



सिद्धिमूलं प्रबन्धनम्  
भा. प्र. सं. इन्दौर  
IIM INDORE

# भारतीय प्रबंध संस्थान इंदौर

## INDIAN INSTITUTE OF MANAGEMENT INDORE

Prabandh Shikhar, Rau-Pithampur Road, Indore - 453556 (M.P.), India

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**E-Tender Notice No.**  
**IIMI/Project/03/2019/71 File No.413**

### TECHNO COMMERCIAL PROPOSAL

**Name of Work:**

***“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”***

*Certified that the NIT Document contains 65 pages serially numbered from 1 to 65*

*NIT for “Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

# INDIAN INSTITUTE OF MANAGEMENT INDORE

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## भारतीय प्रबंध संस्थान इन्दौर

प्रबंध शिखर, राऊ-पीथमपुर रोड, इन्दौर – 453 556 (म.प्र.), भारत

**INDIAN INSTITUTE OF MANAGEMENT INDORE**  
Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556 (M.P.), India

Dated: January 16, 2019

### NOTICE INVITING E-TENDER

**Ref: E-Tender Notice No. IIMI/Project/03/2019/71 File No.413**

IIM Indore invites online item rate tender through e-procurement portal for the under mentioned work at IIM Indore from the bidders eligible as per the eligibility criteria mentioned in the tender document. The details are given below:

#### **A. Schedule of Important Events / Activities**

##### A.1 Information Related to Bid

A.1.1	NIT No. : IIMI/Project/03/2019/71 File No.413	
A.1.2	Name of Work	“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”
A.1.3	Estimated Cost Put to Tender	Rs. 8,76,142/- (Eight Lakh Seventy Six Thousand One hundred forty two Only)
A.1.4	Earnest Money Deposit (Rs.)	Rs. 17,523/- (Rs. Seventeen Thousand Five Hundred Twenty Three Only) by e-payment through electronic mode
A.1.5	Tender Processing Fee (Rs.)	Rs. 500/- by e-payment through electronic mode (Non-Refundable)
A.1.6	Completion period	One (01) Calendar Month
A.1.7	Mode of submission of Tender	On-Line mode only

*NIT for “Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

## A.2 Key Events and Dates

A.2.1	Publishing Date	January 16, 2019
A.2.2	Pre-Bid Meeting	04:00 PM on <b>January 24, 2019</b> at Conference Hall, Administration Block, IIM Indore. Those who are interested can attend.
A.2.3	Last date and time of closing of uploading/online submission of tender including scanned copy of EMD and tender Processing Fee details/receipts and other documents as specified	<b>Upto 10:00 AM on February 06, 2019</b>
A.2.4	Date & Time of online opening of technical bid	<b>10:30 AM on February 07, 2019</b>
A.2.5	Date and Time of opening of financial bid of qualified bidders	<b>Will be notified at a later date</b>

## A.3 Other Important Information Related to Bid

A.3.1	Security Deposit	2.5% of tendered value to be recovered from running bills
A.3.2	Performance Guarantee	5 (FIVE) % of tendered value on acceptance of bid
A.3.3	Mode of payment of Tender Processing Fee and EMD	<p><b>Bidders will have to deposit the Tender Processing Fee and EMD through NEFT or RTGS. Details for the same are as below:</b></p> <p>Name of beneficiary :Indian Institute of Management Indore  Address : Rau-Pithampur Road, Indore-453556, M.P.  <b>Account No. :53018623445</b></p> <p>Name of the Bank :State Bank of India  Address of the bank :IIM Indore Campus  IFSC Code :SBIN0030525</p> <p>Bidders will have to upload scanned copy of Payment details towards cost of tender processing fee &amp; EMD during the submission of tender and the same will be accepted only on verification &amp; confirmation by the Institute. Any delay in credit will not be entertained by the Institute.</p>
A.3.4	Bid Validity	90 Days from the date of opening of Technical Bid

## **B. Guidelines for e-Tendering**

- B.1** It is mandatory for all the applicants to have class II or III digital signature certification from licensed certifying agency like NIC, MTNL, e-mudra, TCS, safescrypt, GNFC etc.
- B.2** Detailed NIT can be viewed free of cost on IIM Indore website under the URL <http://www.iimidr.ac.in/tenders/> . Schedule of quantities (Financial bid form) can be downloaded only from <https://eprocure.gov.in/eprocure/app>. Uploading of tender will be possible only after making payment of Tender Processing Fee and EMD.
- B.3** The tender shall be submitted online in the prescribed format before the date and time as mentioned in NIT. No other mode of submission is acceptable.
- B.4** The applicant have to upload the details of e-payment of processing fee & EMD before the last date & time and download the tender documents form the e-tendering portal <https://eprocure.gov.in/eprocure/app>.
- B.5** Tenderer are advised to upload their documents well in time to avoid last minute rush on the server or complication in uploading. IIM Indore will not be responsible for any type of problem in uploading the documents. No hard copies for tender submission shall be entertained.
- B.6** Online bid documents submitted by intending bidders shall be opened only of those bidders, who has deposited e-Tender Processing Fee and Earnest Money Deposit and other documents scanned and uploaded are found in order.
- B.7** Information and Instructions for bidders posted on website shall form part of bid document.
- B.8** The bid document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <https://eprocure.gov.in/eprocure/app> free of cost.
- B.9** Those contractors / vendors not registered on the website mentioned above, are required to get registered beforehand. If needed the intending bidders may get acquainted with the process online from the [www.eprocure.gov.in](http://www.eprocure.gov.in) site itself.
- B.10** On opening date, the contractor can login and see the bid opening process. After opening of bids he will receive the competitor, bid sheets.
- B.11** Contractor can upload documents in the form of JPG format and PDF format.

- B.12** The price bid format is provided in a spread sheet file like BoQ\_price bid.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- B.13** Contractor must ensure to quote rate of each item. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO).
- B.14** The technical bid will be opened online first on due date and time as mentioned above. The time and date of opening of financial bid of contractors qualifying the technical bid shall be communicated to them at a later date.
- B.15** Completed Tenders containing technical bid and price bid will be received ONLINE only on CPP Portal website <https://eprocure.gov.in/eprocure/app> at the fixed time and date indicted in the NIT. The Tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
- B.16** If there are any clarifications, this may be obtained online through the tender site, or thro’ the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- B.17** It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- B.18** The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- B.19** The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. Tenderers are advised to upload their documents well in time to avoid last minute rush on the server.
- B.20** The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

## C. Other information and terms & conditions

- C.1 The bid submitted shall become invalid and e-tender processing fee shall not be refunded if:
- If the bidder is found ineligible.
  - If the documents submitted by the successful bidder does not match with the originals before the award of work.
- C.2 However, certified copy of all the scanned and uploaded documents as specified in NIT shall have to be submitted by the lowest bidder only within a week physically in the office of the “ Chief Engineer, Indian Institute of Management Indore, Prabandh Shikhar, Rau - Pithampur Road, Indore 453556 (M.P.).
- C.3 Certificate of financial turn over: At the time of submission of bid, contractor may upload Undertaking / certificate from CA mentioning Financial Turnover of last 3 Year or for the period as specified in the bid document.
- C.4 IF ANY INFORMATION FURNISHED by the applicant is found to be incorrect at a later stage, they shall be liable to be debarred from tendering/ taking up works in IIM INDORE.
- C.5 The competent authority on behalf of the Director IIM Indore does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.
- C.6 Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.
- C.7 The competent authority on behalf of the Director, IIM Indore reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.
- C.8 *The bid for the works shall remain open for acceptance for a period of ninety (90) days from the date of opening of financial bid.* If any bidders withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, then the IIM Indore shall, without prejudice to any other right or remedy, be at liberty to forfeit 100% of the said earnest money as aforesaid. Further the bidders shall not be allowed to participate in the rebidding process of the work.

**C.9** This notice inviting Bid shall form a part of the contract document. The successful bidders/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-

- The Notice Inviting Bid, all the documents including additional conditions, specifications, General Conditions of Contract and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
- Any other Standard C.P.W.D. Form / other forms as applicable/mentioned.

**C.10 Mode of payment of Tender Processing Fee and EMD: Bidders may deposit the Tender Processing Fee and EMD through NEFT or RTGS. Details for the same are as below:**

Name of beneficiary : Indian Institute of Management Indore  
Address : Rau-Pithampur Road, Indore -453556, M.P.  
**Account No. : 53018623445**  
Name of the Bank : State Bank of India  
Address of the bank : IIM Indore Campus  
**IFSC Code : SBIN0030525**

Bidders will have to upload scanned copy of Payment details towards cost of tender processing fee & EMD during the submission of tender and the same will be accepted only on verification & confirmation by the Institute. Any delay in credit will not be entertained by the Institute.

**C.11 TAXES: -**

- i) This works comes under Works contract. The taxes as applicable shall be deducted from each bill paid to the contractor.
- ii) The contractor should get registered under GST (Goods & Service Tax) and same shall be paid by the contractor to concerned department and the same should be placed for consideration for reimbursement at the time of invoicing.
- iii) The contractor should also get registered under any other tax as applicable as per the extent order on the subject work and same shall be paid by the contractor to concerned department and the same should be considered in his quoted rates.
- iv) Labour Welfare cess @ 1 % of gross value of work done shall be recovered from each bill paid to the contractor.
- v) Income Tax and cess as applicable shall be deducted from each bill paid to the contractor.
- vi) Contractor should be registered under EPF and as per law, shall pay EPF of contract workers to concerned Department from time to time.



