

















**TENDER FOR SUPPLY & INSTALLATION OF**

**IP BASED DEALER BOARD SOLUTION WITH IP BASED CALL RECORDING SYSTEM AT SIDBI OFFICE BUILDING BKC, MUMBAI**

**LAST DATE OF SUBMISSION OF SEALED TENDER**

**027Issued to :-**

**The Dy. General Manager [Premises] MSME Development Centre,**

**Small Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block,**

**Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051**

**Phone No. 6753 1176 / 1214**

**(Tender Document Part-I)**

**NOTICE INVITING TENDER**

**SUPPLY, INSTALLATION, TESTING & COMISSIONING (SITC) ALONGWITHTRAINING AND MAINTENANCE OF IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM COMPATIBLE TO EXISTING DEALING ROOM SET UP UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**

SIDBI wish to invite tenders for Supply, Installations, Testing & commissioning of IP based dealer board solution (Make- Avaya, IP Trade, tadiran or other approved equivelent brand meeting European Standards) compitable to existing dealing room setup under buyback of existing voice recorder at Bandra Kurla Complex, Mumbai. Tenders are hereby invited from reputed manufacturers/authorized dealer of IP Based Dealer Board with IP Based call recording in two bid system.

The estimated cost of the work is about Rs.7 lakhs.

1. The equipment is to be supplied in total period of 30 days.

The tender documents can be obtained from The Dy. General Manager [Premises], SME Development Centre, Small Industries Development Bank of India (SIDBI), 5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 on payment of Rs. 500/- (non- refundable) in the form of DD Drawn in favour of SIDBI, Mumbai**.** This document can also be downloaded from our website [www.sidbi.in](http://www.sidbi.in) also. However, such offerer’s are required to deposit Rs. 500/- (non- refundable) in the form of DD Drawn in favour of SIDBI, Mumbai alongwith their offers.

2. Each tender set comprises of the following :

a) Techno- Commercial Bid - (Part-I)

b) Price Bid (BoQ)-(Part-II)

3. Tender document will be available from 22.06.2015 to 01.07.2015 (working days)

between 10.00 a.m. to 5.00 p.m. at SIDBI office,5th Floor, Premises Vertical, Plot No-C-

11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051

4. A Pre-bid Meeting of all Tenderers will be held on 26.06.2015 at 5th floor , Premises Department , SIDBI, Plot No C-11, G Block , Bandra-Kurla Complex, Bandra (East) , Mumbai. The Tenderers are further advised to submit the unconditional tenders. Conditional tenders are liable for rejection. Clarifications, if any issued will only be posted on Banks Website. Intending contractors should take same in to account while quoting the offers.

5. The duly filled in and sealed tender document including complete set of supporting documents shall be submitted to:

**The Dy. General Manager [Premises] MSME Development Centre,**

**Small Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block,**

**Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051Phone No. 6753 1176 / 1214**

on or before the last date of submission 02.07.2015 before 15.00 hrs. and Part –I will be opened on the same day at 15.30 hrs. (or any other day convenient to SIDBI). Part-II will also be opened the same time, if possible. Else date of opening for Part –II (Price Bid) will be intimated to the contractors in due course.

6. Tenderers are advised to pay Earnest Money Deposit (EMD) of Rs.14,000/- (Rupees Fourteen Thousand Only) by Crossed Demand Draft having remaining validity period of 120 days from the date of submission of tender document, drawn in favour of SIDBI, Mumbai from a nationalized/scheduled bank branch payable at Mumbai along with the tender. Cheques/ Bank Guarantee in lieu of DD will not be accepted. EMD will not bear any interest.

EMD will be forfeited in the event of any erosion, refusal or delay on the part of tenderer to sign and execute the contract on acceptance of his tender. EMDs of unsuccessful tenderers will be refunded (without interest) within 120 days from the date of opening Price bid. EMD of the successful tenderer will be adjusted against Initial Security Deposit, if the tenderer requests to do so.

7. The offers submitted shall be valid for a period of 120 days from last date of submission of tender.

The tenders shall be submitted in two separate envelopes each sealed and clearly identified as to envelope no. and contents as indicated below. These two envelopes shall be contained and sealed in a large envelope. This envelope shall be submitted as per instructions with the name of work, i.e., “**NOTICE INVITING TENDER FOR SUPPLY,** **INSTALLATION, TESTING & COMMISSIONING (SITC) IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI.** ” super scribed on the envelopes and addressed to :

**The Dy. General Manager [Premises] MSME Development Centre,**

**Small Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051**

**Phone No. . 6753 1176 /1214**

8. Full name and postal address of tenderer shall be written on the bottom left hand corner of the envelope.

9. The tender submitted shall contain details/documents as listed below. Tenders without accompanying all details/documents listed below will be rejected.

**Envelope No.1**

1. Complete set of tender document Part-I Techno-Commercial Bid(Part-I) as issued, duly filled and signed by the tenderer on all pages along with all supporting certificates, work orders, etc.

2. Crossed Demand draft for Earnest Money deposit (EMD) of `14,000/- in favour of SIDBI, Mumbai.

3. Addendum / corrigendum issued, if any, by the Bank, duly Signed.

4. Other Submittals as indicated in the tender document Part-1.

5. DD of Rs. 500/- towards cost of Tender Doc. In case of downloaded tender.

**Envelope No.2**

· Complete set of tender document Part-II (i.e., Price Bid BoQ) duly filled in & signed by the tenderer.

10. Acceptance of tender will rest with the employer who reserves right to accept or reject any or all tenders, in part or full, without assigning any reason thereof. Any tender which does not fulfil any of the prescribed conditions would be liable to be rejected.

11. Tenders received late on account of any reason whatsoever or by courier / post will not be entertained.

**12.** All the rates quoted in the tender should be inclusive of all materials including wastage, freight, all types of taxes including works contract tax, duties, octroi, service tax, royalties, erection, construction, testing of materials/samples brought on site for approval, tools, tackles, plant and equipment’s, supervision, overheads and profits, statutory charges, costs for licenses and any other expenditure etc. and shall remain firm till completion of work. Escalation in price will not be payable for whatsoever reasons.

