



Ref. CBPBU/REG/E-Tender/1509-17

Date: 29.12.2017

## Notice Inviting e-Tender

E-Tender is invited from reputed Vendors for setting up of Digital IP EPABX System with all requisite Active and Passive Components in the Cooch Behar Panchanan Barma University Campus as per specification given under Annexure - I. For details please visit <https://wbtenders.gov.in>

Sl. No.	Item	Earnest Money	Completion Time
1	As per Annexure - I	20,000/-	30 days

### TERMS AND CONDITIONS:

- (1) The quoted rate shall be inclusive of all taxes.
- (2) Taxes will be deducted at source as per prevailing rules of Central and State Government.
- (3) The terms and conditions of payment shall be declared clearly.
- (4) Copy of current year PT challan, Trade License, PAN card, GST registration certificate shall be accompanied with the technical bid documents. [Non Statutory Documents]
- (5) The vendor shall submit authorization certificate from OEM along with the technical bid. (Non Statutory documents).
- (6) It is desirable that the vendor will have credential of supplying and installing similar system in any University / institution / Govt. Organizations.
- (7) The vendor shall provide three years comprehensive warranty of all products & maintenance.
- (8) The Service Engineers are to be made available within 24 hrs for trouble shooting which is to be done on no wait basis.
- (9) The successful tenderer shall complete the installation of the equipment within 30 (thirty) days from the date of issuance of the supply order.
- (10) A sum of Rs. 20,000/- shall be deposited to the under noted account of the University through RTGS as earnest money and the copy of receipt challan of RTGS with UTR number shall be accompanied with the technical bid document (Statutory Documents) failing which the tender paper will be treated as cancelled. The earnest money of the unsuccessful quotationer(s) will be refunded without interest after one month of the opening of tender paper and the same of the successful candidate will be refunded without interest after three



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months of the satisfactory installation of the equipment subject to redressal of complaint, if any.

Name of the A/c: Cooch Behar Panchanan Barma University

Savings Account Number: 32741316141

IFSC Code: SBIN0000058

(11) Tender paper shall be downloaded from <http://wbetenders.gov.in> Portal. A sum of Rs. 2,000/- shall be deposited to the above account mentioned under sl.no. 10 of the University towards the cost of tender paper failing which tender paper will be treated as cancelled.

(12) MSME units registered with District Industries Centres (DIC), Khadi and Village Industries Commission (KVIC), Khadi and Village Industries Board, Coir Board, National Small Industries Corporation (NSIC), Directorate of Handicraft and Handloom, any other body specified by Ministry of MSME and having UdyogAadhar Memorandum shall be given Tender Sets free of Cost and exempted from Bid Guarantee/Payment of Earnest Money Deposit (EMD) provided the product range mentioned in the certificate(s) is the same or similar to SJDA requirements. The certificate should be valid on the date of opening of the bid and should be duly attested by Notary Public/Chartered Accountant. The offers are liable for rejection if they are not accompanied with a copy of valid registered certificate in case of MSME or proof/reference for having remitted the Cost of Tender Documents, Bid Guarantee amount by RTGS/NEFT.

(13) The University authority reserves the right to accept or reject any/all quotations.

(14) The quotation should be valid for at least 90 (ninety) days.

(15) Technical literature of the product shall be submitted along with the quotation papers with bid documents (Non-Statutory documents).

(16) Selection of the vendor will be made on the basis of both technical and financial bids. Technical bids and financial bids shall be submitted by online only. Offline submission of tender paper will not be accepted.

(17) 100% of the bill value will be paid after satisfactory installation of the equipments.

(18) The last date of submission of tender form is on 13.01.2018 by 2.00 p.m and to be opened on 15.01.2018 at 3.00 p.m.

(18) The tenderers may remain present at the opening of tender.



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(19) For any clarification regarding tender please contact University Authority (Tel. No: +91 3582 230218) e-mail id – [info@cbpbu.ac.in](mailto:info@cbpbu.ac.in)

(20) All cases of disputes not covered under the terms & conditions of Tender will be referred to the Vice-Chancellor for a decision which shall be final and binding on both the parties.

(21) Date & Time Schedule

Sl NO	Particulars	Date & Time
1	Publishing of Tender	29.12.2017
2	Documents download/sell start date (Online)	29.12.2017 from 6.00 p.m.
3	Bid submission Start Date	29.12.2017 from 6.00 p.m.
4	Bid Submission End Date	13.01.2018 upto 2.00 p.m.
5	Technical Bid Opening	15.01.2018 at 3.00 p.m.
6	Offline Submission	NO OFFLINE SUBMISSION ACCEPTED
7	Financial Bid Opening	To be notified

Sd/-  
Registrar

Contd....