- vii) Any other taxes/cess as per Government directives shall be deducted from each bill paid to the contractor from time to time or as per rule in case of manufacturer.
- C.12 For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 0120-4200462, 0120-4001002, 91 8826246593 or 0731-2439620/ 073124394868 or send a mail over to [cppnnc@nic.in](mailto:cppnnc@nic.in)
- C.13 The specifications, Terms & Conditions, other regulations which are not herein mentioned will be guided by relevant CPWD guidelines, manual, specifications / BIS / IS/ Other Central / State Govt. norms applicable for IIM Indore & as prescribed by the OEM and the decision in this regard will be guided by the decision of the respective authority of IIM Indore which shall be final and binding to the contractor.
- C.14 Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled / registered in e-procurement should enroll /register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost.
- C.15 Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.
- C.16 Tenders and supporting documents should be uploaded through eProcurement. Hard copy of the tender documents will not be accepted.
- C.17 In the event of acceptance of a tender, the documents submitted by the successful bidder shall be verified with the originals before the award of work.
- C.18 On acceptance of the tender, the tenderer has to furnish a bar chart showing work completion schedule and submit it along with the performance security guarantee.
- C.19 The tenderer should not have been blacklisted or debarred by any Central/ State / Public Agency from carrying out similar business during last three financial years.

## D. Bidder Qualification Criteria

### Contractors who fulfil the following requirements shall ONLY be qualified for financial bid opening:

1. **Work Experience:** The bidders having experience of successfully completed works during the last 7 years ending last day of the month previous to the one in which applications are invited. *The works completed up to previous day of last date of submission of tenders shall also be considered.*

#### 1.1 Server based IP Telephone system

*Three similar works, each of value not less than Rs. 3,50,457/-,  
OR*

*Two similar works, each of value not less than Rs. 5,25,685/-,  
OR*

*One similar work of value not less than Rs. 7,00,914/-, all amounts rounded off to a convenient full figure.*

**Note:** Similar work shall mean SITC of Server based IP Telephone system with minimum 32 -IP Phone installation in one Organization in a single contract.

#### Important Note:

- a. The completion certificate issued from clients should indicate the date of commencement, period of completion- stipulated & actual, awarded cost & cost at completion, quality of work done etc.
  - b. Original Equipment Manufacturers (OEM) can submit the bid for the Items either directly as bidder or through their authorized Distributor/agent against the tender.
  - c. If the firm quoting is authorized dealer of the manufacturer. Copy of authorization certificate should be uploaded. Offers submitted without proper authorization shall be rejected summarily.
  - d. Communication software of the call server should be of same OEM.
  - e. IP phone should be of same OEM.
  - f. Gateway should be of same OEM.
  - g. Installation and commissioning should be done by the bidder.
  - h. Basic operation and training should be provided by the bidder/OEM to IIM representatives.
2. **Annual Financial Turnover:** Should have had average annual financial turnover at least 100% of the estimated cost put to tender during the last three years from the overall business ending March 31, 2017. (Scanned copy of audited balance sheets/ certificate from chartered accountant to be uploaded)

3. **Technical Staff:** List of technical staff they possess and proposed to deploy for the work to be uploaded.
4. **Certificates:** (scanned copy of original certificates to be uploaded)
  - 4.1 Copy of Certification of Incorporation/ Registration of firm
  - 4.2 Latest IT returns for the FY 15-16,16-17,17-18
  - 4.3 PAN (Permanent Account Number)
  - 4.4 GST (Goods & Service Tax) Registration Certificate
  - 4.5 E-payment details towards cost of tender processing fee & EMD.
  - 4.6 Copy of authorization certificate in case of authorized dealer of OEM.

<b>E.</b>	<b>List of Documents to be scanned and uploaded</b>
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**While submitting bid, the Scanned copies of the following original certificates are to be uploaded:**

- i) Certificates of Work Experience
  - ii) Certification of Registration of firm / company
  - iii) Copy of authorization certificate in case of authorized dealer of OEM.
  - iv) Copies of audited balance sheets and P&L statements for the FY 15-16, 16-17, 17-18.
  - iv) Latest IT returns for the FY 15-16, 16-17, 17-18.
  - v) PAN (Permanent Account Number)
  - vi) GST (Goods & Services Tax) Registration Certificate
  - vii) List of technical staff they possess and proposed to deploy for the work
  - viii) Bank Account Detail.
  - ix) EPF & ESIC registration certificates
  - x) E-payment details towards cost of tender processing fee & EMD
  - xi) Undertaking having gone through the documents as per the Annexure-1.
  - xii) Any other document that bidder felt necessary in support of his candidature.
  - xiii) Schedule of Price Bid in the form of BoQ.xls
- NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

## **F. General Instructions to Tenderers**

### **1. Scope of Work**

The scope of work shall include the following:

- a. Supply, Installation, Testing and Commissioning of Server based Internal Protocol (IP) PBX, IP phones and associated accessories at IIM INDORE.
  - b. Delivery of entire material to IIM Indore including packing, handling, insurance, transporting, clearing, loading/unloading etc.
  - c. Installation, testing & commissioning of all the components/ equipments/ accessories etc. as per technical specifications and handing over to the IIM Indore.
  - d. Providing all-inclusive service including all spares, labour etc. during defect liability period (DLP) of 1 (ONE) years from the date of completion.
  - e. After completion of DLP of 01 Year, full software support system to be warranted for another three years.
  - f. Any other work related to but not specifically mentioned above, required for completion of the job as per the intent and scope of work.
2. The new EPABX system to be connected to Hipath system using single PRI for calling between Hipath and New EPABX extensions. The existing PRI card in Hipath will be used by vendor to connectivity with new EPABX system and required programming to be done in Hipath system. PSTN (PRI) will be removed from Hipath system and will be terminated on new EPABX system for PSTN connectivity for new EPABX as well as for Hipath system extensions.
  3. The Tenderer shall carefully check the specifications and shall satisfy himself that the material / items offered is complying with the IIM Indore's requirements and specifications laid down in the tender document or as per the direction of Engineer-in-Charge.
  4. The bidder should see all the existing installations, systems and to make sure that the proposed work /installation will be in harmony / Conducive with the existing system. And in later course the bidder should not put forth any issue of non-support from the existing installation for its successful commissioning & operation.
  5. The bidder should implement and maintain Voice over Internet Protocol (VoIP) by procuring and installing VoIP phones along with their software licenses, which shall provide voice facility to the users.
  6. The Bidder of the scope be responsible for all works, supply, transportation, insurance, delivery at site, unloading, storage, complete supervision, successful installation, commissioning and user acceptance of all hardware and software related to IP PBX, IP Phones and associated accessories at IIM INDORE.
  7. Any item though not specifically mentioned, but is required to complete the project works in all respects for its safe, reliable, efficient and trouble free operation shall also be taken to be included and the same shall be supplied and installed by the Bidder without any extra cost.

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

8. The supply of all required cables, power cords, racks, rack mountable kits etc. to be provided as per Indian standards.
9. Supply, installation, configuration and commissioning of associated software, tools etc. in all equipment is in the scope of bidder.
10. Packaging and transportation from the manufacturer's work to the site including port and customs clearance if any will be borne by the bidder.
11. Receipt, storage, preservation and conservation of equipment at site is in the scope of bidder.
12. Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.
13. Whenever a material or article is specified or described by the name of a brand, manufacturer or trade mark, the specific item shall be understood as establishing type, function and quality desired. Products of other manufacturers may also be considered, provided sufficient information with necessary certificates and documents are furnished so as to enable the IIM INDORE to determine that the products are equivalent to those named. The Decision of IIM INDORE shall be final and binding on the bidder in this regard.
14. It is not the intent to specify all aspects of design and installation of associated systems mentioned herein. The systems, sub-systems and equipment/devices shall conform in all respect to high standards of engineering, design and workmanship, and shall be capable of performing continuous commercial operation.

**15. Inspection of materials/work at site**

The IIM Indore's engineer and /or his representative shall inspect the materials at site after delivery before the same is used in the work. The IIM's engineer and /or his representative shall have free and full access at any time during execution of the contract to the contractor's works or site. In case of execution of work for the aforesaid purpose, and IIM's engineer may require the contractor to make arrangements for inspection of work or any part thereof or any material at his premises or at any other place specified by the IIM Indore's Engineer.

**16. The IIM Indore's Engineer shall have the power-**

- a. To reject the whole/part of the items & materials tendered for inspection, if after inspection of such portion thereof, as he may in his discretion think fit, he is satisfied that the same is unsatisfactory; and
- b. To mark the rejected items / materials or parts with a rejection mark so that it may easily be identified if re-submitted.

**17. Maintenance & guarantee/warranty of the system:**

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18. The equipment should be covered comprehensive on-site warranty against any the bidder defect for a period of at 01 (ONE) Year from the date of successful installation and acceptance. In case any part or whole of the equipment is found to be defective during the DLP period, then the same will have to be replaced/repaired free of cost at our premises.
19. 1 year after DLP, 3 Years onsite software & technical support for the solution provided by them should give the reaction time will not exceed 24 hours in any case.
20. During the Defect Liability Period of ONE year, IIM Indore reserve the right to cross check the performance of any item / material with the minimum performance levels specified in the specifications.
21. Any damage of the existing structure, building etc. made by the successful bidder during execution of this work shall be made good as it was at his own cost & risk.

