dialing

1.1.2.19 Programmable Class of Service features for local/STD/ISD dialing as well as for system features with dynamic locking facility.

1.1.2.20 Discriminative ringing for internal, external and VIP calls.

1.1.2.21 Abbreviate dialing - Individual extensions are able to at least program 10 abbreviated call numbers for regularly called numbers.

1.1.2.22 Call Transfer -

1.1.2.22.1 Transferring external calls

1.1.2.22.2 Transferring internal calls

1.1.2.23 Camp On -

1.1.2.23.1 Camp On Busy

1.1.2.23.2 Camp On Idle

1.1.2.24 Call Parking - It is possible to park calls and retrieve from both analog and digital/IP extensions.

1.1.2.25 Line " lockout

1.1.2.26 Trunk camp on, Wake up alarm, Do not disturb

1.1.2.27 Last number redial

1.1.2.28 Voice mail interface server

1.1.2.29 Emergency Call - The system has the facility for the user to broadcast simultaneously on at least 5 end point users irrespective of their state in event of any emergency through message dialing a feature code.

1.1.2.30 Missed/Dialed/Received Call Lists - It should be possible to view at least last eight dialed/received/missed calls on display equipped terminals.

1.1.2.31 Last Caller Call back - For an analog subscriber without CLI phone, it is possible to dial the last incoming caller, by dialing a specific code. This would enable the analog subscriber to call back any missed call on his/her extension.

1.1.2.32 Hotline - Direct inward system access

1.1.2.33 Password Display Suppression - When a password is entered in a display equipped terminal the display should suppress the digits so that no one present can deduce the password.

1.1.2.34 Personal Identification Number - This feature is also called as Floating Password. Through this feature subscribers is able to go to any extension in and across the network and make that extension as his extension for a Call or for certain time period.

1.1.2.35 Password Control - It is possible to assign Passwords to telephone from both Maintenance Terminals as well as telephone to prevent misuse of telephone.

1.1.2.36 Virtual Telephony - It is possible to give subscribers a virtual account code, which can be used for making outgoing calls from any extension. All such calls made are to be accounted to the virtual account.

1.1.2.37 Hunt Groups - It is possible to have both Cyclic and Linear Hunting of extensions.

1.1.2.38 Howler Tone - It is possible to give a howler tone on the extension in case the handset is kept off hook after a timeout.

1.1.2.39 One Number Service - The system supports One Number Service. This feature allows the calls coming in to extension to ring after administered numbers of rings (follow me) at a predefined Mobile phone number or PSTN Number. It is then be possible to use the predefined handset as a remote extension.

1.1.2.40 Add on conference (three parties)

1.1.2.41 Preset Conference Calls: It is possible to dial out a pre-defined group of participants/numbers by simply pressing the pre-assigned key on the digital phone or by code from any of the analog phone. It is also possible to have multiple such groups. Additionally, each preset conference must have its own unique dial number. When this group number is dialed, all the number stations will ring simultaneously. As members join the conference, all actively-participating members will hear a warning tone indicating that another participant has entered the conference. Stations that go un-answered will continue ringing without disturbing the conference until the ring time out is completed.

1.1.3 ATTENDANTS CONSOLE FEATURES FOR EPABX SYSTEM:

1.1.3.1 Stand-alone or P.C. based Attendant Console with the following features :

1.1.3.1.1 The operator console has easy to view display,multiple keys and busy lamp field for extensions. It has easy handling facility for all internal & external calls.

1.1.3.1.2 Answering an Incoming Call: Facility exist for answering an incoming call, whether from an internal extensions or external junction. It is possible to identify the type of call that is internal, external line etc.,

1.1.3.1.3 Call Queuing : All incoming calls are presented to the console in order of the arrival. Facility exist for giving preference to junction calls over calls from internal extensions.

1.1.3.1.4 Serial Call : Facility exist in Large systems to extend an incoming call as serial call, which is come back to attendant on completion of call and permitting the attendant to route the call to another extension and so on.

1.1.3.1.5 Call Waiting Display : An indication is be given when there is an unanswered call waiting in the queue.

1.1.3.1.6 Call Selection : Facility exist to the attendant to select which incoming call to be answered first.

1.1.3.1.7 Call Hold Facility : It is possible for the attendant to place an incoming junction call on hold pending further processing.