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## Technical Specifications for setting up of Digital IP EPABX System with all requisite Active and Passive Components in the Cooch Behar Panchanan Barma University Campus

### IP-PBX System:

*The proposed IPBX is a pre-configured, modular, state-of-the-art communication server that supports advanced TDM and IP business-class telephony.*

**Specs for IP-EPABX:--***The tenderer shall offer only products that adhere to the requirement specifications in this chapter*

A. IP-PBX Specification	
<b>1. System Features:</b>	
1	The offered system should be the latest model of the vendor being supplied worldwide. Old models / releases will not be accepted.
2	Make & Model of System quoted should be mentioned in Remarks column
3	The system should provide advanced, embedded solutions without the need of any external hardware & software. It should have strong convergence solution for voice, Internet, e-mail applications including LAN services.
4	The system Moreover, should be fully extremely modular -meaning total adaptation easy migration, modular, scalable.
5	The system should be modular at every level; it should be rack mountable.
6	The system should have universal slots for the interface boards.
7	The system should provide the following features as part of the system without the need for any external hardware or software:
8	The system should be a hybrid PBX supporting IP, Analog and Digital Extensions.
9	The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency.
10	System should be able to provide centralized voicemail with the option of Distributed



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	centralized voicemail in case of connectivity failure.
11	The system should support BRI/ PRI/ T1/ E1/ E1R2/ Analog Trunks.
12	The system should have in-bulit 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3)
13	The system should support X.21/V.35 WAN Interface.
14	The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity.
15	The system should have relays for door entry systems.
16	System should support standards-based CTI integration with 3rd party applications
17	The system should be 19" rack mountable.
18	Manufacturer should be listed in Gartner's Magic Leaders Quadrant in 2016
19	The OEM should have R&D Centre in India for last 5 years atleast.
<b>2. Telephony Features</b>	
Besides the normal Telephony features, the system should support the following features.	
1	Absent Text
3	Call Coverage
4	Call Forwarding
5	Call Hold
6	Call Intrude
7	Call Park
8	Call Pickup
9	Ring Back When Free
10	Suspend Call Waiting
11	Reclaim Call
12	Distinctive and Personalized Ringing
13	Toggle Calls
14	Account Codes



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15	Call Barring
16	Authorization codes
17	Bridged Appearance
18	Group Paging
19	Hot Desking
20	Mobile Twinning
21	Least Cost Routes
22	Flexible numbering Schemes
23	Queuing
24	Call Detail Recording
25	SMDR
<b>3. Data Communication Features:</b>	
1	INTERNET ACCESS: Firewall protected, leased line or dial-up connectivity via PRI, T1 or WAN port
2	System should have in built-in DHCP Server, which should be able to given IP Addresses to the endpoints.
3	System should have a Built-in Firewall functionality
4	System should support built-in IPSEC based VPN connectivity
5	System should support built-in Remote access server (RAS) functionality.
6	System should have built-in LAN and WAN ports
7	System should have a built-in Internet Access Router
8	System should have Integral Static or Dynamic (RIP I/II) routing for both Internet and Branch-to-Branch solutions
9	System should support Frame Relay WAN protocol
10	System should support Diffserv for QoS ( Quality of service) for the voice packets traveling over data networks
11	System should support ISDN backup feature in case the FR network is not available



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12	System should support NAT
13	System should support LDAP (Local Directory Access Protocol)
14	System should support the following protocols: PPP, ML-PPP, CHAP, PAP, ARP, BACP
<b>4. Terminal Support :</b>	
1	System should support the following type of terminals
2	Analog Phones
3	Digital Phones
4	IP Hardphones
5	IP Softphones
6	Wireless IP Phones
7	3rd party SIP telephones
8	DECT Phones
9	ISDN Extensions
<b>5. Extensions and Trunks:</b>	
1	System should be able to support up-to 1000 extensions in any combination of Analog, Digital & IP in future.
2	System should support up to 16 analog trunks or 8 digital trunks (240 E1 Channels)
3	System should have built-in H.323 gateway and gatekeeper functionality without the need to put any additional hardware
4	System should support SIP trunking to Internet Telephony Service Providers, allowing non-SIP phones to make SIP calls
5	System should support following types of trunks
A	T1/ E1/ E1R2
B	Analog Trunks
C	PRI
D	BRI
<b>6. Voicemail Features</b>	