<b>G.</b>	<b>Terms of Payment</b>
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*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

## 1. Terms of Payment for the work

The following terms of payment shall be applicable. No variation in the terms of payment will be acceptable. Further, as per Indian laws, income tax, any other tax as applicable shall be deducted at source from the bills and a certificate for the same will be issued to the contractor.

### Release of payment:

Payment shall be made by IIM Indore to the contractor only after successful completion of the project.

**Total time allowed for completion of work: 1 Month**

<b>H</b>	<b>Security Deposit and Performance Guarantee</b>
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### Security deposit:

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

- a. The security deposit will be collected by deductions from the running bill of the contractor at the rate mentioned below. The security deposit can also be deposited in cash or in the form of Government Securities, Fixed Deposit Receipts etc.
- b. A sum @ 2.5% of the gross amount of the bill will be deducted from each running bill *as well as final bill* of the contractor. Such deductions will be made unless the contractor has deposited the amount of security at the rate mentioned in cash or Government securities or Fixed Deposit Receipts.

This is in addition to the performance guarantee that the contractor is required to deposit as per clause mentioned in the tender document.

- c. Security deposit can be released against bank guarantee issued by a schedule bank on its accumulation to a minimum amount of Rs. 5 lakhs subject to the condition that amount of any bank guarantee except last one, shall not be less than Rs. 5 lakhs.
- d. The Bank Guarantee submitted against Security Deposit shall initially be valid up to the stipulated date of completion of the work plus maintenance period as defined under clause 17 of GCC which shall be extended further time to time depending upon extension of contract granted under provisions of clause 2 and clause 5.
- e. The security Deposit shall be refunded to the contractor after the completion of defect liability period of 01 (ONE) year. After one year the bidder has to deposit requisite SD on account of software support.

#### **Performance Guarantee:**

The contractor whose bid is accepted will be required to furnish performance guarantee of 5 % (FIVE Percent) of the bid amount within Ten days of issue of LOI and should be in favour of "Indian Institute of Management Indore". This guarantee may be in the form of Banker's cheque of any public sector bank/Demand Draft of any public sector bank/ Fixed Deposit Receipts or Guarantee Bonds of any public sector bank or the State Bank of India in accordance with the prescribed format. In case the contractor fails to deposit the said performance guarantee within the period as indicated above, including the extended period if any, the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor. The earnest money deposited along with bid shall be returned after receiving the aforesaid performance guarantee.

The Performance Guarantee shall be initially valid up to the stipulated date of completion plus 60 days beyond that.

<p><b>Form of Performance Security (Guarantee) Bank Guarantee Bond</b></p>
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In consideration of the Director, IIM Indore (hereinafter called “The IIM Indore”) having offered to accept the terms and conditions of the proposed agreement between.....and ..... (hereinafter called “the said Contractor(s)”) for the work..... (hereinafter called “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs. .... (Rupees ..... only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We, ..... (hereinafter referred to as “the Bank”) hereby undertake to pay to the IIM Indore an amount not exceeding Rs. .... (Rupees..... Only) on demand by the IIM Indore.

2. We, .....(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the IIM Indore stating that the amount claimed as required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. .... (Rupees .....only)

3. We, the said bank further undertake to pay the IIM Indore any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.

4. We, ..... (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the IIM Indore under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-in- Charge on behalf of the IIM Indore certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We, ..... (indicate the name of the Bank) further agree with the IIM Indore that the IIM Indore shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM Indore against the said

*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act of omission on the part of the IIM Indore or any indulgence by the IIM Indore to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

7. We, ..... (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the IIM Indore in writing.

8. This guarantee shall be valid up to .....unless extended on demand by the IIM Indore. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees .....) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged. Dated the .....day of .....for..... (indicate the name of the Bank).

<b>I.</b>	<b>Safety Codes</b>
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*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

All ports, cards, krone terminals at MDF, input and output systems and for all the peripheral accessories like Server and computers at all levels of AC and DC voltage should have Lightning and surge protection systems and others will be as per the safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

<b>J.</b>	<b>Fire Safety</b>
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This will be as per the Fire Safety codes of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed by the competent authority of IIM Indore which shall be final and binding to the contractor.

<b>K.</b>	<b>Integrity Pact</b>
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*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

**INTEGRITY PACT**

To,

.....,  
....., .....

Sub: NIT No. **IIMI/Project/03/2019/71 File No.413** for the work of “Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”

Dear Sir,

It is here by declared that IIM Indore is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIM Indore.

Yours faithfully

Chief Engineer

**Letter of Transmittal**

To,

*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

The Chief Engineer,  
IIM Indore (M.P.)

Sub: NIT No. **IIMI/Project/03/2019/71 File No.413** for the work of **“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”**

Dear Sir,

I/We acknowledge that IIM Indore is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by IIM Indore. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, IIM Indore shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/ bid.

Yours faithfully

**(Duly authorized signatory of the Bidder)**

## **INTEGRITY AGREEMENT**

*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

This Integrity Agreement is made at ..... on this..... day of ..... 2019

**BETWEEN**

The Director, IIM Indore represented through Chief Engineer, IIM Indore, (Hereinafter referred as the IIM Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore ‘Principal/Owner’, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

**AND**

..... (Name and Address of the Individual/firm/Company)

Through..... (Details of duly authorized signatory) “Bidder/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

**Preamble**

**WHEREAS the Principal / Owner has floated the Tender IIMI/Project/03/2019/71 File No.413 (Hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”**

hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

**Article 1: Commitment of the Principal/Owner**

(1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

(2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

## **Article 2: Commitment of the Bidder(s)/Contractor(s)**

(1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Indore / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

(2) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts,

submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. (d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(d) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

(3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Indore interests.

(5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

### **Article 3: Consequences of Breach**

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*



- (1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- (2) Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.
- (3) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

#### **Article 4: Previous Transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/Owner.
- (3) If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

#### **Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors**

- (1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall *NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

(2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

(3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/ Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

#### **Article 6- Duration of the Pact**

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIM Indore.

#### **Article 7- Other Provisions**

(1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.

(2) Changes and supplements need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

(4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

#### **Article 8- LEGAL AND PRIOR RIGHTS**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....  
(For and on behalf of Principal/Owner)

.....  
(For and on behalf of Bidder/Contractor)

**WITNESSES:**

1.....  
(Signature, name and address)

2.....  
(Signature, name and address) Place: Dated:

<b>L.</b>	<b>Agreement</b>
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**Format for Agreement**

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

THIS AGREEMENT made at Indore on the \_\_\_\_\_ day of \_\_\_\_\_ 2019 between Indian Institute of Management Indore Rau- Pithampur Road, Indore (hereinafter called "The IIM INDORE" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) of the one part AND

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(Herein after called "The Contractor" which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns) of the other part.

#### WHEREAS

The IIM INDORE is desirous of carrying out the work of **“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”**

The Works are to be executed as per the schedules mentioned in tender document drawings and specifications describing the works to be done.

The Contractor has agreed to execute the said works subject to the provisions hereinafter contained and subject also to General Conditions of Contract, Special conditions of contract, Safety Code, Model Rules for the protection of health and Sanitary arrangements for workers, Specifications, Preambles and Schedule of Quantities and installation schedule (all of which are hereinafter collectively referred to as the „said tender conditions“) and strictly in accordance with the Scope of work & technical specifications annexed hereto at or for the respective rates set out in the Schedule of Quantities amounting to the sum as there under arrived at or such other sums as shall become payable there under (hereinafter referred to as the said tendered amount).

#### NOW IT IS HEREBY AGREED AS FOLLOWS: -

1. In consideration of the said tendered amount to be paid by The IIM INDORE to the Contractor at the time and in the manner set forth in the said tender conditions and in accordance with the Schedule of Payments to execute and complete the work shown upon the said specifications, drawings & other conditions and strictly in accordance with the specifications and Schedule of Quantities.
2. The said tender conditions, scope of work and the annexures hereto shall be read and considered as forming part of this contract and the parties hereto shall respectfully abide by to the said conditions and perform the agreement on their part respectively contained in the said conditions.

3. The approved drawings if any, notice inviting tenders technical specification etc. shall also form the basis of this contract.
4. This contract is neither a Lump sum Contract, nor a piece work contract, but is a contract on item rate basis to be carried out and to be paid for according to the Schedule of Payments at the rates contained in the Schedule of Quantities.
5. The contract herein contained shall comprise not only the works mentioned above but all subsidiary works connected therewith within the same site as may be ordered to be done from time to time by the said Engineer In charge for the time being, even if such work may not be shown on the said Drawings or described in the said Specifications and Schedule of Quantities.
6. The IIM INDORE reserves to themselves the right of altering the drawings, specifications and the nature of the work by adding to or omitting from the scope of work any item of work or portions of the same without prejudice to this contract.
7. Time shall be considered as the essence of this contract and the Contractor hereby agrees to commence the work within 10 days from the date of work order or from the date of handing over of the site, as provided for in the said terms and conditions, whichever is later, and shall complete the entire work within the specified period, subject nevertheless the provisions for extension of time as may be agreed to by the IIM INDORE and as contained in the said conditions.
8. All payments by the IIM INDORE under this contract shall be made only at Indore.
9. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen at Indore and courts in Indore only shall have jurisdiction to determine the same.
10. That the contract and several parts of this contract have been read by the contractor and fully understood by him. The contractor shall not be entitled for payment beyond tendered quantities unless ordered specifically by written instructions of Director IIM INDORE.
11. This contract shall be signed in duplicate, the original whereof shall be kept in the custody of the IIM INDORE, and the duplicate with the Contractor.

