



**ICAR-NATIONAL DAIRY RESEARCH INSTITUTE**  
(Indian Council of Agricultural Research)  
**KARNAL-132001 (Haryana) INDIA**



F.No. EFC/AG/CompleteEPABXSystem/Grants/20-21

Date: 11.2.2021

**E-TENDERS NOTICE INVITING  
(NATIONAL COMPETITIVE BIDDING)**

**Online bids are invited on single stage two bid system for  
“Complete EPABX System with MDF & IDF with other  
Accessories”**

Tender documents may be downloaded from NDRI web site [www.ndri.res.in](http://www.ndri.res.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in critical datesheet as under:-

**CRITICAL DATE SHEET**

<b>Published Date</b>	<b>11.2.2021(12:00PM)</b>
<b>Bid Document Download / Sale Start Date</b>	<b>11.2.2021(12:30PM)</b>
<b>Date of Pre-Bid Meeting</b>	<b>Online through Zoom Platform:18.2.2021 at 11:00 A.M. The meeting ID and Password is available on the Institute website <a href="http://ndri.res.in">http://ndri.res.in</a></b>
<b>Bid Submission Start Date</b>	<b>11.2.2021(12:30PM)</b>
<b>Bid Submission End Date</b>	<b>04.3.2021 (10:30AM)</b>
<b>Bid Opening Date</b>	<b>05.3.2021(11:00AM)</b>
<b>Place of opening of Technical bid</b>	<b>Office of Purchase Section</b>
<b>Address for communication</b>	<b>Purchase Section, ICAR-NDRI, Karnal-132001</b>

1. On behalf of Director, ICAR-NDRI, Karnal, Electronic Quotations/tenders under Open tender enquiry, Bids are invited from the registered firms/their authorized dealer registered on portal etc. for the goods mentioned below. The Quotations/bids duly sealed/signed & completed in all respect should be submitted with scan documents online at CPPP **latest by 10.30 AM on 04.3.2021**. The incomplete Quotations/bids will be treated as rejected. The Quotations received after stipulated date & time will not be considered & rejected, and no correspondence in this regard will be entertained.
2. The Tender form/bidder documents may be downloaded from the <https://eprocure.gov.in/eprocure/app>. **Online submission of Bids through Central**

Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) is mandatory. Manual/Offline bids shall not be accepted under any circumstances.

3. Tenderers/Bidders are requested to visit the website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Director, ICAR-NDRI, Karnal reserves the right to accept or reject any or all the tenders.

4. The firms are required to upload copies of the following documents:-

• **Technical Bid**

- i. Scanned copy of BID SECURITY DECLARATION.
- ii. Scanned copy of Firm's registration under Companies Act/ or any other Act, PAN Card, GST No., Tender acceptance letter.
- iii. Scanned copy of Manufacturers authorization certificate issued by Principal Manufacturer duly verified by the Indian Agent or Manufacturing certificate.
- iv. Scanned copy of Income Tax Statement for the last three financial years i.e. 2017-18, 2018-19 and 2019-20.
- v. Scanned copy of all authentic documents regarding firm's turnover etc. during last three financial years i.e. 2017-18, 2018-19 and 2019-20.
- vi. Scanned copy of User List/Purchase Orders (minimum three) of its satisfactory installation.
- vii. Scanned Copy of Make and model of all systems, sub systems and additional items should be mentioned in the technical bid and complete technical details should be provided in the form of Brochures and write-ups.
- viii. The scan copy of an undertaking stating that if the information/declaration/scanned documents furnished in respect of eligibility criteria are found to be wrong or misleading at any stage, the firm will be liable to punitive action.
- ix. The scan copy of **all additional documents as per Clause 13** should also be submitted by the bidder.