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1	System should support PC-BASED Voice mail system.
2	Voice mail system storage should be dependent on the PC hard disk storage capacity.
3	Voicemail to email option should be available
4	System should support unified messaging with Microsoft Exchange or any IMAP compliant email application.
5	System should support voicemail access through web-browser
6	External Fax server integration should be available.
7	Should support text-to-Speech functionality
8	Should support Dial-by-Name functionality
9	Should support Auto Attendant
10	IVR functionality should be available
11	External Database Integration should be available during IVR call flows
<b>7. Conferencing Features:</b>	
1	The system should have built-in 2 x 56-party meet-me conferencing bank.
2	Multiple conferences with variable number of users should be possible within each of the 2 conferencing banks.
3	System should be able to generate detailed reports about the conference
4	System should be able to send emails to all the participants giving them the conferencing details
5	System should support 8 party video conferencing bridge by adding video server.
<b>8. Call Recording:</b>	
1	System should have in-built capability to automatically as well as manually record and store calls into any voicemail box or a central database, for later retrieval, sorting, searching through a web-based browser interface
2	Recordings should be able to be made on the basis of:
3	User ID
4	Account code





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5	Hunt Group
6	Caller ID
7	Incoming call route
8	Time profiles
9	System should support automatic deletion of oldest recordings, if needed
10	System should provide optional archival of recordings by automatically writing them to a DVD +RW drive
11	System should support G.726 16kbps ADPCM standard for compressing and storing recordings, providing the best compromise between CPU loading and storage space
<b>9. Mobility Support:</b>	
1	System should support a graphical interface for call control, running on Windows Mobile 5 or 6, or Symbian mobile handsets, also allowing a one-number service for both incoming and outgoing calls
2	System should support Mobile Twinning, enabling an extension and an internal/ external number to operate together as a single telephone. It should be possible to set external mobile devices as twinning targets, even if the primary extension is logged out/ unplugged.
3	System should be able to provide 'work from home' features like telecommuting and VPN hard phones.
<b>10. Phone management through PC :</b>	
1	System should support an PC based application for every user providing easy access to CLI display, telephony features, call information and call control
2	Application should support directory synchronization using LDAP
3	Application should allow users to book a conference or join a web-conference
4	Application should support up-to 1000 Speed Dial/ BLF entries
5	Application should allow integration with contact management applications
6	Application should allow users to play, rewind, fast-forward, save or delete their voicemail messages.
7	Application should allow users to open or close up-to 2 external relays to activate external systems like door-entry control, security camera etc.



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8	Application should provide to call history of up-to 100 Incoming/ Outgoing/ Missed calls each, to every user.
9	Application should allow receiving and making calls and retrieving voicemails from an external phone number as if it was in office.
10	Application should be able to function as a soft-phone, eliminating the need for a physical phone
<b>11. Wireless Support:</b>	
1	System should support wireless IP Phones which will work through the Access Points which are being used for Wireless Data network supporting 802.11a/b/g protocol.
2	System should support IP DECT, wherein the system and the Base Station are connected over the IP Network
<b>12. Computer Telephony Integration:</b>	
1	CTI capability should be in-built in the platform
2	System should support CTI using open standards over LAN
3	System should be able to provide 1st party CTI as well as 3rd party CTI control to external applications.
<b>13. SMDR</b>	
1	System should be able to print the SMDR in readable format without the need to have external software.
2	The SMDR should be stored in the excel format.
3	Separate excel files for each day should be available
4	SMDR should be able to be sent over LAN to a specified IP address and port number.
<b>14. Management utilities:</b>	
1	System should be able to be configured and administered using a GUI based application
2	System should support SNMP based network management
3	In case SNMP management is not available, system should be capable of sending event notifications to up-to 3 email addresses, each with a different set of alarms
<b>B. Desktop IP Phone Specifications</b>	
1	<b>Audio:</b>



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	OPUS Codec, G.711a/u, G.722, G.726A, G.729, G.729A, G.729AB
2	<b>Call Handling:</b>
	<ul style="list-style-type: none"><li>• Single line phone, supports two concurrent calls</li><li>• Mute Key with Mute Alerting</li><li>• Recent Call Log (100 entries)</li><li>• Transfer</li><li>• Hold</li><li>• Park/Unpark</li><li>• Conferencing</li><li>• TLS / SRTP for encryption Park/Unpark</li><li>• Handset should have built-in volume boost for Hearing Impaired</li></ul>
3	<b>User Interface:</b>
	<ul style="list-style-type: none"><li>• FSTN Monochrome 128x32 pixel display (56 x 14.5mm)</li><li>• Three context-sensitive soft keys</li><li>• Status indicators</li></ul>
4	<b>Connections:</b>
	<ul style="list-style-type: none"><li>• Dual 10/100 Ethernet ports to support co-located PC</li><li>• RJ45 connector</li></ul>
5	<b>Power Requirements:</b>
	Compatible with Power over Ethernet (PoE); requires PoE Class 1 settings

Sd/-  
Registrar