IN WITNESS WHEREOF the IIM INDORE has set his hands hereunto and two duplicates hereof through his duly authorized official and the Contractor has caused these presents and two duplicates hereof under his common seal by his duly authorized

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

representative at the place and on the date month and year first herein above written.

SIGNED, SEALED AND DELIVERED by IIM INDORE, by the hand of

Signature:  
Name:  
Designation:

IN THE PRESENCE OF

(1) Signature: Name: Address:

(2) Signature: Name:  
Address:

SIGNED, SEALED AND DELIVERED BY the Contractor M/s. \_\_\_\_\_  
\_\_\_\_\_.

Signature:  
Name:  
Designation:

IN THE PRESENCE OF

(1) Signature:  
Name:  
Address:

(2) Signature: Name:  
Address:

<b>M.</b>	<b>General Conditions of Contract</b>
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This will be as per the General Conditions of Contract (GCC) of the CPWD to the extent applicable to the IIM Indore. Decision in this regard will be governed

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

by the competent authority of IIM Indore which shall be final and binding to the contractor.

<b>N.</b>	<b>Proforma of Schedules</b>
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**SCHEDULE “A”**

Schedule of quantities (as per Financial Bid).

**SCHEDULE ‘B”**

Schedule of materials to be issued to the contractor. - Deleted.

**SCHEDULE “C”**

Tools and plants to be hired to the contractor - Deleted.

**SCHEDULE “D”**

Extra schedule for specific requirements/document for the work, if any. - To be intimated later if required.

**SCHEDULE “E”**

Reference to General Conditions of contract laid down in the tender document

NIT No. : IIMI/Project/03/2019/71 File No.413
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*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*

	Name of Work	<b>“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore”.</b>
	Estimated Cost Put to Tender	<b>Rs. 8,76,142/-</b> (Eight Lakh Seventy Six Thousand One hundred forty two Only)
	Earnest Money Deposit (Rs.)	<b>Rs. 17,523/-</b> (Rs. Seventeen Thousand Five Hundred Twenty Three Only) by e-payment through electronic mode
	Tender Processing Fee (Rs.)	<b>Rs. 500/-</b> by e-payment through electronic mode (Non-Refundable)
	Performance Guarantee	<b>5 (FIVE) %</b> of tendered value
	Security Deposit	<b>2.5%</b> of tendered value

## SCHEDULE “F”

### General Rules & Directions

- Officer inviting tender : The Chief Engineer, IIM Indore on behalf of the Director IIM Indore
- Maximum percentage for quantity of items of work to be executed beyond which rates are to be determined in accordance with Clauses 12.2 & 12.3. : See below

### Definitions:

2(v)	Engineer-in-Charge	Chief Engineer, IIM Indore
2(viii)	Accepting Authority	Director, IIM Indore
2(x)	Percentage on cost of materials and labour to cover all overheads and profits	15%
2(xi)	Standard Schedule of Rates	CPWD DSR 2016
2(xii)	Department	Project Department, IIM Indore
9(ii)	Standard CPWD contract Form GCC 2014, CPWD Form 7/ 8 as modified & corrected	Upto date.

## Clause 1

*NIT for “Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”*



- i. Time allowed for submission of Performance Guarantee from the date of issue of letter of acceptance : **10 Days**
- ii. Maximum allowable extension with late fee @ 0.1% per day of Performance Guarantee amount beyond the period provided in (i) above : **15 days**

## Clause 2

- i. Authority for fixing compensation under clause 2. : Director, IIM Indore
- ii. Compensation for delay of work : 1.5 % per month of delay to be computed on per day basis

Provided always that the total amount of compensation for delay to be paid under this Condition shall not exceed 10% of the Tended Value of work or of the Tended Value of the item or group of items of work for which a separate period of completion is originally given.

## Clause 2A

Whether Clause 2A shall be applicable: **No.**

## Clause 5

Number of days from the date of issue of letter of acceptance for reckoning date of start: 10 Days or date of work order whichever is earlier

Mile stone(s) as per table given below:-

**Time allowed for execution of work : 01 (one) Months including rainy season**

### Authority to decide:

- (i) Extension of time : Director, IIM Indore
- (ii) Re-scheduling of mile stones : Chief Engineer, IIM Indore
- (iii) Shifting of date of start in case of delay in handing over of site : Chief Engineer, IIM Indore

## Clause 6, 6A

Clause applicable - (6 or 6A) : **6 A**

## Clause 7

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

Gross work to be done together with net payment /adjustment of advances for material collected, if any, since the last such payment for being eligible to interim payment : **Final payment would be made after completion of work.**

#### Clause 10A

List of testing equipment to be provided by the contractor at site lab.- **Deleted.**

#### Clause 10B(ii)

Whether Clause 10 B (ii) shall be applicable : **Yes**

Clause 10 C - **Deleted.**

#### Clause 11

Specifications to be followed for execution of work

: Relevant BIS code, CPWD Specifications with up-to-date correction slips and OEMs specifications as applicable and as per the direction of Engineer-in-Charge.

#### Clause 12

Type of work: **“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”**

#### 12.2 & 12.3

Deviation Limit beyond which clauses 12.2 & 12.3 shall apply for work : **50%**

#### Clause 16

Competent Authority for Deciding reduced rates : **Director IIM Indore.**

#### Clause 25

Constitution of Dispute Redressal Committee (DRC) : **Construction Committee of IIM Indore.**

## Clause 36

### Requirement of Technical Representative(s) and recovery Rate

Sl n o	Minimum Qualificati on of Technical Represent ative	Discipline	Designation (Principal Technical /Technical representative )	Minimum Experience	Num ber	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause 36(i)	
						Figures	Words
1	Graduate Engineer	Electronics & Communica tions/Elect rical/or eqv	Site Engineer	Graduate Engineer with minimum 2 year experience	1	Rs. 25000/ -	Rupees twenty five thousan d only

Assistant Engineers retired from Government services that are holding Diploma will be treated at par with Graduate Engineers. Diploma holder with minimum 10 year relevant experience with a reputed construction co. can be treated at par with Graduate Engineers for the purpose of such deployment subject to the condition that such diploma holders should not exceed 50% of requirement of degree engineers.

## **O. Special Conditions of Contract**

1. The tenderer shall acquaint himself with the proposed site of work.
2. If for any reasons, any part of the site is not available temporarily for some time for part of the work under the contract, the agreed construction schedule shall be suitably modified and contractor shall diligently divert his men and materials to utilize them appropriately, profitably and no claim of damages whatsoever shall be entertained on this account. However, the contractor shall be allowed extension of time for completing the work as deemed fit by the competent authority. The contractor shall also not be entitled to any compensation for any loss suffered by him and revision in the rates quoted by him.
  - a. On account of delay in commencing the work by the contractor.
  - b. On account of reduction in the scope of work.
  - c. On account of suspension of work or abandoned after award of work.
3. The contractor shall make his own arrangement for obtaining electric connection required for execution of work and make necessary payments directly to the concerned departments and nothing extra shall be payable on this account. The contractor shall make his own arrangement for water suitable for construction.
4. The contractor shall provide, at his own cost instruments for surveying, weighing and measuring purpose at the site of work as may be necessary for execution of the work.
5. The contractor shall construct a sample unit of different activities complete in all respect as per the directions of the Engineer-in-charge. This sample unit shall be got approved from the Engineer-in-charge before commencing the mass work.
6. The contractor shall take care of all safety precautions pertaining to construction of work, such as scaffolding, ladder, working platforms, gangways, electric arc/ gas welding, use of hoist and construction machinery.
7. On account of security consideration, some restrictions may be imposed by the security staff on the working and/ movement of men and materials etc. The contractor shall be bound to follow all such restrictions/ instructions and he shall organise his work accordingly. No claim on this account, whatsoever, shall be payable.
8. The contractor shall take all precautions to avoid accidents by exhibiting necessary caution boards day and night, speed limit boards, red flags, red lights and providing barriers. He shall be responsible for all damages and accidents caused to existing/ new work due to negligence on his part. No hindrance shall be caused to traffic during the execution of the work.
9. The contractor shall be responsible for the watch and ward of all materials brought by the contractor to site against pilferage and breakage during the period of installation and thereafter till the works are physically handed over to the department.

10. The contractor shall take all preventive measures against any damage caused by rain, snowfall, floods or any other natural calamity, whatsoever during the execution of the work. The contractor shall be fully responsible for any damage to the Owners property and to the work for which the payment has been advanced to him under the contract. However, the contractor shall maintain an equal to the payment received against the work done, at his own cost. This will also cover the defect liability period. This shall be favouring the Director, Indian Institute of Management Indore. Nothing extra on this account shall be payable to the contractor for maintaining such insurance Policy.
11. The work will be carried out in the manner complying, in all respects, with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer-in-Charge and nothing extra shall be paid on this account.
12. The contractor shall comply with proper and legal orders and directions of the local or public authority or municipality and abide by their rules and regulations and pay all fees and charges which may be liable.
13. The contractor shall give due notices to Municipal, Police and/or other authorities that may be required under the law/rules under force in the area and obtain all requisite licenses for temporary obstructions / enclosures and pay all charges which may be leviable on account of his execution of work under the agreement. Nothing extra shall be payable on this account.
14. All materials to be incorporated in the work shall be arranged by the contractor and shall be in accordance with the specifications laid down.
15. The tenderer shall use materials bearing ISI Certification Mark unless otherwise specified or allowed in writing by the Engineer-in-Charge. Any material banned by the department shall not be used in the work.
16. The contractor shall submit to the Engineer-in-charge samples of all materials for approval. Such samples of materials which affect aesthetics of the work shall also be got approved from the Engineer-in-charge of the project before procuring bulk supplies. These approved samples shall be preserved and retained in the custody of the Engineer-in-charge as standards of materials till the completion of the work. The cost of such samples shall be borne by the Contractor and nothing shall be payable on this account over the Agreement rates.
17. The contractor shall be required to get all the necessary mandatory and other tests as per the specifications/ IS codes, carried out on materials/ work from an approved laboratory as per the direction of the Engineer-in-charge. The testing charges and conveyance from the site shall be borne by the contractor.