• **Financial Bid:-**

**Financial bid should be quoted as per BOQ. The firms should quote the rates in consolidated form in BOQ.**

5. The Bidders may submit their Techno-Commercial bids and price bids online on the portal of CPP. No conditional bids shall be allowed/ accepted. Bidders will have to upload scanned copies of various documents required for their eligibility and all other documents as specified in NIT, techno-commercial bid in cover-I, and price bid in Cover-II. To enable system generated techno-commercial and price comparative statements, such statement may be submitted in Excel formats strictly. The bidder will have to give an undertaking online that if the information/declaration/scanned documents furnished in respect of eligibility criteria are found to be wrong or misleading at any stage, they will be liable to punitive action. **Further, a "Bid Security Declaration" may also be submitted by the bidders accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.**

6. The Financial Bid of the Technically Qualified bidders only will be opened after short listing of techno-commercially acceptable bidder with due information through system generated emails & SMS alerts.

**7. Description of the goods required and quantity:**

Sl. No.	Name of Equipment	Qty	Minimum Warranty & CMC
1.	<b>Complete EPABX System with MDF &amp; IDF with other Accessories</b>	As per the specifications	Three Years Warranty onsite(Complete System)

**ii) Guiding specification and other technical details:**

1.	Number of Analog Extensions – 650 No.s The Extension Line Impedance should be minimum 600 Ohms(Including telephone Instruments) So as to make extensions work up to 2 Kilometre(K.M.)
2.	Number of IP Extensions - 50 No.s
3.	Number of Digital Extensions – 16 No.s
4.	Number of ISDN( Integrated Services Digital Network) PRI(Primary Rate Interface) – 02 No.s
5.	Number of Analog Trunks – 08 No.s
6.	<b>Number of Voicemail User with Email Integration – 50 No.s</b>
7.	Mobile Client user(Android/i-phone/PC/Laptop) license - 50 No.s
8.	IP Extension Phone Connectivity at Remote Location (Regional Station SRS,Bengaluru) - 02 No.s (Installation of these IP Phones should be physically done by Supplier at respective site), NDRI Regional Station will provide the Internet Connectivity.
9.	IP Extension Phone Connectivity at Remote Location (Regional Station ERS, Kalyani(Kolkata) - 02 No.s (Installation of these IP Phones should be physically done by Supplier at respective site), NDRI Regional Station will provide the Internet Connectivity.
10.	Universal Port Architecture
11.	Flexible number plan
12.	In built caller ID
13.	In built message lamp
14.	In built battery charger, The EPABX System must have 230 Volt AC Input.
15.	In built caller ID CLI (Caller Line Identification)
16.	Auto Call Back
17.	Call Billing & Call Monitoring
18.	32 Party Audio Bridge
19.	Meet-me Conference & Remote Conferencing
20.	Built-in MCU feature for Video conferences
21.	VOIP (Voice over IP) Resources
22.	Auto Attendant 8 Port • Different greetings for office hours, after office hours and on holidays.
23.	Standalone System Expandability up to 1000 Ports
24.	SIP Protocol - SIP Trunking & SIP phones.
	<b>ACCESSORIES</b>
25.	Machine/Processor • Intel Core i7 10th Generation • 8GB DDR4 RAM • 1 TB HDD + 512 GB SSD • 4GB Graphics • 15.6- Inch FHD • Window 10 Professional • Licensed MS -Office & Antivirus for 3 Years • Three Years on site

