

Bid Document

Bid Details	
Bid End Date/Time	14-02-2019 13:00:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	15 (Days)
Ministry/State Name	Ministry Of Defence
Department Name	Indian Army
Organisation Name	Indian Army Corps Of Signal
Office Name	Karaikal, Puducherry
Total Quantity	28
Item Category	pabx system-EPABX , Add on Cards and Accessories for PABX System , Add on Cards and Accessories for PABX System , Add on Cards and Accessories for PABX System , Add on phones /Endpoint for PABX System , Add on phones /Endpoint for PABX System , Add on phones /Endpoint for PABX System
MSE Exemption For Years Of Experience And Turnover	Yes

Pabx System-EPABX (1)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
EXTENSION AND TRUNK / JUNCTION	EPABX system Implementation Technology/Architecture	Hybrid (Microprocessor based also supporting SIP extension)	Conventional (Card/microcontroller based), Hybrid (Microprocessor based also supporting SIP extension), Server Based (Switching through Call Server Application)
	Number of Analogue Extensions / FXS Ports	96	*
	Expandable Upto	128	*

	(TDM / FSX Ports)		
	Number of Digital Extensions	8	8
	Number of Analogue Junction/FXO ports	16	*
	Number of SIP Extensions	16	*
	SIP Extensions expandable upto	512	512
	Number of SIP Trunks	8	4, 8, 16, 32, 64, 96, 128, 256, NA
MAIN DISTRIBUTION FRAME(MDF)	MDF(Number of pair)	200	*
	Integrated Protection Module(IPM)	Yes	Yes, No
	If YES,number of Integrated Protection Module(IPMs)	200	*
CARDS CARDS	Type of Cards Supported	BRI,PRI,E1,E&M,Radio Interface,GSM	BRI, PRI, E1, E&M, Radio Interface, GSM, NA
	Number of Ports per Card Supported	1	1, 2, 4, 6, 8, 12, 16, 24, NA
GATEWAYS	Type of Gateways Supported	Universal Gateway,SIP, FXO,FXS,PRI,Radio,GSM ,E1,E&M	*
	Number of Ports per Gateway Supported	1	*
CONSOLE	Type of Operator Console	Key phone based	PC based, Key phone based, Server Based, NA
	Number of Operator Console	1	*
SERVER SPECIFICATIONS / REQUIREMENTS	Total Number of Servers Included in the Supply	1	*
	"Number of Hot Standby Servers out of Total Servers, included in the Scope of Supply"	0	*
	Server Form Factor	Rack	*
	Rack Size (RU) / Space Required for each Server	4	*
	Processor Make	AMD	*

	Processor Configuration & Description	32 BIT RISC PROCESSOR	*
	Total Number of processor	1	1, 2, 4, 6, 8, 10, 12, NA
	Number of Redundant Processors Included in the Total Number of Processor	NA	1, 2, 4, 6, 8, 10, 12, NA
	Number of Cores per Processor	NA	*
	Type of RAM	DDR3	*
	RAM Size (in GB)	NA	4, 8, 16, 32, 64, 128, 256, NA
	Type of Hard Disk Drive	NA	*
	Capacity of Hard Disk Drive (in TB)	NA	*
	Hot Swap Components	NA	Power Supply Unit, Fans, HDD, NA
	Network Interface	Integrated Dual Gigabit(auto) Ethernet supporting IPv4 and IPv6,USB,HDMI,VGA,WiFi	*
SOFTWARES	Application Software Type / Capabilities	Call Server Software,Hot StandBy Server Software,Unified Communication Server Software,Network Management Server Software	Call Server Software, Hot StandBy Server Software, Unified Communication Server Software, Network Management Server Software, NA
	Type of Licence	Perpetual	Perpetual, Subscription Based, NA
	Name of Softwares	SARVAM UCS SME	*
	Name of the OEM	MATRIX	*
	OEM Model / Part Number	ETERNITY GENX 12SDC	*
	Software Description	MATRIX SARVAM UCS FOR SME IS SOFTWARE FOR ETERNITY GENX	*
	Software Version	V1R5	*
	Date of Launch of Version	2018	*
Free supports/updates during validity of license	YES	*	
SOFTWARE FEATURES	Analog	YES	YES, NO, NA (For