18. In case any material / work is found sub-standard the same shall be rejected by the Engineer-in-charge and the same shall be removed from the site of work within 48 hours, failing which the same shall be got removed by the Engineer-in-charge at the risk and cost of the agency without giving any further notice and time.
19. In order to ensure quality of work during its execution, the Engineer-in charge may require samples for mandatory or routine testing of materials. All costs of these samples, their packaging, conveyance from the site to the testing laboratory and return, shall be borne by the contractor.
20. Even ISI marked materials may be subjected to quality test at the discretion of the Engineer-in-charge. Whenever ISI marked materials are brought to the site of work the contractor shall, if required by the Engineer-in-charge, furnish manufacturer's test certificate or test certificate from approved testing laboratory to establish that the materials procured by the contractor, satisfy the provisions of relevant ISI codes. The testing charges shall be borne by the contractor.
21. The contractor shall supply free of charge the material required for testing. The cost of tests shall be borne by the contractor.
22. Secured advance for material if so desired by the contractor, will be given as per CPWD rules/regulation/norms on production of test certificate from the manufacturer.
23. The work shall be executed and measured in metric system. The metric dimensions given in the schedule of quantities and drawing etc. shall be followed. (The dimension in FPS units wherever indicated are for guidance only) The figures in the drawings shall be followed.
24. The contractor shall be responsible for completing the work and for satisfying all terms and conditions of the Contract without any extra payment over his quoted rates unless otherwise specified. The contractor shall quote his rate for various items of work accordingly and no claim whatsoever shall be entertained for any incidental or extra work involved in the execution of the work as per nomenclature of the item and the specifications indicated in the tender documents.
25. Subject to the nomenclature of the item as per schedule of quantities, the specification indicated in the tender documents, the rates quoted shall include cost of all materials including royalty and taxes if any, labour, sundry inputs, execution of work at all heights, levels, pattern and design for all leads, lifts and depths including overhead charges and contractor's profit. Nothing extra shall be paid on this account.

26. The rates shall be inclusive of making any holes in walls/ RCC work for fixing any fixture/ frame work and making good the structure to its original shape and finish.
27. The rate shall be inclusive of working under water and adverse of foul conditions and including pumping out or bailing out water, unless otherwise specified in the nomenclature. This will include water encountered from any source such as rains, floods and any other cause whatsoever and including sub-soil water.
28. Other agencies doing works related with this project will also simultaneously execute the works and the contractor shall afford necessary co-ordination for un-hindered completion of these sub-works.
29. The contractor shall leave necessary holes, opening, etc. as may be directed by the Engineer-in-charge for laying, burying or fixing, conduits, pipes, boxes, hooks, fans etc. Conduits for electrical wiring/cables will be laid in a way that they leave enough space for concreting and do not adversely affect structural members.
30. The contractor shall give a satisfactory performance test of installations individually and as a whole to ensure their proper functioning before the work is finally declared and completed and accepted.
31. The contractor shall continue to maintain watch and ward to safeguard the Owner's property in his possession until the same is formally handed over as per directions of the Engineer-in-charge. Nothing extra over agreement rates shall be paid on this account.
32. All tools, plants and measuring or weighing equipment shall be arranged by the contractor himself and nothing extra shall be paid to the contractor on this account.
33. The quantities of various items incorporated in the tender are approximate. However, the payments shall be made to the contractors on the basis of actual measurements taken at site.
34. The contractor shall protect the adjoining buildings or works and the work under execution from fire and shall make adequate arrangements for fire protection and firefighting and if any property is damaged, by fire due to the negligence of the contractor, the same shall be made good by the contractor at his own cost, to the entire satisfaction of Engineer-in-charge.

35. The contractor shall provide adequate lighting arrangements as approved by the Engineer-in-charge for carrying out the work during night time, if so required and also provide all other facilities for the labour employed to carry out the work as per direction of Engineer-in-Charge.
36. In order to achieve the targeted date of completion the contractor may have to work in multiple shifts, round the clock including public and gazetted holidays and nothing extra shall be paid on this account.
37. The contractor shall get the samples of all the materials to be used, in the work approved from Engineer-in-Charge and Architect before going for bulk procurement. Bulk procurement shall be taken up only after obtaining approval from the Engineer-in-charge. Any delay in getting the samples approved shall be contractor's responsibility.
38. All materials, articles and workmanship shall be of respective best quality and kind for the class described in the schedule of quantities and specifications. All materials, so used in different items of work shall be subject to the approval of the Engineer-in-charge and Architect.
39. The contractor shall be responsible for all statutory provisions and deductions towards ESI, PF or any other, as the case may be or any other levies and taxes shall be borne by the contractors. The TDS and Contract Tax or any other statutory levels/taxes incorporated from time to time shall be deducted progressively from the running account bills, as applicable at the time of payment. No claim in this regard shall be entertained.
40. The contractor is supposed to abide the minimum wages act, and shall produce all records to the Engineer-in-charge or any other statutory authority as and when called for. The Engineer-in-charge does not hold any responsibility on account of any lapses in this regard.
41. No extension of time shall be granted to the contractor on account of rains or inclement weather conditions.
42. For any clarification/ doubt, the Institute may organize regular meetings with Contractor. The contractor shall attend such meetings invariably as and when required.
43. In respect of the work of other agencies, where the commencement or progress of such work of any other agency is dependent upon the completion of particular portions of the contractor's work or generally upon the contractor maintaining progress in accordance with the approved coordinated construction programme, it shall be the responsibility of the Contractor to complete such portions and maintain such progress.



44. Should any difference arise between the contractor and the other agencies, these shall immediately be brought to the attention of the Engineer-in-Charge who after reviewing the matters causing the differences will give their decision which shall be final and binding on the contractor.
45. The contractor shall have to do all drilling of holes and cutting of walls, chases or other elements of the building for the complete and proper installation of the pipe lines/ ducts and other equipments by using electrically operated tools such as drills/ chases cutting machine etc. Manual drilling or chiselling or cutting shall be permitted on special request only.
46. After completion of work and before issuance of certificate of virtual completion the contractor shall submit four (4) sets to the Engineer-in-charge, layout drawing drawn at appropriate scale and with 2 copies on Compact disc indicating the complete system 'as installed', with written approval of Engineer-in-charge on the 4 sets.
47. The contractor shall prepare and produce instruction, operation and maintenance manuals in English for the use, operation and the maintenance of the supplied equipment and installations, and submit to the Engineer-in-charge in (8) copies at the time of handing over. The same should be generally consist of the following:
  - a. Description of the project
  - b. Operating instructions
  - c. Maintenance instructions including procedures for preventive maintenance
  - d. Manufacturer's catalogues.
  - e. Spare parts list
  - f. Trouble shooting charts
  - g. Type and routine test certificates for major items.
  - h. One (1) set of reproducible 'as built' drawings on polyester film.
48. The contractor shall be provided adequate storage/ office space for his use. The space has to be maintained/ constructed by the contractor as per his usage requirements.
49. All spaces allotted to the contractor as described above shall be vacated and all structures removed from site at any time as and when required and directed by the Engineer-in-charge, unconditionally and without any reservation. The Engineer-in-charge will not be obliged to give any reason for such removal. Upon receiving instructions to vacate the space, the contractor shall immediately remove all his structures, materials, etc. from the sources and clear and clean-up the site to the satisfaction of the Engineer-in-charge.

50. It shall be the responsibility of the Contractor to safeguard the site and ensure that no illegal encroachments are made by outside elements within the area allotted to the contractor. Upon completion of the work or earlier as required by Engineer-in-Charge, the contractor shall vacate the land totally without any reservation.
51. The contractor will arrange to erect, at his own cost, barbed wire or other appropriate fence around the infrastructure site, with entry/exit gates at suitable points. The contractor shall, at his own cost, provide and erect suitable fencing around the spaces allotted to him at the infrastructure sites to ensure the security of his men. Materials and equipment within the sites and in relation to other contractors who will also be allotted spaces at above sites.
52. The security of workmen, materials, equipment stores etc. within the area allotted to the contractor shall be the responsibility of the contractor.
53. The site of work shall have required equipments for various tests at site by the contractor at his own cost and nothing extra shall be payable on this account.
54. The contractor shall arrange minimum plant and equipments at site for the execution of work. These may have to be increased depending on the requirement site.
55. The quantities indicated are for guidance only however it may vary to any extent and the contractor should not have any financial or other implications for such variations. The owner reserves to reduce the scope of work of any item if the contractor fails to deliver the works in time and the contractor shall not ask for any financial consideration for such deletion of scope of the work.
56. Any item which is not available in the BOQ shall be paid as per DSR 2016 rates. If it is not available in BOQ & DSR 2016 then extra item shall be worked out as actual cost of the materials and actual cost of the labour plus 15% as overhead and profit. The decision of Engineer-in-charge will be conclusive and final binding on the contractor.
57. The contractor shall take photographs of site prior to commencement of work, during construction and after completion of work as suggested and shall submit the photographs in soft and hard copies to IIM and Architect for which no extra payment will be made.
58. If required and directed by Engineer-In-Charge, contractor shall arrange visits of his personnel comprising of Engineer-In-Charges to various places/ plants in or out side Indore to check and verify the quality of material at manufacturer's places. No extra cost shall be given for this to contractor.