	Warranty - 01 No.
26.	Machine/Processor ●Intel Core i5 10th Generation ●8GB DDR4 RAM ●1 TB HDD + 256 GB SSD ●21- Inch FHD ●Window 10 Professional● Licensed MS - Office & Antivirus for 3 Years ●Three Years onsite warranty - 01 No.
27.	Operator Console Instrument 24 Key with DSS 60 Key, Should be OEM Product (As per tech specs copy attached Page 1) – 01 No.s
28.	Digital Telephones 24 Key, Should be OEM Product (As per tech specs copy attached Page 2) – 05 No.s
29.	IP Telephone 24 Key, Should be OEM Product [with Power Adaptor and CAT6 RJ45 Patch Cord(1.5 meter)](As per tech specs Copy attached Page 3) - 50 No.s
30.	Analog Caller ID Telephone (As per tech specs Copy attached Page 4) - 200 No.s
31.	Boss Secretary/Plan/Twin Caller ID Telephone (As per tech specs Copy attached Page 5) -25 No.s
32.	1000 Pair Main Distribution Frame(with IPM for 650 extensions) with genuine Krone LSA-Plus technology Module & Frame & UTP CABLE & 1000 Pair Intermediate Distribution Frame(IDF) with genuine Krone LSA-Plus technology Module & Frame & Jumper Wire
33.	Two Pair PVC Telephone Cable, Material (Copper Cable) 0.6mm, 4 Core, Colour(Grey) as per ITD Specification with Nylon Rip Cord from Reputed Vendors - 2500 Mtrs
34.	Five Pair Jelly filled Unarmored Telephone cable, Material (Copper Cable) 0.5mm, 10 Core, with Polythene Jacket, Colour(Black) as per ITD Specification from Reputed Vendors - 1000 Mtrs
35.	●Modules(10-Pair) should be Based on genuine Krone LSA-Plus technology ●Fits on all back mount frames ●Over voltage & Over current protection ●Robust long term environmental stability ●Flexible Indoor & Outdoor Use - 100 No.s
	<b>ACCESSORIES</b>
36.	Telephone Phone Line Network Cable Tester - 06 No.s
37.	Multifunction Laser Jet Printer with monochrome output & 25 pages speed per minute - 01 No.
38.	<b>Window AC 2.0 Ton with 5-Star Rating for EPABX System - 3 No.s</b>
39.	32U Standard 19 Inch Rack Floor Mount with all Accessories(Floor Mount)
40.	Call Billing Software
	<b>Other Specifications</b>
41.	System Should be OEM(Original Equipment Manufacturer) Product and the authorization shall be tender specific and addressed to the tender issuing authority and Document proof should be provided by the Supplier.
42.	System Should be TEC Approved and Document proof should be provided by the Supplier.
43.	System should allow media gateways to have both IP & TDM communication device (digital terminals, analog terminals, Digital/Analog/ISDN trunks).
44.	The Telephony system should be a converged communication system with ability to run TDM and IP on the same platform using same software load. The system should be capable of supporting analog, digital and IP phones with a unified numbering plan. The Single IP EPABX system should have a provision of expandability to minimum 1000 ports (any mix/percentage of analog/digital/IP) without changing or cascading multiple servers to achieve the future capacity.
45.	EPABX System Should also support following types of open SIP Terminal such as IP phone, SIP Soft Phone , Mobile SIP Client.
46.	Exchange should support Automatic Call Distribution (ACD) functionality.
	<b>Other Specifications</b>
47.	Pure IP for Peer - Peer Switching.
48.	Enables 100% TDM on IP Platform
49.	The Complete EPABX Hardware supplied by the supplier should be installed in

	EPABX Room through dedicated 5 KVA Online UPS available with us.
50.	In Case of failure of any port, It Should be possible to replace the defective port with good port in Power ON condition. So that the total communication of NDRI Campus is not affected and also there should be no need to re-programme/re-register the newly added port.
51.	The Supplier shall be able to provide Demonstration of the proposed system at NDRI Telephone Exchange, Karnal premises for technical evaluation of the proposed system, if called for.
52.	The Supplier shall organize EPABX System Training of NDRI Telephone Exchange Technical persons at their Works/Office/at supplier end. The Training will be provide free of cost.
53.	Buy Back of Existing Old CORAL IRIS System
54.	Warranty & CMC - Three Years Warranty onsite(Complete System)

**Generic Technical Specification of Operator Console Instrument with DSS: Should be OEM Product**

1	The Digital Phone Should support the basic features as DSS status for extensions or trunks on minimum 24 Programmable keys with dual color LED. It should be possible to expand the DSS keys for future needs.
2	LCD display with minimum 4 lines and adjustable angle
3	Separate Visual Message Wait Indicator Lamp
4	Minimum 24 flexible programmable keys & 4 soft keys support
5	Navigational Keys
6	Incoming Speech Gain Control
7	Adjustable Handset and Monitor speaker volume
8	Ringer Volume Control
9	Display of minimum of 10 numbers of Incoming call/out going calls/ Missed calls
10	Full Duplex speaker phone
11	Hot dial form key pad