13. The intending tenderers has to arrange for demonstration of IP Based Dealer Board Solution with IP Based Call recording system (Make- Avaya, IP Trade, Tadiran or other approved equivalent brands meeting to European standards) offered for SIDBIs office or installed at other Banks/institutions before quoting for the work else offer submitted by them shall not be considered for evaluation.

14. Supply, Installation, Commissioning ,Testing and handover should not take more than 30 days from the date of PO acceptance by the bidder.

15. Migration process (existing dealing room system to new proposed dealing system) should not affect the operation of dealing room.

16. Tenderers are advised to go through this tender document carefully as well as visit the SIDBI’s office premises at BKC Mumbai and acquaint themselves both the site conditions and present condition of dealing room before submission of tender.

Yours faithfully,

**The Dy. General Manager [Premises] MSME Development Centre,**

**Small Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051 Phone No. 6753 1176 / 1214**

All the intending Agencies/Contractors are also requested to note following important provisions-

1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises

(MSEs) as circulated by The Ministry of MSME, GoI.

2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).

3. If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services ( about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.

4. Further, such MSEs would also be entitled for tender sets free of cost and exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE’s may approach the tender inviting authority to resolve their grievances.

5. Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.

\*\*\*\*\*\*\*\*\*\*\*\*\*

**Pre-Qualification Criteria**

|  |  |  |
| --- | --- | --- |
| **Sr No** | **Criteria** | **Statement Of Compliance, with proof & justification** |
| 1 | The bidder should be Original Equipment Manufacturer (OEM) or its authorized representative / Dealer. (In the case of authorized representative of OEM, credentials (financial turnover & experience as mentioned below) of bidder only will be considered for evaluating eligibility criteria). |  |
| 1.1 | In case of authorized representative, current authorization from OEM authorizing the bidder as its authorized representative to be submitted. |  |
| 1.2 | In case of OEM, Proof of being Original Equipment Manufacturer (OEM) to be submitted |  |
| 1.3 | Bidder shall obtain certificate from OEM/undertaking from the respective OEM(s) to ensure availability of spares component for entire life of the item (estimated to be 6 years) |  |
| 1.4 | Bidder firm shall submit an undertaking stating its firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/ World health Organization etc.. or any Indian State/Central Governments Departments or Public Sector Undertaking of India. |  |
|  |  |  |
| 2 | The applicant should have a permanent office or service/ support facility at Mumbai. |  |
| 2.1 | The Bidders to furnish their existing office or service centre infrastructure details like contact details with postal address, no. of engineers, etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc. |  |
|  |  |  |
| 3 | Annualized average financial turnover |  |
|  | Bidder should have annualized average financial turnover of at least Rs 50 lakh or above equivalent during last two financial years, ending 31st March or 31st December of previous year, as per practice prevailing in the country of the bidder. As a proof of financial turnover, copy of abridged Balance Sheet along with Profit & Loss account of the bidder for last two years should be submitted. |  |
|  |  |  |
| 4 | **Experience:** |  |
| 4.0.1 | The bidder should have experience of 3 years in supply & Installation of IP based dealing room solution with Standalone or IP Based voice recorder in Bank / financial institute in Indian State/Central Governments Departments or Public Sector Undertaking of India. Further they should have done supply & installation for Minimum 3 or more locations in Banking and Financial Service Industry (BFSI) out of which minimum 01 should be at India State/central Governments Departments or Public Sector Undertaking of India, with at least 20 positions recording simultaneously. |  |
|  |  |  |
| 4.1 | Performance/Experience Certificate: |  |
|  | Bidder must submit performance/experience certificate in respect of the works claimed against experience as mentioned under Para 4.0. These certificates should be issued by the end user agencies for whom the works have been carried out and endorsed by the bidder. Such performance/experience certificates should clearly indicate the following: |  |
|  | i. Value of order or contract |  |
|  | ii. Scope of order or contract, |  |
|  | iii. Order or Contract Completion date. |  |
|  | iv. That the supplied & installed systems have performed satisfactorily after commissioning. |  |
| 4.2 | The bidder as authorized representative can participate on behalf of only one OEM. |  |
| 5 | **Technical Literature** |  |
| 5.1 | One set of complete technical Solution documentation comprising detailed about the offered solution shall be provided along with the technical bid.   Bidder has to submit one set of hard copy & soft copy of complete technical documentation comprising of Operations, Installation and Maintenance manuals including detailed Part List of the equipment shall be provided. This is to be submitted at Premises Department of SIDBI, BKC office, Mumbai.  The maintenance manual should contain detailed sub system specifications, functional description, recommended maintenance schedule, test and adjustment procedures, circuit & layout diagrams of the equipment and other such information which helps in providing un-interrupted operation of the facility and should provide expected guidance to maintenance engineers in case of facility malfunctioning / break down.  The language of all manuals, instructions, technical documentation etc. provided under this contract will be in English |  |
| 5.2 | The bidder should enclose the details of the hardware, Make and Model, Operating system (including OS version), RAM, HDD capacity etc of the hardware proposed as a part of the solution. Bids without this information will be treated as non responsive. |  |

Note: The agencies which will fail to submit the supporting documents / meeting the criteria indicated above would be disqualified and their financial bids will not be opened. The Bank reserves the right to decide about the pre-qualification of the agencies.