59. Layout of works shall be got checked by Engineer-in -charge & only then further work shall be taken by after approval.

60. Proforma of Registers to be as per standard CPWD formats.

## P. Technical Specifications

### Server based IP Telephony System

S.No.	Description
1	<b>IP Telephony System Architecture</b>
	The IP telephony system must be based on a pure IP technology that is a software-only solution.
	The IP telephony system must support unified communication (UC) server & gateways architecture for SIP, Digital and Analog trunks connectivity.
	The system must be capable of supporting Analog, Digital, IP Telephones, and SIP based video desk phones.
	The communication servers must work in an Active/Active redundancy mode. It should be possible to define servers load balancing mode.
	It should support cluster mode Active-Active server redundancy configuration any time in future. If ordered 2nd server, all two servers must be work in a cluster mode so that if one cluster server fails, one of the other cluster servers in the network must be able to take the complete load of the calls automatically (without any manual intervention) and without dropping any existing calls (IP, TDM & PRI) or data (CDR, CTI). Management of all servers in cluster should be from same web page. All two servers should have same database.
	The telephony system must be able to register SIP phones/SIP video phones and MGCP phones directly to it
	System should have Distributed Architecture
	It should be possible to install Telephony system in VMware EXSi 5.5 or higher.
	All Data (Numbers, COS, Routing, Applications) should reside in all the Servers
	Database replication in both servers should be automatic
	Should support N+1 Redundancy Architecture
	Should support Remote Survival Nodes
	In case of failure of one server, all the SIP Phones, SIP Gateways, MGCP Phones should register with second Server automatically whenever 2nd server is installed.
	System Diagnostics should be done in Server

		It should support Hot Standby for SIP Phones and Gateways i.e SIP Phones and Gateways should register automatically to next available telephony server
		COTS - commercial off-the-shelf Servers should be used for telephony system, card based or appliance based solution not acceptable.
		Telephony system should use Linux Operating System
		It should be possible to define one user with up to 6 devices like Hard phone, soft phone on PC, SIP client on mobile etc.
		system should support CSTA phase III Protocol
		Full continuation for call signaling and media must be supported
		Calls must not be disconnected and control must remain throughout the swap to an alternate server including full call control (transfer, conference actions, continuation of CDR data for the existing call).
		Load Balancing of end points must be possible by the administrator
		There must be no restriction on the number of endpoints being backed up in case of one server failure.
		UC platform servers must provide full failover and redundancy
		<b>System should support the following SIP RFCs:</b>
		RFC 3261 (SIP: Session Initiation Protocol)
		RFC 3262 (Reliability of Provisional Responses in Session Initiation Protocol)
		RFC 3263 (Locating SIP Servers)
		RFC 3264 (An Offer/Answer Model with Session Description Protocol (SDP))
		RFC 3265 (Specific Event Notification)
		RFC 2327 (SDP- Session Description Protocol)
		RFC 1889 and 1890 (RTP/RTCP)
		RFC 3515 (REFER)
		RFC 2833 (DTMF over IP)
		<b>Scalability</b>
		It should be possible to add more sites and users without the need to change the software and existing configuration.

		The system must be scalable to at least 10,000 endpoints in a single cluster architecture.
		Each server must support a minimum of 3000 endpoints
		The call signaling server must handle traffic at a minimum of 100K BHCC.
		The system must be modular, scalable and distributable
		<b>System Survivability</b>
		The UC platform must consist of one or many servers where each server in the cluster provides complete 100% application functionality.
		In case of a failed server, all endpoints registered with that server need to register instantly with a different server in the cluster with no interruption to on-going calls.
		Media Gateways must have survival mechanisms that allow them to maintain 100% of the telephony services for their users in case of failure in the WAN links when the signaling with the call server drops.
		The life cycle of the entire system being provided must be at least Seven (7) years.
		The system gateway must be able to restart automatically without human intervention when the external AC power supply is resumed after complete power failure (even after the batteries are discharged).
		The telephony system must be capable of providing 99.999% availability.
		<b>Distributed Architecture</b>
		The UC platform must have distributed architecture and centralized control for all the sites in the network.
		The proposed solution must support Hybrid cloud solution in order to guarantee business continuity with overall survivability regardless of a failure at any single location.
		The proposed solution must enable part of the cluster to be hosted in a Cloud Service Provider (CSP) to run all applications.
		The proposed solution must have built in redundancy using a cloud solution to provide automatic disaster recovery option.
		The proposed solution should have provision to be installed using an image of the application an easily implemented on the Cloud Service Provider servers.

	<b>Quality of Service (QOS)</b>
	The voice and signaling frames must be marked [tagged] in order to be recognized.
	<b>Server - Physical Attributes</b>
	COTS - Commercial Off-the-Shelf servers must be used.
	The redundant server must have separate hardware, not sharing elements like hard drives and RAM etc., to avoid a single point of failure.
	The server should have AC power supply.
	The system must be based on server gateway architecture with external appliance servers
	No card based processor systems / soft switch should be quoted.
	The call processor must run on Linux OS.
	<b>Minimum Server Specifications:</b>
	The CPU must be from the Intel® Xeon® processor
	The server must have at least 8GB RAM
	The server must have Hard Drives (500GB each) of storage
	The server must have a Dual 1GB network interface.
	Form Factor for physical server (Not Virtual Machine) should be 1 U
	<b>Gateways</b>
	The media gateways shall be capable of being centrally managed via the telephony management application. The system should support multiple gateways.
	The system gateway should be able to restart automatically without human intervention when the external ac power supply is resumed after complete power failure
	<b>The system gateways should support the following type of extensions:</b>
	Analog
	Digital
	Cordless (DECT) Extension
	SIP
	MGCP
	<b>The system gateway should support the following type of trunks :</b>
	Analog: E&M (2W), E&M (4W), DC loop signaling, decadic, DTMF

		Digital: 2Mb stream with the following signaling protocols (Digital CEPT, R2MFC)
		Standard ISDN BRI, PRI
		SIP and MGCP on VOIP
		ISDN (30B+D / 23B+D / 2B+D)
		SS7
		ISDN QSIG (30B+D / 2B+D)
		Q-sig over IP
		<b>Security</b>
		Administration of the system should be using HTTPS
		It should support the Interop with leading SBC
		System should use TLS (Transport Layer protocol) to encrypt SIP, HTTP, FTP and SRTP (Secure Real-time Transport Protocol) and SRTCP to encrypt RTP and RTCP
		System should have auto Provisioning profiles contain pre-configured sets of features that must automatically polls and updates registered phones with the latest phone firmware and configuration files.
		<b>Mobility</b>
		The system should have Call Back feature. If the user dials his own extension from predefined number (mobile/landline) then system should disconnect the call and then system should call the user to provide the dial tone so that user can make intercom or PSTN calls.
		The system should have Call Through feature. If the user dials his own extension from predefined number then system should provide dial tone to make intercom or o/g calls.
		The system should have Flexi Call (Forking, reach-me-anywhere) feature. Users should be able to receive calls on any of their phones, from almost anywhere. An incoming call rings on all or specific phones until the user answers the call. The user can transfer the call, establish a conference, and so on, whether the answering device is an internal device, an external phone, or a cellular handset. If the answering phone is an external device, the call automatically becomes an authorized mobility call.
		The system should support SIP Client on smart phone.
		<b>SIP Endpoints</b>



		All SIP phones must support the standard SIP protocol. No proprietary protocols are allowed to be used.
		SIP phones must support the configuration of programmable buttons with functions such as Break-in, Conference call, Deflect, silent monitoring and more.
		SIP phones must work in conjugation with the following applications:
	1	Contact Centre (Agents Phones)
	2	Attendant Console
	3	Managed Audio Conferencing
	4	Managed Video Conferencing
	5	UC clients
		<b>ACD</b>
		<b>System should have built in Automatic Call Distribution (ACD) with following features:</b>
		Busy ACD Group announcement
		Hunt Group Release
		IVR-ACD
		Log In / Log Out
		Multiple Announcements:
	1.	Mandatory announcement - All incoming callers to an ACD/HUNT group must be able to hear an introductory announcement in its entirety usually explaining about the company, product, or campaign.
	2.	First announcement - If all agents are busy, callers must be able to hear this announcement once usually informing them that their call has been placed in queue. (The system must be able to cut short this announcement if an agent becomes available to attend to the caller.)
		3. Music - If no agents are available after the first announcement (or no First and Periodic announcers have been configured), the caller must be able to hear background music while in queue.
		4. Periodic announcement - Alternating with background music, these announcements can also be played to callers in queue according to the Periodic Announcement Interval (see above) until the ACD/HUNT call is answered.
		Release / Resume
		Wait Queue