**Generic Technical Specification of Digital Telephone Instrument: Should be OEM Product**

1	The Digital Phone Should support the basic features as DSS stauts for extensions or trunks on minimum 24 Programmable keys with dual color LED.
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2	LCD display with minimum 4 lines and adjustable angle
3	Separate Visual Message Wait Indicator Lamp
4	Minimum 24 flexible programmable keys & 4 soft keys support
5	Navigational Keys
6	Incoming Speech Gain Control
7	Adjustable Handset and Monitor speaker volume
8	Ringer Volume Control
9	Display of minimum of 10 numbers of Incoming call/out going calls/ Missed calls
10	Full Duplex speaker phone
11	Hot dial form key pad

**Generic Technical Specification of IP Telephone Instrument: Should be OEM Product**

1	Should support basic features of DSS status for extension or trunks on minimum 24 programmable keys with Dual colour LED support
2	Should support 2 nos 10Base-T/100Base-T network interface
3	Full duplex speakerphone
4	Should support POE (IEEE802.3af) or Local Power Adapter
5	Backlit Display and Dial Pad
6	XML Open Interface

**Generic Technical Specification of Analog Caller ID Telephone Instrument**

1	Pulse or Tone dialing.
2	CLI (Caller Line Identification) display minimum 2 line Digit with backlight, Must Save 30 Incoming/15 Outgoing
3	Programmable Flash Timing

4	Recall key
5	Last number redial
6	Ringer volume adjustable
7	Manual pause
8	Telephone instruments shall be compatible with all digital exchange
9	Two way Speaker Phone

**Generic Technical Specification of Boss Secretary /Plan/Twin Caller ID Telephone Instrument**

1	Intercom between the Two Phones
2	Call Transfer from Phone 1 to Phone 2
3	Caller ID Phone with 16 Digit LCD Display
4	Dual Mode FSK/DTMF CLI compatible
5	Two way Speaker Phone
6	3 One -Touch Memory
7	Ringer volume adjustable
8	Manual pause
9	Telephone instruments shall be compatible with all digital exchange
10	Two way Speaker Phone
11	Incoming & Outgoing Call Memory

**9. Bid Opening:** Both the techno-commercial and price bids will be opened online by the bid openers mentioned at the time of creation of the tender online. Relevant bidders can simultaneously take part in bid opening online and can see the resultant bids, of all bidders. The system automatically generates a technical scrutiny report and commercial scrutiny report in case of the techno-commercial bid opening and a price comparative statement in case of price bid opening which can also be seen by participating bidders online.

**10.**

- i. **Terms of delivery** :Delivery at site, viz. AAO (Stores), NDRI, Karnal
- ii. **Delivery period for goods:** Within 15 days from the date of issue of Purchase Order. In case the Purchase Order is placed to foreign supplier in foreign currency, delivery period will be at least 3 months from the date of purchase order.
- iii. **Erection / installation** and commissioning are to be completed **within 5 days** of delivery of the goods at site.
- iv. **Terms of Inspection** by the purchaser's representative: At NDRI, Karnal after Receipt of Supply of Goods.

## 11. Price structure:

The ICAR Research Institutes are exempted from **Excise** and **Customs Duties** on Research Consumables, *vide Notification No. 10/97-CE dated 1.3.1997 (as amended by 16/07-CE) and Notification No. 51/96-Customs respectively*. However, for the ICAR Institutes to avail the aforesaid Duty Exemption benefits, the **Prices** are required to be quoted by Manufacturers preferably on Ex-Works **basis**, *without including any Excise/Customs Duty component*. Freight & Transit Insurance are required to be quoted extra, *as per actuals*, for insured transportation from Ex-Works to Destination.