\*\*\*\*\*\*\*\*\*\*\*\*\*

**APPENDIX TO FORM OF TENDER**

|  |  |
| --- | --- |
| **Item** | **Description** |
| Contract Value | Total value of the Tender as accepted by the Employer and indicated in acceptance letter. |
| Date of Commencement | 3 (Three) days from the date of issue of acceptance letter or the date of issue of work order whichever is earlier. |
| Time of Completion | **30** days from the date of commencement |
| Liquidated Damages for  Delay | [@2%](mailto:@2%25) of contract value per week subject to  10% of contract value |
| Defects Liability Period | 24 months from the date of Completion as certified by SIDBI. |
| Earnest Money Deposit | Rs. 14,000/- by Demand Draft |
| Payment of Interim Bills | On account 75% within 7 working days from date of supply & installation of complete system and Submission of Bill by the contractor with all supporting documents. Balance 25% after 1 month of satisfactory installation, testing & commission of complete IP Based Dealer Board Solution with IP Based Call recording system. |
| Payment of Final Bill | Within 30 working days from the date of  Certification of bill by the SIDBI’s Engineer. |
| Retention Money/Security  Deposit from Interim Bills | 5% from each bill. Total RMD shall be 5%  of contract value inclusive of EMD. |
| Release of RMD/Security  Deposit | After completion of defects liability period of 24 months and issue of no dues certificate (final completion certificate). |
| AMC Charges | The Buyer reserves the right to enter into  comprehensive AMC for 4 years after expiry of Comprehensive warranty period (  2 years) at a rate of **10%** of the value of the equipment under consideration per annum. The supplier also undertakes support for hardware and software support for the system at least for the period of 6 years from the date of completion. The payment for Comprehensive AMC charges will be made proportionally after completion of every six months of AMC. |

**\*\*\*\*\*\*\*\*\*\***

**LETTER OF OFFER**

Date

To

**The Dy. General Manager [Premises] MSME Development Centre,**

**Sm all Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block,**

**Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051**

**Phone No. 6753 1176 / 1214**

Dear Sir,

**Sub: NOTICE INVITING TENDER**

**FOR SUPPLY & INSTALLATION OF IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**

Having examined the site, contract documents, specifications and schedule of quantities, I/we hereby offer to execute the subject work, which I/we have quoted on Item rate basis. I/ we herewith submitting duly filled in and signed by authorized signatory, the tender documents. I/we herewith deposit Rs.14,000/- as Earnest Money Deposit as per the Terms of Contract and our offer. In the event of this tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I am/we are aware that the Bank intends to complete the entire work as covered in the scope of this tender within scheduled completion period with time being essence of the contract. I/we agree to complete the works within the said period. As required by you, I/we are returning herewith the tender documents duly signed by us at each page in token of our acceptance of the provisions in the documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of contract annexed hereto and the rates are quoted in the schedules.

Thanking you, Yours faithfully,

(Name of the contractor)

Seal :

Address : Place & Date:

**\*\*\*\*\*\*\*\*\*\***

8

**Undertaking of Authenticity (On the letterhead)**

To

**The Dy. General Manager [Premises] MSME Development Centre,**

**Sm all Industries Development Bank of India (SIDBI),**

**5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block,**

**Bandra Kurla Complex,**

**Bandra (East), Mumbai-400 051**

**Phone No. 6753 1176 / 1214**

**Ref:**

With reference to the equipment being quoted to you vide our Quotation No:\_\_\_\_\_\_\_\_\_\_\_ dated \_\_\_\_\_\_\_\_\_\_\_, we hereby confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used.

2. We also confirm that in respect of licensed operating systems and other software utilities to be supplied; the same will be procured from authorized sources and supplied with Authorised License Certificate (eg. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).

3. In case of default and the Bank finds that the above conditions are not complied with, we agree to take back the equipment supplied and return the money paid by you, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.

4. In case of default and we are unable to comply with above at the time of delivery or during installation, for the Hardware / Software already billed, we agree to take back the **IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM** without demur, if already supplied and return the money if any paid to us by you in this regard.

5. We also take full responsibility of both parts & Services as per the content even if there is any defect by our authorised Service Centre / Reseller etc.

We also undertake to produce certificate from the Original Equipment Manufacturers in support of the above statement with the part one of this tender. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature) (Name) (In the capacity of)

**\*\*\*\*\*\*\*\*\*\***

**Annexure II**

**SPECIAL INSTRUCTIONS**

1. Rates quoted by the tenderers shall remain valid throughout the execution and until completion of contract within accepted period of completion as well as during authorized extension in period. If SIDBI decides to place work order for additional scope of work in the same premises, the tenderer shall be bound to accept the same, at rates agreed in the original work order, provided such work order or amendment is issued prior to completion of the work contained in the original work.

2. The item rates agreed at the time of acceptance of tender will remain valid throughout currency of contract and fluctuations in the prices of any material, equipment, labour, taxes , duties etc, will neither ne considered at any stage during currency of contract nor be compensated.

3. If the tenderer fails to accept the work order issued at the rates originally quoted

by him in bid (and negotiated subsequently, if any), the Earnest Money shall be forfeited.

4. Tenderer shall sign all pages and wherever provided in the tender failing which the tender shall be liable for rejection. Tenders which do not contain DD for EMD and that do not fulfill any of the conditions mentioned herein will be rejected.

5. **Training:**

The Bidder shall provide training to technicians / officials (i.e. end-user) of SIDBI to enable them to effectively operate the total system. The training should be conducted at the time of installation up to a comfort level of user and at no cost to the SIDBI.

6. Successful Tenderer will supply / arrange/ do all necessary work what so ever required to make proposed new & existing system in working condition.

7. The supplied equipments should a new one & manufacturing / import date should be less than a year.

**\*\*\*\*\*\*\*\*\*\***

**Techno Commercial Bid**

**TERMS & CONDITIONS**

**Annexure III**

**1.** Sealed tenders shall be addressed to the Dy. General Manager [Premises] SME Development Centre, Small Industries Development Bank of India (SIDBI), 5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051, super scribed as **NOTICE INVITING TENDER FOR SUPPLY & INSTALLATION OF IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM (AVAYA, IP TRADE, TADIRAN or OTHER APPROVED EQUIVELENT BRAND MEETING TO EUROPEAN STANDARDS) UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI”**, on or before 02.07.2015 at 3.00PM.

**2.** Tenders (Part I & II) shall be opened at 3.30 PM on the same day at the office of DGM, 5th Floor, Premises Vertical, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051, by the officer designated for the purpose in the presence of tenders or their representatives should they choose to be present. They may note the grand totals of the tenders opened but will not be eligible to know any other details whatsoever.

