



INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH
PUNE

CLARIFICATION ON TENDER NUMBER - IISER-PUR-0282-20

ITEM DESCRIPTION- PROCUREMENT OF CALL MANAGER (IP PBX) WITH ACCESSORIES AND DELIVERIES

Refer IISER Pune open tender number IISER-PUR-0282-20 dated 30.9.2020 for procurement of Call Manager (IP PBX) with accessories and deliveries. .

Pre-Bid meeting was held on October 06th, 2020 at 3.00 PM via video conferencing and minutes of meeting is as under.

At the outset, the Chairman welcomed all the Members and the representative of the Prospective Bidders and briefed in general the scope of the Project and thereafter requested Assistant Registrar (S&P) to brief the vendors on the salient features of the commercial terms and the indenting Officer to read out the clarification sought by the Prospective Bidders and replied thereto as detailed in Annexure -II

The representatives present were satisfied with the replies given and it was informed that the corrections / additions / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the website of IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents.

The other terms & conditions of the notice issued on our IISER website [www.iiserpune.ac .in](http://www.iiserpune.ac.in) will remain unchanged. No more correspondence in this regard will be entertained

The meeting ended with vote of thanks to the Chair

6.10.2020

Sd/-
Assistant Registrar (S&P)



IISER PUNE

**PRE-BID CONFERENCE FOR PROCUREMENT OF CALL MANAGER (IP PBX) WITH ACCESSORIES
AND DELIVERIES**

PART: I

TECHNICAL / COMMERCIAL QUERIES AND CLARIFICATION

TENDER NUMBER - IISER-PUR-0282-20

DATE : 6.10.2020

S.No	Query/Clarification Sought	Clarification / Amendment
1	The bidder had sought clarity upon possible number of participant to be trained - Against Chapter No.03 - Point No. 9 (Page 14) of the Tender Document	The Bidders may refer chapter 4 Schedule of requirements - Point No.06 wherein the scope is clearly defined.
2	The bidders had requested to include the following in the tender specifications: a. IP phones with TLS/SRTP support. b. IP Phone compatibility to support 2 or more conference calls	We have an active stock of Cisco make IP Phones working with Cisco CUCM (The same had been mentioned in the tender document). We intend to reuse those cost-effectively. The bidder may, at it's will, quote for replacement with superior product in accordance with the tender terms

		and specifications.
3	Clarification upon warranty extension to the proposed Re-usable CP3905 SIP IP Phones.	The bidder is not required to provide any warranty extension to the IP Phones available with IISER.
4	The bidders requested clarification against the scope of supply of - Open API support as and when required to develop customized IP applications which will integrate with call processing. (Specification No. 2.14 - page No. 20 under chapter 4 - Point No. 7A)	The requirement is dropped from the tender specifications. The matching clause under Annexure - B is also dropped accordingly.
5	Scope of Prepackaged alerts, monitor views, and historical reports with Real Time Monitor Tool (RTMT). (Specification No. 7.23 - page No. 22 under chapter 4 - Point No. 7A)	Bidder may refer to the functioning and operability of RTMT offered by cisco for quoting similar feature set with the offered solution. The technical detail of the tool is publically available on OEM's Website.
6	Clarification upon - The call control should support clustering over WAN (Specification No. 2.2 - page No. 19 under chapter 4 - Point No. 7A)	The Call Control server clustering over WAN (A generic feature offered by various OEMs) is used to support the distributed cluster architecture of call control servers in terms of redundancy and scalability. The bidder may refer to the publically available technical literature of various OEMs on their websites in this regard for further clarification.
7	Clarification upon - Multi-Level Precedence and Preemption (MLPP) - (Specification No. 7.19 - page No. 22 under chapter 4 - Point No. 7A)	This is a standard feature set offered by various OEMs and the related technical literature pertaining to the feature, it's configuration and operation is publically available on their websites.
8	Query: Is "Q.SIG (International Organization for Standardization [ISO])" mandatory?	Yes. Solution should support QSIG to connect with various vendors' PBX systems and Central Office (CO) switches that use the QSIG standard seamlessly.
9	Request: To consider 90 % payment against delivery & 10% after installation.	No change in the Tender condition.
10	CHAPTER-2: INSTRUCTIONS TO BIDDERS PART A : Bidders' Eligibility Criteria- The bidder should have an experience of successful execution of at least one project providing	No change in the Tender Specification