<p>Extention/FXS (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Analog Extension/FXS Offered under ""EXTENSION AND TRUNK / JUNCTION"")</p>		<p>Conventional PBX)</p>
<p>"Digital Extension (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Digital Extension Offered under ""EXTENSION AND TRUNK / JUNCTION"")"</p>	<p>YES</p>	<p>YES, NO, NA (For Conventional PBX)</p>
<p>"Analog Junction/FXO (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Analog Junction/FXO Offered under ""EXTENSION AND TRUNK / JUNCTION"")"</p>	<p>YES</p>	<p>YES, NO, NA (For Conventional PBX)</p>
<p>"SIP extension (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of SIP Extension Offered under ""EXTENSION AND TRUNK / JUNCTION"")"</p>	<p>YES</p>	<p>YES, NO, NA (For Conventional PBX)</p>
<p>"SIP trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Offered under ""EXTENSION AND TRUNK / JUNCTION"")"</p>	<p>YES</p>	<p>YES, NO, NA (For Conventional PBX)</p>

	"PRI Trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of PRI Trunk Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO	YES, NO, NA (For Conventional PBX)
	"Radio Interface (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of Radio Interface Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO	YES, NO, NA (For Conventional PBX)
	"GSM (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of GSM Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO	YES, NO, NA (For Conventional PBX)
	"E1 Trunk (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO	YES, NO, NA (For Conventional PBX)
	"E&M (If Yes, Number of Software / Licences shall be Commensurate / Equal to the Number of E&M Offered under ""EXTENSION AND TRUNK / JUNCTION"")")"	NO	YES, NO
GENERAL FEATURES of EPABX SYSTEM	Number of Conference Participants Supported	16	8, 16, 24, 32, 64, NA
	Number of Direct Station Selection Keys per Console	16	*

Number of Media Channel/Ports Supported	128	8, 16, 24, 32, 64, 128, 256, 512, NA
Number of IP-TDM Concurrent Calls(2 users per call) Supported	128	*
Call Buffer Memory System	Yes	Yes, No
If Call Buffer Memory Available,Number of Records	2000	100, 250, 500, 1000, 2000, NA
Hot Standby Redundant CPU	No	Yes, No
If YES,Number of Hot Standby CPU Cards	NA	1, 2, NA
Hot Standby Redundant PSU (Power Supply Unit)	No	Yes, No
If YES, Number of Hot Standby Redundant PSU Cards	NA	1, 2, NA
Inbuilt Voice Mail for EPABX System	Yes	Yes, No
If Voice Mail Available, Number of Voice Mail Channels	4	4, 8, 16, 32, 64, NA
Available for Voice Mail, Number of Hours of Recording	16	4, 8, 16, 32, 64, 128, 256, 512, NA
Auto Attendant Facility	Yes	*
If Available, Number of Auto Attendant Channels	8	*
ASMDR/CDR	Yes	Yes, No
Voice Logger	NA	Inbuilt, Inbuilt External Connecting facility, NA
If YES, Number of Simultaneous Calls that can be Recorded in Voice Logger	8	*
Security Feature(for server based)	MD-5,Radius authentication,802.1X,SRTP	*
Supported Functionalities (for server based)	UCS,LDAP,NMS	*

	Supported Codecs	G711,G729,G723,H264, VP8	*
	Any other features	IP at core, universal slots,expandable up to 240 TDM & 999 SIP users, 21 party audio conference.	*
SYSTEM/EXTENSION/AT TENDANT CONSOLE FEATURES	System Features	Automatic Route Selection facility,DID facility(Direct inward dialing),DOD facility(Direct outward dialing),DISA facility(Direct inward station access),DOSA facility(Direct outwards station access),Multi Level Voice DISA facility,Privacy of Call,Facility for connecting recorded voice answering,ASMD R/CDR,Programmable class of service for (STD/ISD/LOCAL) dialing as per need,Caller ID information for both internal and external callers (over Analogue, ISDN PRI),unique authorization codes for every users,Automatic call back,Call waiting,Music-on-hold facility,Call budgeting,Least cost routing,Mix-mode dialing,Provision for remote logins,Interactive Voice Response System(IVRS),Extension to Extension dialing	*
	Extension Features	Call forwarding,Consultation Hold,Brokers Call,Automatic call transfer,Conference call,Call pick up,Call re routing,Auto call disconnection,Dynamic STD Lock,Paging on key phone,Background music>Password control,Virtual	*