**3.** The tender shall be submitted only in the prescribed tender documents supplied by the Bank. Particulars of DD for the Earnest Money deposited shall be furnished at the

bottom of the tender form.

**4.** The tenderer should study all the tender documents carefully and understand the same including all instructions, conditions and specifications, etc. before quoting

the rates. If there are any doubts, they should get clarification in writing but, this shall not be a justification for submission of late tender or extension of opening date. Tender should be submitted strictly in accordance with the specifications and other tender documents. The tender should be submitted in the two envelops duly sealed by the contractors as indicated in the tender notice.

**5.** The tenderer should quote his total value of the entire requirements net of buyback value of old existing Voice recorder. Please note that all the rates for the items will be inclusive of any taxes which may be applicable and inclusive of handling, transportation, unloading and any other relevant charges. These rates would remain firm during the contract and no escalation under any circumstances would be admissible.

**6.** The quoted rates should be inclusive of all equipment, lift, materials, labour, octroi, duties, service tax, sales tax, sales tax on work contract, turnover tax, service tax, excise, customs duty, etc. required in connection with the completion of work to the entire satisfaction of the client and consultants. All the material are to be supplied by the contractor unless otherwise stated. No claims for upward revision of rates will be allowed on account of any increase in tax, duty, etc.

The selected contracted is required to produce the proof of payment of various taxes , if desired by SIDBI.

**7.** All taxes and duties shall be paid by contracted including works contract tax, excise duty, service tax and octroi. Variation in taxes, if any, shall not be paid / recovered during the period of contract.

**8.** All entries in tender document should be in English and in ink or typed. All corrections should be attested under full signature of the contractor. Corrections where necessary should be made by scoring the wrong words/figures by drawing a line across them and attesting these with full signature of the contractor. These shall not be erased or overwritten.

**9.** Every page of the tender document shall be signed by the tenderer at the end of last entry thereon. One complete set of drawings should be signed and returned by the contractor along with tender document.

**10.** The tenders shall be valid for period of at least 120 days from the date of submission of the tender. No upward revision of rates will be accepted after opening of the tender. If the tender fails to accept the work order, if placed at his originally quoted rates, or subsequently negotiated rates, as the case may be, the Earnest Money shall be forfeited . once the tender is accepted and the Work Order is placed on the successful tenderer, the rates shall be valid till the entire contract is 100% completed.

**11.** If Employer decides to place Work Order for Additional scope of work in the same premises or to amend the original work for additional scope of work in the same premises, the contractor shall be bound to accept the same at rates contained in the original work order; provided such work order or amended is issued prior to completion of the work contained in the original work order.

**12. Tax Clearance Certificate and copy of partnership Deed/ MAA**

A Current Excise / Sales / Income Tax Clearance Certificate along with registration certificate (as applicable) with theses authorities and a certified copy of partnership Deed/ Article of Memorandum of association should be sent along with the tender. Power of Attorney of authorized signatories is also required to be submitted with tender (envelop No. 1).

**13. Acceptance of Tender by the Client**

Incomplete tenders, conditional tenders, tenders received through courier / post or late or tender not confirming to the terms and conditions prescribed in the tender documents or not accompanied by the requisite earnest money will be rejected. Requests for adjustment of pending bills or any other amount towards Earnest Money Deposit will not be entertained.

**14.** Tenderers may have to attend the concerned offices of the employer for

negotiations / clarifications required by them in respect of their quotations without any commitment on the part of the employer.

**15. Acceptance of Letter Of Intent ( LOI) by Tenderer**

(A) After communicating the Employer’s acceptance of the tender, if the tenderer fails to return the duplicate copy of Letter of Intent duly signed in token of their acceptance within 3 days from the date of issue of LOI , the Earnest money Deposit will be forfeited assuming no interest in the work shown by the tenderer.

(B) AMC (Annual Maintenance Contract)

The buyer reserves rights to enter in to comprehensive AMC for 4 years after the expiry of comprehensive defect liability of 2 years at a rate not exceeding 10% of the equipment under consideration. The supplier also undertakes support and ensure spares availability for the equipment under supply of at least a period of 6 years from the date of commissioning. Proportionate payment for AMC charges shall be made after successful completion every six months of Comprehensive AMC.

**16. Execution of Work**

The tenderer shall submit before starting work on receipt of LOI, methodology and a detailed program of delivery of finished material adhering to the completion time indicating in tender / LOI. The program thus, submitted shall form part of the Contract and shall be binding on the tenderer. However, the client reserves the right to alter the program, if necessary , from time to time. No Claim whatsoever of the tenderer on this account shall be entertained by the client.

**17.** All the materials required for execution of work must be got approved from the employer before they are brought to the site and before actually put on use. All facilities for prior inspection of materials and subsequent inspection of work by representative of the employer must be made available , at tenderers cost. Any material brought without such prior written approval shall be entirely at the risk and cost of the tenderer. It shall be contractors’ responsibility for procurement of all materials / equipment etc. No delay due to non-availability of any materials/ equipment will be entertained.

**18.** The responsibility of safety and security of materials and equipment brought or installed by the tenderer (till they are handed over to the client) will remain with the tenderer and any claim whatsoever nature due to any loss or otherwise will not be entertained . The tenderer will have to hand over complete job in its entirety of Work Order.

**19.** Work Order quantities are approximates and payment shall be made only as per actual measurements. The tenderer is not entitled for any sort of compensation towards materials procured / stored in excess of the actual required / measured quantities, if any.

**20.** The tenderer shall carry out works as per directions in the tender/ work order.

The tenderer shall not undertake on his own any changes in the specifications mentioned in the tender documents and work orders. In case of doubt, the contractor will refer the matter in writing to the client and tenderer shall carry out the item of works as per clarifications given in writing. In case of delay in getting such clarifications, the tenderer will not be entitled for any claim on account of idling of their labour, machinery, etc. In case the tenderer carries out the work as per his own specifications not acceptable to the client, in such cases, the same will be required to be redone as per specifications given by the client at the tenderer’s risk and cost.