	<p>complete (supply and installation) solution of IP PBX with IP Phones (or similar SIP supporting user end points) having installed and functioning hardware nodes (not software clients) of SIP / IP devices in a Govt State/Central Govt./PSUs/Autonomous Bodies/ Banks.</p> <p>It was requested to include the client type entities 'Public listed company/MNC/ Pvt.Ltd. company'.</p>	
11	<p>Clarifications upon H.323 requirements:</p>	<p>It may be noted that H.323 is ITU standard and not OEM proprietary.</p> <p>a. The SCCP IP Phones working with IISER Pune is found to work with H.323 standard having the existing CUCM to Act as H.323 proxy for the inter-working.</p> <p>b. The bidder may offer to replace all SCCP compliant IP Phones with SIP Phones in accordance with the tender terms and conditions to claim relaxation for support to the H.323 protocol suite at the level of call control server only. It may also be noted that the bidder is required to comply with the existing feature set of the working Cisco Call Manager in any case.</p>
12	<p>The System Capacity Clause (Device / User / System Licenses) : -</p> <p>The system should be equipped with sufficient licenses and privileges to provision and interwork at least 800 Cisco CP3905 SIP - IP Phones (or it's offered equivalent in accordance with purchase Option II) in total from day one. Additionally, the system should support 35 Video calling endpoints. IISER Pune shall acquire all these licenses on perpetual basis. One time Cost against this lifetime usage / provisioning capacity of such endpoints should be included in the price bid.</p>	<p>This clause is amended to:</p> <p>The system should be equipped with sufficient licenses and privileges to provision and interwork at least 800 Cisco CP3905 SIP - IP Phones (or it's offered equivalent in accordance with purchase Option II - single line IP Phones), it should also have sufficient licenses to support 80 Multiple line SIP / SCCP end Point devices (or it's offered equivalent in accordance with purchase Option II) in from day one. Additionally, the system should be supplied with licenses for supporting 35 Video calling endpoints. IISER Pune shall acquire all these licenses on perpetual basis. One time Cost against this lifetime usage / provisioning capacity of such endpoints should be included in the price bid.</p>

	□(Specification No. 8.1 - page No. 23 under chapter 4 - Point No. 7A)	The matching clause under Annexure - B is modified accordingly.
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Additions:

1. The Cisco phones currently installed supports the desktop output connection to the configured access VLAN (via the output LAN port designated as 'Computer Port'). The bidders should note that this deployment feature should work with the proposed solution (Propagation of access VLAN to the connected desktop via IP Phone). All existing Cisco phones are connected to cisco access switches.
2. It is re-iterated that the solution offered by the bidders should support all existing feature sets of Cisco IP Phone models listed which is offered upon it's inter-working with existing cisco Call Manager (System version: 8.5.1.10000-26). Any non-compliance shall result in the rejection of the technical bid.
3. Demonstration / Proof of Concept of the proposed deployment should be done only at Pune.

The following may replace the matching relevant excerpts of the tender documents: Chapter 4 – Point Nos 1 to 06.(All others may be treated as unchanged)

CHAPTER 4
SCHEDULE OF REQUIREMENTS, SPECIFICATIONS & ALLIED TECHNICAL DETAILS

1. Current Set-Up Details:

IISER Pune, in it's existing setup has the following (capable of supporting 1000 SIP / SCCP - IP Phones / End Points):

- A. Cisco Call Manager System version: 8.5.1.10000-26 running on 1+1 redundant cisco MCS 7825 servers.
- B. Cisco 3845 router with cards to support termination 2 E1 links integrated with above for ISDN-PRI gateway populated with necessary DSP licenses.
- C. (i) Total 565 Number of procured cisco IP Phones with model CP3905.
(ii) Other working Cisco IP Phone Models (SCCP) with quantity:

Cisco IP Phone Model	Count
6901	20
7942G	9
7945G	27
7965G	6

2. Procurement Options:

I: Cisco IP Phone compatible solution

Supply, installation, testing and configuration of IP PBX only:

The bidder may offer entire solution from a single OEM only with listed BoQ items to replace above (A & B) with it's entire existing functionality and allowing seamless reuse of various existing Cisco IP Phones as per above 1 - C (Fully supported with software or otherwise). The successful bidder is required to migrate the working Cisco Phones to this new Set-Up as a part of the deployment without any additional cost.

