EXPRESSION OF INTEREST OF STAKEHOLDERS/ OEM/ FIRMS FOR THE PURCHASE OF EPABX SYSTEM

The detailed technical specifications of the "EPABX System" are attached as Appendix 'A'. The OEMs/Vendors are requested to forward information of the product which they can offer and also forward correct specifications of their system against each parameter.

1. The required information/details may please be forwarded, to this office on or before……………..
2. An early response is requested.

Documents to be submitted

1. Compliance statement of all the parameters as mentioned at Appendix A separately, relevant lab test reports may also be enclosed. All test reports should be from NABL accredited labs or internationally recognized certification bodies.
2. Technical brochure of EPABX system
3. OEM authorization certificate in case of authorized agent
4. Self certification from the vendors that all the specifications are met using a compliance matrix
5. Non- Disclosure Agreement to be submitted by the vendor so as to prevent the unauthorized disclosure of confidential information shared between parties.
6. Response time SLA with four hours response time with 99% uptime commitment available on 24x7 basis during the warranty period.

Information Performa

Name of the Firm

S.No.	Description	Remarks
1.	Type of EPABX	
2.	Make and Model	
3.	Country of origin	
4.	Technical brochure	
5.	Compliance of parameters mentioned in Appendix A	
6.	OEM authorization certificate (in case of authorized agent	
7.	Make- in- India certification	
8.	Relevant manufacturing license issued by the licensing authority for Indian manufacturer	
9.	Zero Defect Zero Effect (ZED) certification issued from Quality council of India & MSME	
10.	Undertaking that the firm has not been blacklisted in any govt. department/SUs/other institution in India due to unsatisfactory performance, breach of general or specific instructions, corrupt or fraudulent or any other unethical business practices.	
11.	Order and satisfaction certificate from the govt. organizations to whom the equivalent EPABX system has been supplied	

Product Specifications for EPABX System

S.No.	Parameter	Specification	Requirement
1.	EXTENSION AND TRUNK/JUNCTION	EPABX system Implementation Technology/Architecture	Hybrid/ Analogue
		Number of Analogue Extensions /FXS ports	1475 or more
		Expandable up to (Analog extensions /FSX ports)	2000
		Number of Digital Extensions	25 or more
		Number of Analogue Junction/FXO ports	16 or more
2.	MAIN DISTRIBUTION FRAME (MDF)	MDF (Number of Pair)	1500
		Integrated Protection Module (IPM)	Yes
		if yes, Number of Integrated Protection Module (IPM)	1500
3.	CARDS SUPPORTED	Types of Cards supported	PRI, GSM, IP, SIP PRI card should support both NT and TE modes
4.	GATEWAY SUPPORTED	Gateway supported	FXO/FXS PRI, SIP, GSM
5.	CONSOLE	Type of Operator Console	Key phone based along with DSS (Direct Station Selection)
		Number of Operator Console	1 or more
6.	SYSTEM/EXTENSION/ AT TENDANT CONSOLE FEATURES	System Features	• Automatic Route Selection facility • DID facility(Direct inward dialing), DOD facility(Direct outward dialing), DISA facility(Direct inward station access) • Multi Level Voice DISA facility • Caller ID information for both internal and external callers (over Analogue, ISDN PRI) • unique authorization codes for every users • Automatic call back, Call waiting, • Music1on-hold facility, Call budgeting • Least cost routing, Digit-to-extension Mix-mode dialing, • Extension to Extension dialing

		Extension Features	• Call forwarding, Consultation Hold • Automatic call transfer • Conference call, Call pickup • Dynamic STD Lock, Password control • Emergency call facility • Missed/Dialed/Received Call List, • Personal Identification Number, Hotline Preset Conference Calls • Direct Call billing in rupees, Call billing printout • Calling line identification(CLI), Remote Maintenance
		Attendant Console Features	• Answering an incoming call • Call queuing, Serial Call • Call waiting display, Automatic Call Distribution • Call Hold' Night service • Head phone connectivity
7.	**Power Source**	Supply Voltage	48 volt DC
		Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup/ FCBC/ UPS	Yes
		FCBC	Yes with battery backup of 4 hrs
		If yes, minimum current Rating of FCBC at charging voltage of 48 volt	50 A or more
		Protection against over current and accidental reversal of polarity on the input side and against over current and over voltage on the output side	Yes
		Surge protection devices conforming to IEC/UL standards	Yes
8.	**GENERAL FEATURES of EPABX SYSTEM**	Loop resistance interface	1200 ohm or more
		Call Buffer Memory System	Yes
		If Call Buffer Memory available, number of records	1000 or more
		Number of conference participants supported	16 or more
		Inbuilt Voice mail	Yes
		If yes, number of voice mail channels	16
		Auto attendant facility	Yes
		If available, number of auto attendant channels	4 or more
9.	**BUYER SPECIFIC REQUIREMENT**	Buyer Specific requirement	• Type of TEC Certificate (GR) • Loop resistance interface (1200 ohm or

			better)
			• Minimum operating temp. 0^oC
			• Maximum operating temperature 50^oC
			• Operating Humidity (RH %) 70 or more
			• Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest
			• Conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 or latest equivalent
			• Conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9O0O/part15/section-1 / 1991 or latest equivalent
		Buyer Specific accessories	Industrial grade stabilizer suitable for the power load, input voltage 90- 250 volt with time delay (Heavy Duty), Suitable Extra PSU card(One Number),Suitable Hot standby CPU
10.	TEST REPORT/ CERTIFICATION	Valid TEC approval as per the latest TEC specifications	Yes Yes
		Make- in- India (MII) certification	
		Zero Defect Zero Effect (ZED) certification issued from Quality council of India & MSME	All test reports should be from NABL accredited labs or internationally recognized certification bodies
		Factory license registration	
11.	SECURITY & INTEGRATION	VoIP supported	Yes, the system should support secure remote access protocols
		IVRS supported	Yes, language neutral IVRS support
12.	INSTALLATION AND COMMISSIONING	Installation and Commissioning	Yes, dismantling the old existing EPABX system and the proper laying of armoured/ unarmoured cables for the extension lines as per requirement
		Chemical Earthing to achieve resistance < 2 ohm	Yes, conforming to IS 3043/ IEEE Std 80 standards
13.	OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	Yes
		Training provided to buyers	Yes
		If YES, details of training	Onsite training for 3 days
14.	Services	Comprehensive Warranty	3 years
		Spare parts support	Additional 5 years
		Local support/ service centre	Yes