		Wrap-Up Time
		Automatic Release of ACD Agent
		Automatic Call Distribution (ACD) Extended Overflow
		<b>Zone Page</b>
		A phone user must be able to simultaneously broadcast a message over all types of endpoints.
		The maximum quantity of endpoints in one zone should not be less than 100.
		<b>System Administration</b>
		System administration should be secured using https web page.
		All programming of system should be done through a web-based GUI interface.
		All users should have access to their own web-based GUI interface to configure his features and presence using dedicated user name and password. User should be able to change his password any time.
		The administrator should have Dynamic Profiles.
		The system should allow for complete multi-level administration. The administrator must be able to define at least five (5) different administration level profiles that can be applied to allow subsets of users to access and manage particular pages in the systems Web Portal
		<b>Certification Requirements</b>
	1.	The OEM must comply with ISO 9001 certification in all the company's activities.
	2.	The products must comply with Safety and EMC standards, including FCC, UL/TUV, CE, and the RoHS directive.
		<b>System Features</b>
		ANI (Caller ID) Restriction
		ARS (Automatic Route Selection)
		Auto Attendant
		Call Forward at Night/Holiday
		Call Forward Destinations
		Call Forward for Undefined Stations
		Call Forward on Busy
		Call Forward on DND (Do Not Disturb)

	Call Forward on Logout
	Call Forward on No Answer
	Caller id based routing for individual extension
	Deflect (Divert) Call
	Digit Train Conversion
	Direct-In-Dial
	Direct-In-Line (DIL)
	Hot Line
	Interactive Voice Response (IVR)
	Least Cost Routing
	Look Ahead Routing (LAR)
	Numbering Plan
	Personal Routing Rules based on caller id and DNIS
	Predetermined Night Answer
	Toll Restriction - Digit Analysis
	Toll Restriction - Trunk Groups
	Trunk to Trunk Connection
	Trunk Transfer Restriction
	Classes of Service
	Night Answer Central Bell / UNA Pickup
	Page Queue
	Recall
	Recall / Incomplete Destination
	Second Ring back Tone
	Speed Dial Public (System) and Private
	Virtual Numbers
	Multiple Music On Hold ( at least 20 music source )+D16
	Voice Page
	Silent Monitor
	Zone Page
	Barge In
	Wake up with announcement
	<b>Extension Features</b>
	Answer Call Waiting by Transfer

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

	Auto Set Relocate
	Auto-Answer
	Automatic Disconnect
	Automatic Number Identification (ANI) Display
	Browse Personal Directory
	Busy Lamp Field
	Call Forward All
	Call Hold
	Call Log
	Call Parking and Call Pickup
	Call Waiting
	Caller ID Control
	Caller-ID Screening
	Caller id based routing for individual extension
	Calling Number and Name
	Camp-on Idle
	Configurable DSS Buttons
	Direct Dial without Off Hook (Hands Free)
	Directed Call Pickup
	Display Automatic Number Identification (ANI)
	Display Dialed Number and Name
	Display Dynamic Call Divert Information
	Display Select Hold Display
	Display Time/Date Function
	Do Not Disturb (DND)
	DSS/BLF
	Elapsed Time Display
	Group Call Pickup
	Hands Free
	Hands-Free Announce and Reply (Idle State)
	Last Number Redial
	Login and Logout
	Message Waiting Indication
	Multi Appearance (Call Waiting)

*NIT for "Supply Installation testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore."*

		Multiple Line Appearance
		On-Hook Dialing
		Placing Multiple Calls on Hold
		Privacy - ANI Restriction
		Reminder/wake up Call
		Restrictions - Station
		System Non-Exclusive Hold
		Transfer with Consultation
		Transfer without Consultation (Blind)
		Voice Page
		Emergency Preemption
		Listen to Paging while in a call (Busy Condition)
		ULA - User Line Appearance (ULA)
2		<b>Voice Mail specification</b>
		Voice mail should be in skin and should be from OEM of IP Telephony system. Voice mail should not use any additional /external hardware. The user should be able to review voice message directly from his email inbox including caller ID, duration of voicemail.
		The user should be able to review voice message and fax information directly from your email inbox including caller ID, duration of voicemail, fax sender, and number of pages
		User should be able to listen to voice messages with any audio player or review messages over the phone while having a full control over the played media
		Should support to view fax messages with any TIFF or PDF image viewer
		User should be able to forward voice and fax messages to any email address directly from your email inbox
		Should support to archive voice and fax messages to any local folder
		User should be able to listen to, delete, save, reply to, and forward emails through the phone
		Should be able to forward emails to a fax machine
		Should support redirect fax messages from your voicemail box to any fax machine when email inbox is not available for fax viewing

		Should support below mentioned Unified Messaging Features:
		Fax-to-Mail
		Messages to email
		Multilingual Support
		MWI - Message Waiting Indication
		Voicemail Activation via Soft Keys
		Users should be able to check and handle voice messages from all devices, including the email client, Webmail client, PDA and telephone.
		<b>Voicemail should support the following:</b>
		Microsoft Exchange - 2007 and higher
		IBM Lotus Dominos
3		<b>Audio Conferencing - 120 party</b>
		The Emergency communication Conference resource should be from the same telephony server and have the facility to automatic dial out to connect up to 120 participants in a single conference. System should also have 120 party managed meet me conference. It should be possible to further divide 120 party conference bridge into any combination like 12 X 10 party, 6 x 20 party etc. if required. The meet me conference should be secured means to enter to the conference bridge, the user should enter the password.
		The emergency communication be controlled by a user defined as Group Operator. There should be provision to view status and control the emergency communication participant from web based GUI if required using touch screen based monitor. Documentary proof should be submitted.
		The conference must be controlled by a user defined as Group Operator
		The Group Operator should have following features as below:
	1.	The Group Operator must be able to add / remove members
	2.	The Group Operator must be able to add other conference members
	3.	The Group Operator must be able to mute / unmute (User, None, All)
	4.	The Group Operator must be able to lock / unlock the conference
	5.	The Group Operator must be able to close the conference
	6.	It must be possible to dial out a pre-defined group (or multi-groups) of participants/numbers

	7.	Each pre-set conference must have its own unique dial number such that when this group number is dialed; all the number stations will ring simultaneously.
	8.	Any combination of stations and external numbers must be able to be defined as members of the Group Call.
	9.	Participants may join a conference in the audible or in the mute mode, if in mute mode, the right to speak must be selectively offered to attendees per their request by a special signal sent to the Group Operator by the attendees.
	10.	Attendees must be able to be added or excluded at any time by the Group Operator
	11.	The conference must be terminated when the Group Operator leaves (auto terminate if all members left are muted).
	12.	The Group Operator must be able to barge into an existing user call based on pre-emption predefined rules.
4		<b>5 Agent Help desk specification</b>
	1.1	General capabilities
	1.1.1	The proposed solution must be embedded within the platform, not installed on a separate server and should be from the same OEM of the telephony system.
	1.1.2	The system must be an All in one solution that provides a one server solution for UC&C and 5 agent license for help desk.
	1.1.3	Single server deployment with intuitive and central management capabilities should support true multimedia.
	1.1.4	Help desk managers must be able to easily prioritize customers and incoming contacts regardless of the media used.
	1.1.5	The same set of business and routing rules can be applied to voice / chat calls, emails, and faxes if required.
	1.1.6	The help desk must support multi-layer routing including Priority, Skill Based, Statistical, Business Rules, and Customer Defined Values.
	1.1.7	Help desk must have embedded IVR, enabling managers to design routing plans and accurately assess help desk activity trends.

	1.1.8	The IVR application must be a GUI application that can be managed by the customer.
	1.1.9	The customer must have the ability to build new self-services applications like new IVR flow for new service.
	1.1.10	Customer must have the ability to define/change routing rules by himself based on customer's profile.
	1.1.11	The help desk must support Outbound, Call-back and Campaigns - including preview, progressive and automated outbound dialing.
	1.1.12	The supervisor must be able to see the status of help desk agents in real-time in his PC like logout, busy, free, release, non ACD etc. in graphical form in pie chart / bar chart.
	<b>1.2</b>	<b>Help desk facilities</b>
	1.2.1	Real-time Monitoring - must provide supervisors with statistical information about the current status of the help desk with on line refresh (1sec). The application must include pre-defined list of reports and the customer (end user) should be able to choose reports as needed.
	1.2.2	The Real Time application must provide the ability to build/change the workspace for each user and by user (not vendor or distributor).
	1.2.3	The RT must provide the ability to move agents to/from different groups/queues for current login only.
	1.2.4	Historical Reports - must be able to collect all information from call entry to call termination. Call profile details for internal investigation purposes should be part of the contact center solution.
	1.2.5	The help desk solution must have an embedded Management Information System (MIS) suite that monitors all help desk activities, generating reports that summarize the past performance of the system over a given time period, and providing statistical analysis of the help desk within a specified period. Real-time and historical reports provide:
		Help desk agent should be able to do following activities from agent application installed on PC:



	Login/Logout from group
	Release/Resume
	Ready
	Wrap-up Code
	Release for Break
	Release for Meeting
	Control Wrap Up
	Supervisor Help
	Agent Board
	Answer
	Hold
	Retrieve
	Hang Up
5	<b>PRI Gateway specification</b>
	PRI gateway should have Configuration - 1 PRI (30 Channels) or 2 PRI (60 Channels); and should be from the same OEM of telephony system. It should be possible to place the PRI gateway anywhere in the campus on LAN. There should not be any distance limitation from the telephony server.
	Voice Processing - G.711, G.729A, G.723.1, GSM, iLBC;echo cancellation: G.168 with 64ms echo tail; dynamic jitter buffer; VAD and CNG
	Calling Control - called/calling party number translation; second stage dialing; voice detection; auto dialing with DTMF; ring back tone generation and detection; voice announcement
	Voice Proxy - RTP voice proxy function for NAT/firewall traversal
	Fax Relay - T.30 transparent mode, T.38 fax relay
	Call Handling - configurable dialing plan, up to 500 routing rules
	Configuration Interface - Web Utility
	Remote Management - Telnet, HTTP, TR069
	PSTN - ISDN PRI standard: ANSI, NI-2, DMS, 5ESS
	SIP - RFC3261, RFC2976, RFC3515, RFC3581
	DTMF - tone detection generation and detection; DTMF relay: RFC2833, INFO (SIP)
	Flexible digit translation

		Up to 500 routing rules
		DTMF detection and progress tone detection
		Early cut through
		Play ring-back tone
		T.30 and T.38
		RTP proxy for NAT traversal
		Ethernet - RJ-45, 10/100 Base-T
		Trunking Interface - RJ-45
		System Memory - 128MB or higher
		System Flash - 16MB or higher
		Power Supply - 230 VAC, 50 Hz, 1A (max.) in duplication (i.e. PRI gateway should have 2 X power supply from day one)
<b>6</b>		<b>Specifications for Self-Survivable Gateway:</b>
		<p>Gateway should have up to 96 Analog Ports and should be from the same OEM of Call Manager / Communication Server. The same gateway should also support FXO to connect analog PSTN lines. It should be possible to place the gateway place anywhere in the campus on LAN. There should not be any distance limitation from the telephony server.</p> <p>Licenses for the same should be on the Main Server Only. Voice Processing - Voice codecs : G.711, G.729A, G.723.1, GSM, iLBC; echo cancellation : G.168 with 64ms echo tail; Dynamic jitter buffer; voice activity detector(VAD); and comfort noise generator(CNG)</p> <p>Fax Processing-T.30, T.38 fax relay</p> <p>Gateway Configuration - Web based user interface from system administration web</p> <p>Remote Provisioning - HTTP / Web; Remote Configuration; Remote Software Upgrade, Alarm, Performance Data</p> <p>User Features -Caller ID, Call Forward, Call Transfer, Call Forking, Hotline, CRBT, Do-not-Disturb, Speed Dialing.</p> <p>Protocol - SIP (RFC3261,etc.), MGCP (RFC3435), 3GPP TS24.228, TS24.229</p> <p>Standards - Caller-ID Detection (FSK/DTMF), Configurable Call progress tone plan</p> <p>Primary and Backup - The Gateway can be configured and controlled in Server Clusters</p> <p>Ethernet Connector - RJ-45, 10/100/100 auto sensing. The Gateway should function as a Self-Survivable unit when the Ethernet connectivity at gateway end breaks.</p> <p>Power Input - Dual 220 V AC or -48VDC for duplication</p> <p>Non-Operating Temperature: -10 to 60°C; Humidity: 5% to 90% (Non condensing)</p>

		Operating Temperature: 0 to 40°C; Humidity: 10% to 90% (Non condensing) Power Consumption - 125 Watt (max.) Dual Gigabit Ethernet LED Indicators - Power, System Status, Network Status, Line Status Gateway size should not be more than 2U in size
7		<b>Specification of SIP phone - Basic</b>
		SIP phone should be from the same OEM of IP telephony system. SIP phone key programming for features should be from centralized telephone system administration web (not from phone web).
		132 x 64 -pixel graphical LCD with backlight
		2 VoIP accounts
		Local phonebook up to 50 entries
		Auto provision via FTP/TFTP/HTTP/HTTPS for mass deployment from telephone system
		HD voice: HD handset, HD speaker
		Wideband codec: G.722
		SRTP/ HTTPS/ TLS, 802.1x
		PoE, Headset, Wall-Mountable
		Volume adjustment, ring tone selection
		Voicemail, MWI
		Call park, call pickup, directory
		Narrowband codec: G.711, G.723.1, G.726, G.729AB
		Full-duplex hands-free speakerphone
		SIP v1 (RFC2543), v2 (RFC3261)
		NAT Traversal: STUN mode or 3rd party SBC
		DTMF: In-Band, RFC2833, SIP Info
		IP Assignment: Static/DHCP/PPPoE
		1xRJ9 handset port
		1xRJ9 headset port
		Transport Layer Security (TLS)
		LED for call and message waiting indication
		2xRJ45 10/100M Ethernet ports
		Power over Ethernet (IEEE 802.3af)
8		<b>Specification of Soft client</b>

		<p>The soft client should be from the same OEM of IP telephony system. Wi-fi facility for smart phone to be provided by the customer. Soft client should be available for Windows PC, Android Phone and IOS phone</p> <p>It should support Windows 7, Windows 8, Windows 10</p> <p>it should be freely downloadable from Google Play / Apple store</p> <p>it should support following features:</p> <p>Make a call</p> <p>Hold</p> <p>Retrieve</p> <p>transfer</p> <p>"Presences (User Select) -</p> <p>Change status: Available, Busy No Answer, Busy call waiting, DND, Logoff, Forward to VM "</p> <p>Dial users number - Internal, External, Mobile</p> <p>"Instant messaging - IM with another soft client User, IM with a Multi Destination, Search on IM sessions, Save IM sessions, IM to groups "</p> <p>3 way audio conference</p> <p>call divert</p> <p>camp on</p> <p>view missed call</p> <p>Contacts synchronized with the PBX directory</p>
9		<b>Call Billing Software</b>
		The system must have call billing software that is able to log all calls made and received by an extension (either internal or external).
		High Availability in a Server Cluster -
		In case of server failure and the call passed to another server, the CDR record must continue on the other server with all the information
		If the call was disconnected due to server failure, the CDR record for the call must be closed and saved
		All CDR (Call Detail Records) must be sent on-line for immediate update and to external Windows based Billing system for complete recording of Internal, External and Network calls to generate various types of traffic reports
		The following details must be provided:
		Reports must indicate the extension ID
		Reports must indicate the call start date
		Reports must indicate the call start time
		Reports must indicate the elapsed time

		Reports must indicate the trunk group ID
		Reports must indicate the trunk ID
		Reports must indicate the caller ID
		It should be possible to generate extension wise report for different time periods like daily, monthly etc.

Q.

## Formats for Different Forms/Certificates

### Annexure-1

#### Undertaking having gone through the documents as per the Technical bid

Sub.: “Supply, Installation, testing and commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”

NIT No.:- IIMI/Project/03/2019/71 File No.413

Dated: ..... /...../2019

To,  
The Chief Engineer,  
Indian Institute of Management, Indore  
Prabandh Shikhar, Rau-Pithampur Road, Rau, Indore-453556

Dear Sir,

We have carefully examined the specifications, design and schedule of quantities relating to the work specified in the memorandum hereinafter set out and have visited and examined the installation site of the works specified in the said memorandum and have acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the Schedule of Quantities and in accordance in all respects with specifications, designs and instructions in writing referred to in articles of agreement, general instructions to the tenderers and special conditions, General Conditions of Contract, conditions hereinbefore referred to, specifications, schedule of works, data sheet and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

## Memorandum

A.1.1	NIT No. : IIMI/Project/03/2019/71 File No.413	
A.1.2	Name of Work	“Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”
A.1.3	Estimated Cost Put to Tender	Rs. 8,76,142/- (Eight Lakh Seventy Six Thousand One hundred forty two Only)
A.1.4	Earnest Money Deposit (Rs.)	Rs. 17,523/- (Rs. Seventeen Thousand Five Hundred twenty Three Only) by e-payment through electronic mode
A.1.5	Tender Processing Fee (Rs.)	Rs. 500/- by e-payment through electronic mode (Non-Refundable)
A.1.6	Completion period	one (01) Calendar Month including monsoon period
A.1.7	Mode of submission of tender	On-Line mode only
A.1.8	Performance Guarantee	5 (FIVE) % of tendered value on acceptance of bid

2. We also agree that our tender will remain **valid for acceptance by the IIM Indore for 90 days** from the date of opening of technical bid of the tender and this period of validity can be extended for such period as may be mutually agreed between the IIM Indore and us in writing. We also agree to keep the **Bank Guarantee towards earnest money** valid during the entire period of validity of tender and the extended period, if any, as per enclosed proforma. Should this tender be accepted, we hereby agree to abide by and fulfil all the terms and conditions of the contract and in default thereof, to forfeit Earnest Money Deposit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the said conditions.

3. Should this tender be accepted, we hereby agree to abide by and fulfil all the terms and conditions of the contract and in default thereof, to forfeit Earnest Money Deposit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the said conditions.

4. We understand that you reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason therefor.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019.

For and on behalf of M/s \_\_\_\_\_

(Signature with seal)

Name

Designation

Place



R.

FINANCIAL BID

FINANCIAL BID

Name of Work: “Supply, Installation, Testing and Commissioning of Server Based IP Telephone system with accessories for Type-V (House No.1 to House-32) at IIM Campus, Indore.”

NIT No. : IIMI/Project/03/2019/71 File No.413

The Financial Bid is available on the e- procurement website <https://eprocure.gov.in/eprocure/app>