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

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

1.1.3.1.10 Position Busy : When a console is too busy, all the waiting calls queued for the particular console are transferred to other console/extensions. Incoming calls in cases where two consoles exist are equally distributed. Facility exist during absence of the attendants for incoming external calls to be forwarded to one common or several individual extensions.

1.1.3.1.11 Night Service : It is possible for all incoming calls to be transferred to certain pre-fixed extensions, in case this option has been exercised during the night.

1.1.3.1.12 Head Phone Connectivity : The operators can plug-in headphone to handle the call traffic efficiently while keeping her/his hands free for other jobs.

1.1.4 SERVICE OBJECTIVES FOR EPABX SYSTEM:

1.1.4.1 Following service objectives are to be met:

1.1.4.1.1 Under overload conditions, the lost call figure applicable is one in 200 for extensions to extensions call and one call in 100 for junction calls, overload being defined as 10% increase in occupancy of speech network and simultaneous 25% increase in the number of calls.

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

1.1.4.1.3 The assumption to be made while deciding the dimension of the links, junctions and attendants console are following :

1.1.4.1.3.1 Total junction traffic per extension 0.1 erlang during peak busy hour.

1.1.4.1.3.2 Average holding time of calls 0.90 seconds.

1.1.4.1.3.3 The switching network provides access to the links & junction on fully non-blocking basis.

1.1.4.1.3.4 The equipment design is such that any special case and precaution on the part of maintenance personnel are kept to an absolute min. And no preventive maintenance is required.

1.1.4.1.3.5 The System has inherent capability to monitor its own performance and to detect, analyze and locate faults.

1.1.4.1.3.6 Fault repair at site normally consist of only replacing the faulty card or plug-in modules.

1.1.4.1.3.7 The System has remote maintenance facility.

1.1.5 GENERAL FEATURES FOR VOICE MAIL:

1.1.5.1 System to be provided with in-skin voice mail system or Standalone (Integrated with software) or PC based voice mail system. The Voice Mail System with necessary Hardware and Software to work in conjunction with the Hybrid PABX is part of the system. The Voice Mail has all the traditional voice mail features as follows :

1.1.5.1.1 To record, delete, play, forward and reply to voice messages.

1.1.5.1.2 To send group messages for many mail boxes simultaneously.

1.1.5.1.3 Personal Greetings (Name or Mail Box Number). Users are able to record/change their names, greetings etc from their phone itself

1.1.5.1.4 Different Greetings to External & Internal Caller.

1.1.5.1.5 Password or Personal Identification Number (PIN) to access VM boxes.

1.1.5.1.6 To select next message and previous message.

1.1.5.1.7 The system inform/indicate the availability of messages in the Mail Boxes to the users either -

1.1.5.1.7.1 Audibly - Tone/Voice Prompt.

1.1.5.1.7.2 Visually - by illuminating the message waiting lamp on the telephones.

1.1.5.1.8 Programming/reconfiguration and creation of mailboxes of the VM system is possible by utilizing the maintenance administration terminal.

1.1.5.1.9 Administration Interface- The system provides direct access to the system database through a PC interface, from which traffic and usage reports can be generated.

1.1.5.1.10 Automatic Message Scan - The system allows the subscribers to scan all message headers and/or messages by simple feature codes.

1.1.5.1.11 Call Answer - The system provides the facility of answering calls and recording messages for unavailable or busy subscribers. It also enable the subscribers to listen to or intercept call answers as they are being left by callers.

1.1.6 SCOPE OF INSTALLATION AND COMMISSIONING FOR EPABX SYSTEM:-

1.1.6.1 Mounting/Fitting of the EPABX System.

1.1.6.2 Suitable electric wiring up to 3 meters length between EPABX and Power Socket.

1.1.6.3 Suitable connection of extension and trunk lines between MDF and EPABX with in 3 meters length.

1.1.6.4 Connection of telephone instruments and demonstration of extension features/working of EPABX to the buyers.

1.1.7 BUYER OBLIGATION :

2. General Terms and Conditions

2.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.

2.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.

2.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.

2.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.

2.6 Octroi Duty and / or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).

2.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

2.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

2.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.

2.10 Financial Certificate:

2.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.

2.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

2.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

2.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

3. Additional Terms and conditions

3.1 Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

3.2 Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 7 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

3.3 Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.