**Important Note:- As per notification issued by Govt. of India, Ministry of Finance Department of Revenue vide letter No. 45/2017-Central Tax (Rate) New Delhi dated 14<sup>th</sup> November, 2017, GST is applicable @ 5% on the ordered items being Public Funded Education/ Research Institute.** Therefore, all the bidders are requested to quote 5% GST amount in the prescribed column of BOQ and accordingly the GST exemption certificate will be issued by this institute in favour of successful bidder at the time of placing the order. Alternatively, however, the **Authorized Dealers/Retailers** may quote their most competitive **FOR Prices**, with maximum possible Dealer's **Special Discount**. The rates and prices quoted by the supplier shall remain firm and fixed during the currency of the contract and shall not be subject to variation on any account, whatsoever, including stator variations, if any.

## 12. Receipt of Goods & Terms of Payment:

### a. Payment term for supply of goods :-

Immediately on receiving the goods at site, the purchaser will verify the quantities of the items supplied as specified in the delivery challans of the supplier and also check for any superficial damage etc. in the goods so supplied and issue a provisional receipt accordingly. Presence of Seller's representative at the time of supply is desirable for lodging objection, if any.

The purchaser, **within three days of issue of the provisional receipt**, will issue acceptance certificate (of the goods) to supplier, provided the goods supplied are technically acceptable in terms of the contract. The supplier will then send its invoice along with accompanying documents to the paying authority for payment. The paying authority will release the full payment to the supplier as due in terms of the contract, within seven working days of receipt of supplier's invoice, provided the invoice and the accompanying documents are in order.

### b. Paying Authority: The Comptroller, ICAR-NDRI, Karnal – 132 001.

### c. Liquidated Damage Clause:

If any time during the performance of the contract, the supplier encounters conditions hindering timely delivery of the goods, the supplier shall promptly inform the purchaser in writing the fact of the delay and the likely duration of the same.

After receipt of supplier's communications, the purchaser shall decide as to whether to cancel the contract for the un-supplied portion after the existing delivery period, or to extend the delivery period suitably by issuing an amendment to the contract.

If the supplier fails to deliver the goods and / or perform the services within the contractual delivery period for reasons other than circumstances beyond supplier's control (which will be determined by the purchaser) and the purchaser



extends the delivery period, *the purchaser will also deduct from the contract price, as liquidated damage, a sum equivalent to 0.5% (half per cent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance.*

The maximum limit of such deduction will, however, be 10% (ten per cent) of the contract price of the delayed goods or services.

Further, during such delayed period of supply and / or performance, the supplier shall not be entitled to any increase in price whatsoever on any ground.

However, the purchaser shall be entitled to the benefit of any decrease in price and cost, on any ground, whatsoever, of the goods & services, during the period of delay.

The purchaser's letter (to the seller with copies endorsed to other concerned) extending the delivery period will be subject to the above conditions.

**d. Warranty Clause:**

The minimum period of Warranty / Guarantee for items shall be **Three Years Warranty onsite (Complete System)** from the Date of Installation of equipment.

**e. Quality of Supply of Equipment:** The Quality of Equipment to be supplied must be such that the time-period between their Date of Manufacture and their Date of Supply is ensured to be minimum possible and, in any case, not more than maximum 1 month.

**f. Dispute Resolution Mechanism:**

If any dispute or difference of any kind arises between the purchaser and the supplier in connection with the contract, the parties shall make every effort to resolve the same amicably by mutual discussions.

However, if the parties fail to resolve the disputes or differences by such mutual discussion **within 30 days**, either the purchaser or the supplier may give notice to the other party of its intention to refer the same to arbitration.

**The arbitration will be conducted by a sole arbitrator, who will be appointed by the Director, ICAR-NDRI, Karnal** and the procedure to be followed in this respect will be as per the Indian **Arbitration act, 1996**.

The **venue** of the **arbitration** shall be the place (i.e. **NDRI, Karnal**), from where the contract is issued.

**g.** In case of any Legal Dispute, the jurisdiction will be at Karnal.

13. You are also required to fulfill the following conditions and also furnish the required details as indicated in subsequent paragraphs.

- a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25%, the quantity of goods & services as specified in the above requirement, without any change in the unit price or other terms & conditions.
- b) Please furnish a certified copy of your latest ITCC (Income Tax Clearance Certificate).
- c) Please indicate if you are registered with any Govt. organization; and, if registered, furnish all relevant details.
- d) Please state whether business dealings with you presently stand banned by any Government organization; and, if so, furnish relevant details.