		Telephony,Howler Tone,Call parking,Auto answer/Auto off,Emergency call facility,Missed/Dialed/Received Call Lists,Last Caller Call back>Password display suppression,Personal Identification Number,Hotline,Preset Conference Calls,Direct Call billing in rupees,Call billing printout,Calling line identification(CLI),Remote Maintenance,Other Extension features	
	Attendant Console Features	Answering an incoming call,Call queuing,Serial Call,Call waiting display,Automatic Call Distribution,Call Hold,Trunk offering,Night service,Head phone connectivity,Other Attendants console Features	Answering an incoming call, Call queuing, Serial Call, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Night service, Head phone connectivity, Other Attendants console Features
	Voice Prompts and Announcement	Yes	*
	If yes, Number of Levels of IVRS	NA	1, 2, 3, 4, 5, 6, 7, 8, NA
POWER SOURCE	Supply Voltage	48V DC	230V AC,50HZ, 48V DC, NA
	Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup	YES	*
	FCBC	YES	YES, NO, NA
	If YES, minimum current Rating of FCBC at chrging voltage of 48V (Ampere)	25A	10A, 12.5A, 25A, 50A, NA
	Protection against over current and accidental reversal of polarity on the input side and against over current, over voltage on the output side	YES	*

OPERATING CONDITIONS	Minimum Operating Temperature (Degree C)	0	10, 5, 0, -5, -10
	Maximum Operating Temperature (Degree C)	45	35, 40, 45, 50, 55
	Operating Humidity (RH) (%)	90	80, 85, 90, 95
TEST REPORT DETAILS AND TESTS	TEC approval as per the latest TEC specifications	YES	*
	TEC approval Certificate number	TEC/WR/I/PBX-004/03.1 22 DEC17 DATED 19.12.2017	*
	Availability of the test report from Central Government/ NABL/ ILAC accredited lab to prove conformity to the specification including Environmental Test Sequence	Yes	*
	Test Report Number and date (not a part of biddable parameter)	RP-1516-045698 DATED 29.02.2016	*
	Name and Address of the Test lab(not a part of biddable parameter)	ELECTRICAL RESEARCH AND DEVELOPMENT ASSOCIATION	*
	Test reports consist of verification of all the features & functional parameters & environmental tests	Yes	*
	conformity to Dry Heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/section-5/1977 latest	Yes	Yes, No
	conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/part-2/section-4/1977 latest	Yes	Yes, No
conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 h each at a temperature of	Yes	Yes, No	

	40 degree C & 95% RH in accordance with IS:9000/part-5/section-1/ 1991 latest		
INSTALLATION AND MAINTENANCE	Installation and Commissioning	With	With, Without
	Chemical Earthing to achieve resistance < 2ohm	No	Yes, No
	Recommendation / Information regarding Supporting Hardware Required to meet the Performance / Capabilities of the System	PROPER VENTILATED SPACE TO EPABX	*
OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	YES	*
	Operation & Maintenance terminal	Provided	*
	Training provided to buyers	Yes	Yes, No
	If YES,Details of training	On site training for 3 days	On site training for 3 days, On site training for 5 days, NA
	Packing List	IP at core switching, with inbuilt voice mail system 4 port, No. of Analog extensions : 112 Port, Expandable Port : 128, Junction : 16, Dlgital Extension 16, SIP extensions 16, SIP trunks 8. In a Single chassis/cabinet, Operator Console -1	*
SERVICES	Warranty	1	1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Or higher
	Recommendation / Information regarding Supporting Hardware Required to meet the Performance / Capabilities of the System,	PROPER VENTILATED SPACE TO EPABX	*
	Compliance to STC of the Product	Yes	*

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	1	15

Add On Cards And Accessories For PABX System (2)**Technical Specifications**

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Add on Cards and Accessories for EPABX System	Type of Card	CPU CARD	*
	Number of Port Per card	1	*
	MAKE of PABX supported	MATRIX	*
	Model of PABX supported	ETERNITY GENX	*
	Other Features	Built-in Ports: 1 RS232C,1 LAN and 1 WAN Port, Type: CPU Card without NX DBM VOCODER AND VMS Modules, Compatible PBX: ETERNITY GENX Series	*
	Warranty	1	1, 2, 3, 4, 5