**21.** The employer reserves the right to revise the specifications, drawings and designs at any stage of work and such deviations shall be admitted at the rates already contained in the Tender or deviated rates or as extra item derived on the basis of rates analysis at prevailing market rates, if the rates are not available in the tender.

**22.** The employer reserves the right to increase or decrease the tendered quantity of any or every item and delete any item at any stage of work. Contractor shall execute the increased quantity at the accepted tender rates. The contractor’s claim for compensation or damages on account of these shall not be entertained.

**23.** If the performance of the successful tenderer is found to be unsatisfactory, the employer reserves the right to cancel in part or whole of the contract and gets the works executed through alternative means at the entire risk and cost of the tenderer on whom the order was first placed by giving 3 days notice. In such cases, the tenderer should make good all losses that the employer may incur due to this.

**24.** If the tenderer does not complete the contract within the prescribed time limit given in the LOI / tender documents, the employer may give from time to time such extension of time limit for completion of work without prejudice to the employer’s right to recover liquidated damaged as per the terms and conditions given in the contract.

**25.** The employer reserves the right to himself the right to reject any or all of the tenders received without assigning any reason thereof. Further, the employer reserves the right to avoid any component of the work, split the work to two tenderer or to award the entire work to one tenderer.

**26.** The Earnest money Deposit submitted along with the tender shall be converted into security deposit (RMD) as bearing no interest in case of successful contractor and shall be released as mentioned in Instructions above.

**\*\*\*\*\*\*\*\*\*\***

**Annexure IV**

**SUPPLY, INSTALLATION, TESTING & COMISSIONING(SITC) ALONGWITH TRAINING AND MAINTENANCE OF IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM COMPATIBLE TO EXISTING DEALING ROOM SET UP(MAKE: AVAYA, IP TRADE , TADIRAN or OTHER APPROVED EQUIVELENT BRAND MEETING EUROPEAN STANDARDS) UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI**

**OFFICE BUILDING BKC, MUMBAI**

**General Specifications of IP Based Dealer Board Solution with IP Based Call Recording system - Meeting European standards**

|  |  |  |
| --- | --- | --- |
| **Sr No** | **General Specifications / Requirements** | **Statement Of Compliance with proof & justification** |
| 1 | The Dealing Board solution should connect to dual handsets of all the dealers in the dealing room and record all the conversations simultaneously. Currently SIDBI has four dealers with eight handsets , however the same will be expanded in future as and when required. |  |
| 2 | The system should be 19 inch rack mountable. |  |
| 3 | Dealing Board solution should have built-in office telephony, Voice Recorder, LDAP, unified communication applications and Audio- video conferencing solution. |  |
| 4 | System should have in-bulit 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3) |  |
| 5 | The system should support X.21/V.35 WAN Interface. |  |
| 6 | 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. |  |
| 7 | Each Conversation to be stored as a separate file. System should have in-built capability to automatically as well as manually record and store calls into a database, for later retrieval, sorting, searching through a web-based browser interface from the recorder or/and from any pc in LAN/WAN. |  |
| 8 | The Call logger in dealing board solution should have the capability of online playback without interrupting the ongoing recordings. |  |
| 9 | The Call logger in dealing board solution should be capable of replying the recorded conversation from the Recorder unit independently as well as from PC(s) by accessing web based application of the logger recording files in the recorder unit should be absolutely non-tamper able. |  |
| 10 | The Call logger Should have minimum storage capacity to store 5 years of data with hard disc minimum capacity of 2 TB in its own media in the IP logger Units itself. It should also possible to configure long term storage onto DVD disk or network attached storage. |  |
| 11 | Per hour recording should not consume more than 8 MB space. |  |
| 12 | Voice recording should have G.726 16kbps ADPCM compression standard |  |
| 13 | The PC required to access web based application of the logger should have provision for connecting additional speakers and headsets as and when required. |  |
| 14 | Software should provide graph options of total incoming / outgoing calls. |  |
| 15 | Audio waveform display. The waveform presents a graphic representation of the audio content of the call. Use the waveform to avoid replaying static or silences, and to move easily to specific portions of a call. |  |
| 16 | The call logger should have visual indication of ongoing recording |  |
| 17 | The Call logger in dealing board solution should have the facility to send email alarm of inactive channels. |  |
| 18 | The Call logger in dealing board solution should have the facility of emailing desired .recorded file. |  |
| 19 | The call logger in the dealing room solution should have CD or DVD Burner Option for Back \_up purpose. |  |
| 20 | The Software provided by vendor should be user-friendly and GUI based. Should be able to sort all the stored records using filters viz. date, time, extension, line details etc. |  |
| 21 | Suitable software to be provided for conversation of recording to universal format playable on any PC, using any PC based Software ( viz. media player, real player, win amp etc.) |  |
| 22 | The software provided should have audit trail. |  |
| 23 | The offered solution shall have a license for use from the manufacturer for the life span of the system. Any future up gradation or expansion shall can be done with additional software licensing. Any bug fix, amendments for better operation etc shall be provided free of cost during and after warranty period. Technical support shall be provided (Email, FAX) for in-house maintenance of the equipments . |  |
| 24 | The Call Logger in the dealing room solution must have some mechanism/logic to ensure that audio coming on a channel is recorded faithfully |  |
| 25 | The offered solution / System should perform POST (Power on Self Test) to check health of peripherals connected to it on booting. |  |
| 26 | Server / Hardware for said IP based dealing room solution with IP based recording system should be from HP/ Dell / IBM make with following minimum configurations,  Intel® Xeon® E3-1220 (3.10GHz/4-core/8MB cache )  Minimum 4 GB  ( 1 x 4 ) PC3-10600E DDR3 UB ECC with 3 DIMM slot free  Max Supp 32 GB PC3-10600E DDR3 UB ECC  02 TB   SATA 3.5" Simple Swap HDD SATA RAID Controller (RAID 0/1/10)  SATA DVD ROM Kit  19” Monitor, Keyboard & Mouse of same OEM  OS – windows Server 2008 32 bit. (Standard Edition) |  |