- e) Bidders are advised that one bidder cannot represent two suppliers or quote on their behalf in a particular tender. Specifications mentioned in Firm's Brochure will only be acceptable.
- f) The supplier shall at all times indemnify the purchaser, at no cost to the purchaser, against all third party claims of infringement of patent, trademark of industrial design rights arising from the use of the goods or any part thereof, with respect to the goods quoted by the supplier in its offer.
- g) The quotation(s) as well as the contract shall be written in English language. All correspondence and other documents pertaining to the quotation(s) and the contract, which the parties exchange, shall also be written in English. The quotation and all correspondence and documents relating to the quotation exchanged between the bidder and the purchaser may also be written in Hindi language, provided that the same is accompanied by an English translation, in which case, for the purpose of interpretation of the quotation, the English translation shall govern.
- h) The contract shall be governed by the laws of India and the interpreted in accordance with such laws.
- i) The quotation / offer shall remain valid for acceptance for a period not less than **90 days** after the specified date of opening of the offer.
- j) The Bidder quoting the Bid of foreign equipment on behalf of Foreign Manufacture/Foreign Supplier, the Authorization Certificate from the Principal is essentially required and should be attached with the bid.
- k) The bidder should submit the Certificate of Non-Blacklisting/Not Banned/Temporarily suspended by any Govt. Deptt./Organizations.
- l) **"Bid Security Declaration" may also be submitted by the bidders accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for two years.**
- m) The SSI/MSEs Registered with NSIC are exempted from Tender Fees and EMD subject to submission of NSIC Registered with valid certificate with the items list.
- n) The condition of Prior Turnover and Prior Experience has been relaxed with respect of Micro and Small Enterprises.
- o) The NSIC registered firm who quote their bid of foreign make on behalf of the Foreign Manufacturer/Principal supplier should also submit the **Bid Security Declaration**. In case such declaration is not submitted by the bidders, their bid will not be considered and will be treated as rejected.
- p) The Annual Maintenance Contract / Comprehensive Maintenance Contract, if required by the user later on, will be awarded separately. However, the bidders are required to quote the years wise rates for the requisite period in their bids.
- q) Alternate/ conditions/ Optional bids will not be accepted.
- r) **Important Note:-**  
**The bidders who are interested to quote their bid in foreign currency should submit their rates on CIF/CIP, New Delhi ( FOB+ Air Freight & Insurance charges) in the prescribed BOQ clearly. The bidder who did not reflect their CIP/CIF rates in particular column of BOQ, it will be assumed that their quoted rates are CIP/CIF, New Delhi and no further communication will be entertained with bidders.**
- s) **The Bidders who are not mentioned about Custom Duty applicable @ 5.50% against CDEC, Custom Clearing & Inland Transportation**

**Charges from NEW DELHI to ICAR-NDRI Karnal and no further communication will be entertained with bidders.**

- q) Bidders should not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids. However, any request of the bidder to add any document on later stage will not be accepted.**
- r) The firm may ensure that the specification of the quoted model should be clearly indicated in the submitted brochure and on the website of the firm. Just write yes in technical compliance statement is not valid if the same specifications are not found in brochure as well as website. If any specifications are not indicated in the brochure as well as on the website of the firm on the date of opening of the tender, this Institute has all right to reject the bid on the same basis and no further correspondence may be entertained.**
- s) All the MSME and Start up firms are eligible to get the benefit as per Govt. of India Guidelines.**

14. Notwithstanding the above, the purchaser, reserves the right to accept or reject any quotation or annual the tendering process and reject all quotations at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever, to the affected tenderer or tenderers.

**Before executing supply, the successful Bidder will have to deposit Performance security as per Rule which is equal to 3% of the ordered value of goods, in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment.**

**NOTE:- All the participating bidders should be complying with GST provisions enacted by Govt. of India from the date of 1<sup>st</sup> July, 2017.**

**Asstt. Admin. Officer (P)**  
**(On the behalf of Director, ICAR-NDRI, Karnal)**