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	2	15

Add On Cards And Accessories For PABX System (2)**Technical Specifications**

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Add on Cards and Accessories for EPABX System	Type of Card	PSU CARD	*
	Number of Port Per card	1	*
	MAKE of PABX supported	MATRIX	*
	Model of PABX supported	ETERNITY GENX	*
	Other Features	Type: DC Power Supply Card, Input Voltage: 48VDC , Compatible PBX: ETERNITY GENX, GE Series	*
	Warranty	1	1, 2, 3, 4, 5

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	2	15

Add On Cards And Accessories For PABX System (3)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Add on Cards and Accessories for EPABX System	Type of Card	E1 CARD	*
	Number of Port Per card	1	*
	MAKE of PABX supported	MATRIX	*
	Model of PABX supported	ETERNITY GENX	*
	Other Features	PROGRAMMABLE AND INTERCHANGEABLE TO OPERATE AS PRI.	*
	Warranty	1	1, 2, 3, 4, 5

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	3	15

Add On Phones /Endpoint For PABX System (4)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Phones /Endpoint for EPABX System	Description	Key Phone Based Operator Console	Digital Phone, SIP Phone, Key Phone Based Operator Console, PC based operator console (without PC), CLI-PUSH BUTTON PHONE
	Number of fixed function Keys	8	4, 6, 8, 10, 12, 14, 16, NA
	Number of Programmable keys	16	8, 12, 16, NA
	Number of lines of Display	4	1, 2, 3, 4, 6, 8, 10, NA
	Make of EPABX supported	MATRIX	*
	Model of EPABX supported	ETERNITY PE 6S, ETERNITY GENX, ETERNITY MENX, ETERNITY LENX	*
	Other Features	THIS CONFIGURATION IS WITH 48 PROGRAMMABLE KEYS, 4 CONTEXT SENSITIVE KEYS, MULTIPLE CALL RECEIVING CAPACITY.	*
	Warranty	1	1, 2, 3, 4, 5

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	4	15

Add On Phones /Endpoint For PABX System (8)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Phones /Endpoint for EPABX System	Description	SIP Phone	Digital Phone, SIP Phone, Key Phone Based Operator Console, PC based operator console (without PC), CLI-PUSH BUTTON PHONE
	Number of fixed function Keys	10	4, 6, 8, 10, 12, 14, 16, NA
	Number of Programmable keys	NA	8, 12, 16, NA
	Number of lines of Display	4	1, 2, 3, 4, 6, 8, 10, NA
	Make of EPABX supported	MATRIX	*
	Model of EPABX supported	ETERNITY PE 6S, ETERNITY GENX, ETERNITY MENX, ETERNITY LENX, COMPATIBLE WITH ALL OPEN SIP IP PBX.	*
	Other Features	132 X 64 PIXEL GRAPHICAL DISPLAY, IPV6 READY, TLS/SRTP FOR VOICE SECURITY INTEGRATED POE, 2X10/100 mbps LAN PORTS RJ9 HEADSET PORT. LOCAL PHONE BOOK WITH UPTO 1000 ENTRIES.	*
Warranty	1	1, 2, 3, 4, 5	

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	8	15

Add On Phones /Endpoint For PABX System (8)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Allowed Values
Phones /Endpoint for EPABX System	Description	Digital Phone	Digital Phone, SIP Phone, Key Phone Based Operator Console, PC based operator console (without PC), CLI-PUSH BUTTON PHONE
	Number of fixed function Keys	4	4, 6, 8, 10, 12, 14, 16, NA
	Number of Programmable keys	8	8, 12, 16, NA
	Number of lines of Display	2	1, 2, 3, 4, 6, 8, 10, NA
	Make of EPABX supported	MATRIX	*
	Model of EPABX supported	ETERNITY GENX, ETERNITY MENX, ETERNITY LENX	*
	Other Features	Built-In Full Duplex Speakerphone 2-Line by 24-Character Backlit LCD Display 7 Programmable Keys with LED Light Indicators 5 Fixed Function Keys with LED Light Indicators (Program/Service, Redial, Mailbox, Mute/Internal, and Speaker) Navigation Keys Volume Control	*
Warranty	1	1, 2, 3, 4, 5	

* Bold specifications are the golden parameters.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Piyush Tilara	790116,COMMANDING OFFICER 5 MDSR PIN-917805 C/O-99 APO	8	15

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

Special terms and conditions for category pabx system-EPABX

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

Buyer Specific Additional Terms and Conditions

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

[This Bid is also governed by the General Terms and Conditions](#)

---Thank You---