**Technical Specifications of IP Based Dealer Board Solution with IP Based Call Recording system 16-CHANNEL- Meeting to European Standards**

|  |  |  |
| --- | --- | --- |
| S.No | **REQUIREMENTS** | **Statement Of Compliance with proof & justification** |
| **A** | **Hardware** |
| 1 | The Dealing board solution should be capable of supporting min 06 to maximum 150 dealing positions with IP Based logger system and web based Play back of the recorded files. |  |
| 2 | The system must be of open architecture. The dealing board solution should be modular, expandable, embedded IP based architecture, windows/Linux operating system software based platform. The system should support IP/SIP as well as TDM (Analog/Digital) terminals. Dealing board solution should be from Avaya/IP trade/Tadiran make or other equivalent approved reputed brand. Backend telephony, dealing terminal and Voice recording solution should be from max two OEMs. The design shall be based on proven modern technology and architecture for optimization of system performance. Data processor in the system shall have sufficient spare capacity to accommodate 100% expansion /up gradation on system capacity. |  |
| 3 | System should have in-built capability to automatically as well as manually record and store calls into a database, for later retrieval, sorting, searching through a web-based browser interface |  |
| 4 | Logger in Dealing board solution should use the integral DVD archive to automatically back up of recorded file. IP based recording can be able to store in storage provided by SIDBI as archive destination for redundancy of Recored media. In any case of failure of SIDBI Back up system, the affected stored media / files back-up and restoration from SIDBI back-up will be in scope of SIDBI. And in any case of failure of supplied system, the affected stored media / files back-up and restoration from primary back-up will be in scope of Successful tenderer. Space (secondary Back up space) required to take /keep data /voice recording media will be provided by SIDBI. Back Up in SIDBI system should be done automatically. |  |
| 5 | Recordings should be able to be made on the basis of: User ID Account code Dealers Group Caller ID Incoming call route Time profiles |  |
| 6 | Below is the information should held for any recording A unique reference for the recording The start date and time The duration of the recording The direction of the call (incoming, outgoing, or internal) The owner of the call recording The target or dialled number, which may be different from the number that actually took the call. Voice mail and recording applications should be in same PC |  |
| 7 | Call Barging- If dealer is talking to client and chief dealer wants to listen the communication without the notice of dealer or customer he can do this with feature of call barging. |  |
| 8 | Call Whisper- If dealer is talking to client and chief dealer wants to give instruction or some important information to dealer without the notice of the client he can do it with this feature called call whispering. |  |
| 9 | Call Recording-Each and every call on dealing floor gets recorded and which can be replayed from dealer desk as well as from main recording server. |  |
| 10 | Blast Calls-Dealer can able to dial out simultaneously to multiple user or one touch dial to group of user internally or externally. This conferencing call can be controlled by originator of the blast conference. Conference initiator can be selectively record conference as well as hold and mute to participants in the conference |  |
| 11 | Auto Dialling- As per dealer’s convenience pre-defined one touch short cut keys for speed dialling can be created which helps dealer to save number dialling time. |  |
| 12 | Call Login- User based logger with authentication will be created for dealer for login-logout before and after dealing hours. It also gives facility of free sitting for dealers |  |
| 13 | After power loss the system should automatically restart the recording process with the last user defined parameters. |  |
| 14 | The chassis shall be equipped with temperature controlled cooling fan, dust filters etc. |  |
| 16 | System shall be capable of synchronizing internal clock with standard external clock /GPS receiver /National time protocol or other reference time system sources fed via time code converter etc. |  |
| 17 | Display for Monitoring & Control Unit should be a coloured 19” LCD/TFT Monitor supported by alphanumeric Keyboard and Mouse. |  |
| 18 | Built in test facilities shall be available for fault identification & isolation in case of failure. Circuit boards, Cards, etc shall have necessary test points for component diagnosis. |  |
| 19 | The logging system should be comply of all European standards. |  |
| 20 | IP Logger of dealing board system should have web based live monitoring |  |
| 21 | The logging system should be built with motherboard and processor and hard disk Of reputed make. |  |
| 22 | The logging system server should have the hard disk space of minimum 2 TB to store recordings of up to 5 years of conversation in .wav format. |  |
| 23 | IP based dealing board solution should support E1, T1, Analog Extension, Analog PSTN Trunk, GSM PSTN Trunk (through GSM FCT or GSM Gateway) and any External voice source support for playing audio files for greetings. The dealing board solution should support below standard connectivity interfaces . Analog trunk ports:RJ45 sockets: Loop Start/Ground Start:RJ45 sockets • REN: 2. (External Bell via POT port: REN = 1) • Off Hook Current: 25 mA. • Ring Voltage: 40 V (nominal) RMS ,Analog trunk ports:RJ45 sockets: Loop Start/Ground Start LAN:RJ45 sockets. Auto-negotiating 10/100 BaseT Ethernet (10/100 Mbps) |  |
| 24 | Audio:• For external MOH 3.5 mm stereo jack socket. Input impedance 10 K/channel. • Maximum AC signal - 200 mV rms. |  |
| 25 | External output port:• 3.5 mm stereo jack socket. Switching capacity 0.7 A. • Maximum Voltage - 55V DC. On state resistance 0.7. • Short circuit current 1 A. Reverse circuit current capacity 1.4 A. |  |
| 26 | The hardware should be a lower power device preferable powered through any charger through mini or micro USB. |  |
| 27 | IP Voice logger should capable of record simultaneously minimum 16 conversations/ 16 nos of phones lines at a one time. |  |
| **B** | **SOFTWARE** |
| 1 | The system should be based on client server architecture with windows 7 / windows server 2008 or later version operating system, LINUX, UNIX etc |  |
| 2 | There should be a provision of user friendly tool to take backup & restoration procedure for the system software, Operating System/configuration/application etc. |  |
| 3 | Provision of taking backup of site-specific system configuration from a single folder. Provision converting stored data into any generic windows media format like wav, and provision of taking backup on media with above generic format. |  |
| 4 | Re- configuration of routine nature like setting of time, enabling and disabling of channels etc. should not affect the recording function or restarting of system for implementing changes |  |
| 5 | The system should display the activity **of** channels status on monitoring screen**.** |  |
| 6 | The system should provide the protection of overwriting on recoded media to avoid rewriting on the previously recorded media by generating warning message to the supervisor. The system administrator shall have provision of specifying the media protection period. Previously recorded media can be re-used after a specified time. |  |
| 7 | System should generate the fault/alarm log for diagnostic purpose. |  |
| 8 | There should be provision to shut down the system after proper authentication to avoid accidentally shutdown, which may result in data corruption or loss of recording. |  |
| 9 | System should have diagnostic tool to check the health of various hardware module, cards, peripherals etc. |  |
| 10 | All Software ( OS , Application , Drivers, Antivirus etc ) shall be provided in CD/DVD media at BKC Mumbai office to facilitate installation in case of future requirement . The software shall be licensed. |  |
| 11 | Software key: Replacement of any hardware, Motherboard, Network cards, Backup devices, etc shall not demand a new 65 software key. If desired to have hardware key, it shall be an additional USB device. |  |
| 12 | System shall allow user installation of other modules, cards like GPS Rx, VGA card, LAN Card, etc to support equipment in future. |  |
| **C** | **RECORDING & STORAGE CAPABILITIES** |
| 1 | The recording shall be done cyclically on HDD’s as primary storage. |  |
| 2 | To ensure integrity and security of data, recording technique should be such so as to allow temper proof recording. |  |
| 3 | The system must guarantee full and correct transfer of information on the high capacity USB Disk & DVD±R, DVD±RW (latest DVD media type) storage media. |  |