II: Cisco IP Phone unsupported solution

Integrated supply, installation, testing and configuration of IP PBX with replacement of IP Phones:

The bidder may quote BoQ from a single OEM only with items to replace above (A & B) with it's entire existing functionality. Additionally, having exercised this option the bidder has to supply, install and configure new IP phones, from the same OEM, fully compatible with it's offered BoQ items / software and functionally exact equivalent or superior to each Cisco make IP Phones (matching count) as given in the above 1 C (Each phone model should be replaced with the model of exact matching or superior feature set). The bidder may propose the replacement of SCCP (Skinny Client Control Protocol) supported live Cisco Phones with SIP Phones from the same OEM as IP-PBX (offered). The additional cost towards supply, installation and configuration is to be included with the price offer. IISER Pune shall make no additional payment whatsoever for this.

The successful bidder should only consider substitute IP phones with run time power requirements not exceeding the same of Cisco make IP Phones as listed in above 1 -C. For example any selected

model for replacement of Cisco CP 3905 should follow 802.3af class 1 standard with PSE maximum output of 4 Watts and like-wise.

3. Note:

- a. A bidder can exercise either of the above options (not both) to offer the solution. Bids in violation to this will be rejected.
- b. The bidder should ensure full compliance to either of the option selected. Partial / Conditional solution offers shall be summarily rejected.
- c. The solution offered should include software and hardware both. No additional hardware / shared computing platforms shall be provided by IISER Pune. Purely software solutions will be rejected. Additionally, off premise or cloud based solutions shall not be permitted.
- d. For Option II cost inclusive for the supply of IP Phones integrated with IP PBX system shall be compared to finalize the Lowest Offer Price bid (L1). The IP Phones and IP PBX should be from same OEM for seamless integration and compatibility. Bids not found in-line with this requirement shall be rejected.
- e. The Technical details / Datasheet of various Cisco make IP Phones (Listed in above 1-C) is publically available on it's OEM's website.
- f. The bidder is also required to provide a portable exploitation / system configuration terminal for commissioning and testing of the IP PBX (please refer specifications below - 7C). The commercial offer should also include the price of this item.
- g. The bidder is required to quote with the price bid, one time cost against lifetime usage of all software and licenses (if any) supplied in compliance to the listed specifications. IISER Pune shall make NO recurring payment for usage of any sort in addition to the initial and final commercial offer tendered (Price bid). Offers / Solutions with recurring periodic payments against usage of software and licenses will be rejected.
- h. The bidder should be prepared to demonstrate the entire solution offered to the constituted technical evaluation committee for it's validation (if required) as a part of the technical evaluation process.
- i. There is No buy back offer for this procurement. Bidders should quote accordingly. Bid responses offering buy-back of existing setup (partial / total) shall be rejected.

4. The scope of work shall include the following (Cost against which should be included in price bid):

- i. Supply, installation, testing & commissioning of IP PBX System at IISER Pune,
- ii. Delivery of entire material to above location including packing, handling, transporting, clearing, loading/unloading at ports etc.
- iii. Installation, testing & commissioning of all the components/ equipments / accessories etc. as per technical specifications, and handing over to the IISER Pune.
- iv. Providing all-inclusive service including all spares, etc. during defect liability period.
- v. All engineering, equipment, labour, and permits required to satisfactorily complete the work required by this Specification.
- vi. Existing wiring and cabling of present system shall be used. New IP PBX system and IP phones shall be connected to existing information outlets (I/O). The scope of work DOES NOT include cable laying / testing of existing cable infrastructure and provisioning of new information outlets (I/O Ports). All the information outlets (I/O) connecting IP phones to campus wide LAN network are PoE enabled (IEEE 802.3af standard supported).
- vii. Any application software and consumables like cable connectors / converters / Patch cords etc. as required for installation of IP PBX system (excluding SIP / IP Phone - end points) shall be within the scope of the bidder.

5. Documentation to be submitted upon successful execution of the project:

The IP PBX system contractor, upon completion of all the activities, shall offer the system to IISER Pune for its acceptance. For this, the contractor shall provide the customer with the following documentation:

1. Copy of detailed installation report.
2. Component and equipment list with serial numbers / part numbers with screenshots of configurations made.
3. Product description and datasheets.
4. System design drawing(s) with Signature and Seal of the Tenderer.
6. System schematic diagram(s).
7. System installation, configuration and operating manual with backup and recovery procedures (soft copy shall also be accepted).
8. Original licensed copies of all the software(s) for the possible fresh re-installation of the system.

6. Training:

The supplier / OEM shall provide the technical training to the personnel involved in the use of the equipment (Two numbers) at the Institute's premises, immediately after completing the installation of the equipment for a minimum period of a one week at its own cost. The training shall cover all the aspects of installation, configuration, operation, backup and restoration the supplied system.