| 4 | All recorded data shall be date/ time stamped. |  |
| 5 | All data shall be stored in without distortion and stored file system shall enable fast data retrieval. |  |
| 6 | CHANNELS INPUTS : |  |
| 6.1 | Dealing board solution should have given Analogue interface: analogue telephone lines Analog trunk and PRI, analogue PABX extensions. |  |
| **D** | **ANALOGUE CHANNEL CHARACTERISTICS** |
| 1 | Frequency Response: 300Hz- 3400Hz |  |
| 2 | Cross Talk: >50dB |  |
| 3 | Signal to Noise Ratio: >40dB |  |
| **E** | **PLAYBACK AND SEARCH FUNCTIONS** |
| 1 | Playback shall be performed from a separate play back system and should not affect the recording function in each voice-recording units. The play back features shall be GUI based for easy workflow. |  |
| 2 | Play back system shall support simultaneous accessing to different recording files from different web based user access. |  |
| 3 | The playback function must provide loop playback to allow the operator to continuously replay the same portion of a conversation to assist in determining what was actually spoken during the recording. |  |
| 4 | Play back volume control features shall be provided |  |
| 5 | Search criteria shall be menu driven based on following |  |
| 5.1 | Date/Time |  |
| 5.2 | User ID/Name |  |
| 5.3 | Dealers Group |  |
| 5.4 | Incoming call route |  |
| 5.5 | Account code |  |
| 5.6 | Action performed by different operator(Log files) |  |
| 5.7 | Action performed by system (Log Files). |  |
| 6 | Instant recall feature must be built into replay last user selectable recording of duration up to 30 minutes. |  |
| 7 | The playback function must be capable of playing back audio up to at least 4 channels to the front panel speakers from different PC without affecting systems normal recording. |  |
| **F** | **ARCHIVAL REQUIREMENT &STORAGE MEDIA MANAGEMENT** |  |
| **1** | Supplied system should have 2 USB Ports [at least one USB of 3.0] & one DVD drive. Back up of the recorded files should be transfer/copy into the Backup space provided by SIDBI over the network. back up of recorded voice can be keep/take end of the day after dealing hours/as per policy of SIDBI. |  |
| 2 | The systems media management function must be capable of automatically assigning a unique, sequential ID to each media for tracking and must keep a library of those records for later use and retrieval for the last one year. |  |
| 3 | Alarm condition must include media nearly full, media write error, no media etc. |  |
| 4 | System shall allow copying of storage media. User-friendly procedures for the same should be provided. |  |
| **G** | **SYSTEM SECURITY** |
| 1 | The system architecture shall ensure tampered proof recording. The system shall have sophisticated security features for unauthorized access. |  |
| 2 | There must at least following user levels:- |  |
| 3 | Level 1: Recording, archival, monitoring and playback. |  |
| 4 | Level: 2 Dealing board System Configuration + Level 1 |  |
| 5 | Level: 3 System administrator software up gradation, password change etc.+ level 2 |  |
| 6 | The system should permit several password (one for each operator-up to 5 operator in each shift and 4 shift in a day) |  |
| 7 | Any operation made under password should be safely stored in the log files. System should generate log files giving details of action performed by different users such as user id ,log time, activity details ,played back recordings, configuration changes etc. |  |
| 8 | Authorized personnel (System administrator)l with Level 3 password shall only be able to erase recorded data after confirmation. |  |
| **H** | **MONITORING & CONTROL FUNCTION** |
| 1 | The monitoring & Control function should not affect the real time recording while monitoring on line channels. Moreover, it shall have capabilities for helping the maintenance personals in tracing the faults up to the modules and card levels. |  |
| 2 | Monitoring & Control function should provide separate status information for various channels and various hardware components. |  |
| 3 | Monitoring & Control function should have a provision of monitoring pre-recorded audio for each channel. |  |
| 4 | Monitoring and control shall be GUI based with main menus and drop down submenus .Additional informations shall be presented with selection of sub menus. |  |
| **I** | **SYSTEM DIGNOSTIC AND ALERT CAPABILITIES. System should generate Audio/Visual alarm in the following Conditions:-** |
| 1 | Recording malfunctioning i.e. if any channel is not recording. |  |
| 2 | Process missing |  |
| 3 | Failure of external Dealer extension |  |
| 4 | Expected data missing |  |
| 5 | Failure of any module/Cards. |  |
| 6 | Failure of storing device. |  |
| 7 | Loss of external time synchronization. |  |
| 8 | Any other malfunction. |  |
| 9 | Alarms shall be individually configured as type of alarm such as critical, warning. Configuration of any system status is to be notified as **email** alarm. |  |
| 10 | **Notification /email alarm to be send to admin** |  |
| 11 | Each Alarm shall be confirmed, marked , acknowledged and cleared. Audit trail for post alarm activity shall be available. |  |
| 12 | All email alarm shall be traced to email alarm log indicating time of alarm and its detail. |  |
| 13 | Alarms shall be managed via a client on workstation connected to the Network |  |
|  |  |  |
| **J** | **STATISTICS AND REPORT** |
| 1 | The system shall provide statistic information on channel utilization. The reports shall be on daily, weekly and monthly basis |  |
| 2 | Reports on audit trail for Configuration changes Successful user logins, Failed user login, Password changes (although, for security reasons, the actual password is not stored),· End user searches on the database,· log in activity, playback recordings etc shall be available. |  |
| 3 | Reports shall be exported in different format. |  |
| K | **Dealing Room terminals Specification** |  |
| 1 | Dealing room phones which served as dealer board should have multi call handling functionality with dual hand set |  |
| 2 | Dealing room phones should support turret for dealing positions with single handset as well as dual handset in future without changing base platform. |  |
| 3 | Dealing phone should have 8 physical keys with 3 switchable display pages, display should be of 3.2 inches x 2.2 inches minimum, dealing phone should support additional button modules, it should support total 24 keys it should have full duplex speaker one touch buttons should have LED indications, |  |
| 4 | Dealer can handle simultaneous two calls with or without putting the first call on hold . |  |
| 5 | It can support basic features like call conference, dispatch, transfer, hold, mute and call forwarding |  |
| 6 | Dealers can listen call recording with personalise recording portal |  |
| 7 | It can support advance dealing room telephone features like call intrusion, Call whispering, and conference feature |  |
| 8 | Calls pick up and transfer to any dealer without pressing Extension Number. Save time of dealer. |  |
| 09 | Access to any free telephone line at single TOUCH through pre configured phone buttons |  |
| 10 | Status of all telephone lines by ON EACH dealer phone.LED indication |  |
| 11 | Each dealer phone showing line status of all connected lines to dealer board. |  |
| 12 | Mute button on handset. |  |
| 13 | WHOLLY HANDSFREE OPERATION Every dealer board connectable to Headset. |  |
| 14 | HOT lines can be assigned, Name of party, Alpha Display. User friendly to dealers. |  |
| 15 | Release of line by pressing "RELEASE” button hence no need to keep handset on the cradle/Hook switch…every time. |  |
| 16 | PUBLIC ADDRESS SYSTEM……OR……BROADCAST Announcement made by superior can be heard in any dealer. |  |
| 17 | Address book-Every dealer board should have its own personalised phone book as well as it can be able to access system directory. |  |
| 18 | Upgradable(a) by quantity telephone lines,(B)by dealer board and (C)types of telephone lines, Viz.PRI etc. |  |
| 19 | UPGRADATION in some S/W section without any hardware addition |  |
| 20 | Live monitoring of any dealer board by superior |  |
| 21 | Meet-me conferencing 128 party bridge is available to have audio conferencing between internal as well as external Parties without any assistance / host. |  |
| 22 | Web based call recording tool provides the ability to search and replay or email the valuable recorded interactions instantly. |  |
| 23 | inbuilt Call recording facility for dealer board/user/All type of extensions (Analog/IP/Digital), all Types of Trunks (Analog lines/Hot Lines/ISDN PRI/ ISDN BRI/IP Trunk/SIP Trunk etc.) |  |
| 24 | Call forward |  |
| 25 | call pickup |  |
| 26 | call transfer |  |
| 27 | call dispatch |  |
| 28 | Do not disturb |  |
| 29 | voicemail can be retrieve from dealer board |  |

**PART-II**

**NOTICE INVITING TENDER FOR SUPPLY, INSTALLATION, TESTING & COMISSIONING(SITC)**

**ALONGWITH TRAINING AND MAINTENANCE OF IP BASED DEALER BOARD SOLUTIONS WITH IP BASED CALL RECORDING SYSTEM COMPATIBLE TO EXISTING DEALING ROOM SET UP(MAKE: AVAYA, IP TRADE , TADIRAN or OTHER APPROVED EQUIVELENT BRAND MEETING EUROPEAN STANDARDS) UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**

**BILL OF QUANTITY**

**NOTE: It is essential to quote for both the items at Sr.A & B, However the successful tenderer(L-1) shall be decided on the basis of net offer**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr**  **No** | **Description** | **Qty** | **Unit** | **Price Quoted (Rs**) | **Amount**  **(Rs.)** |
| **A** | **Supply and installation of IP Based Dealer Board Solution with IP Based Call recording system 16-CHANNEL**  **(i.e. Avaya/IP Trade/Tadiran or other Approved Equivalent reputed brand meeting to European Standards –includes below components**  **4 Dealers extensions with dual handset**  **8 Co lines/direct lines**  **8 extensions for back office**  **Recording of all extensions in dealing room**  **04 port connectivity with existing telephony system**  **1 PRI**  **Require Housing to mount system**  **PC Required for IP Voice logger applications**  **As per specifications indicated in part-I of Tender including necessary cabling, connections what so ever required etc. as directed by the Bank.** | **1** | **Lot** |  |  |
| **B** | **Less for Buy back of existing**  **old voice recorder including removal as directed by the Bank.** | **1** | **No.** |  |  |
|  | **Final amount as offer(A-B)** |  | | | |
|  | **Final amount in words(A-B)** |  | | | |

**Name of the Tenderer:**

**Seal: Date: Signature of the tenderer**