



तेजपुर विश्वविद्यालय / TEZPUR UNIVERSITY

(केंद्रीय विश्वविद्यालय / A Central University)

- कुलाध्यक्ष का सर्वोत्तम विश्वविद्यालय पुरस्कार, 2016 और एनआईआरएफ भारत रैंकिंग 2016: नं. 05
- Visitor's Best University Award, 2016 and NIRF India Ranking 2016: No. 05

कुल सचिव का कार्यालय / OFFICE OF THE REGISTRAR

तेजपुर-784028 :: असम / TEZPUR-784028 :: ASSAM

Notice Inviting Tenders

For

**Upgradation/augmentation of Server based PBX System at Tezpur University,
Tezpur, Assam (India)**

TU/11/-24/Pur/Qtn/2017-18/164-A Dated: 17.04.2017

The University runs a Server based PBX System since March 2008 to cater telephony needs of 1200 users. Due to technological obsolescence, the present system needs upgradation. Therefore, the University invites bids from OEMs/Channel-Partners/Dealers/System-Integrators/etc. to propose for a cost effective solution to upgrade the existing system or to replace the existing system with latest hardware/software supporting up to 5000 users with buy-back option.

Following is under consideration

Option A: Upgradation of the existing system with Same Make/Model.

Option B: Replacement with any Make/Model System with buy back of the existing system

Current EPABX Details

The current system architecture is of Server-Gateway type, which facilitates distributed architecture with central call control over the IP network. There is a simplex core server placed at the central location (EPABX Room) and all other media gateways are situated at various buildings within the campus. All media gateways are connected with the core server via OFC network via gigabit switching network.

Location	Unit Details	Analog Port Capacity
CENTRAL LOCATION		
EPABX Building	Avaya S8500 Server Model: S8500-015-02.0.947.3 Hardware: Intel Pentium 4 CPU 3.00GHz/ 80GB HDD/ 1GB RAM Software: OS Linux 2.6.18-53.AV17PAE i686 i686 CM: S8500-015-02.0.947.3	408
	Cabinate-A (Avaya G650)	
	Cabinate-B (Avaya G650)	
	<u>Card Packs:</u> DS1 Card (TN2464BP) 1 No. Speech Synth. (TN725B) 1 No. IPSI Card (TN2312BP) 1 No. CO Card (TN747B) 2 Nos. CLAN (TN799DP) 1No. Announcement (TN2501AP) 1 No. Digital Card (TN2214B) 1 No. Analog Card (TN2793B) 16Nos.	
REMOTE LOCATIONS		
Administration	Media Gateway/Avaya G700	72
Energy Building	Media Gateway/Avaya G700	24
Chemical Science Building	Media Gateway/Avaya G700	72
MCJ Building	Media Gateway/Avaya G700	48
BA Building	Media Gateway/Avaya G700	48



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Residential Complex	Media Gateway/Avaya G450	168
CSE Building	Media Gateway/Avaya G450	144
ME Building	Media Gateway/Avaya G450	144
Guest House	Avaya G430 + Exp. Cabinete	72
HSS Building	Avaya G430 + Exp. Cabinete	96
	Total Ports	1296

Requirement for the EPABX System

The solution should be IP based comprehensive and modular including racks, cards, cabinets, servers, etc. The vendor may use the existing cards/ cabinets, telephone terminals, peripherals etc or give a buy back offer for the existing solution. However, the total solution will have to be under comprehensive warranty for a period of 12/36 months & comprehensive spare support commitment from OEM for minimum 5 years from the date of purchase of product.

1. General Requirement of System:

- 1.1. The Communication Architecture should be of Server-Gateway type to facilitate a distributed architecture with centralized call control over the IP backbone.
- 1.2. The single system should have a provision of expandability minimum up to 4000 stations (any mix/percentage of Analog/Digital/IP/SIP) and minimum up to 1000 trunks (in totality 5,000 ports) without changing or cascading or clustering multiple servers to achieve the full capacity (i.e. 4000 station & 1000 Trunk). Bidder shall provide all necessary server (except control card/Cabinet/slot) & software (except station license only) to maximum capacity.
- 1.3. The system should be capable of supporting a very high traffic and should support a Busy Hour Completion (BHCC) minimum up to 1,00,000.
- 1.4. The proposed system should be on OEM provided virtualized server should be day one ready to deploy 3rd party SIP phone & trunks may require in future. The main functions of SIP capability should provide SIP networking and support SIP endpoints in a converged communications network.
- 1.5. The Call Server should be a commercially-off-the-shelf Dell/IBM/HP make server & with min following specification. Bidder must quote equivalent or higher performance server,
 - i. Intel Xeon 2 GHz Processor or higher
 - ii. Shall have min 8 GB RAM
 - iii. Shall have dual HDD (min 300GB or higher SAS drive each) with RAID 1 (SATA is not acceptable)
 - iv. Dual Gigabit Ethernet Port
 - v. Shall have DVD+/-RW
 - vi. Shall have hot swappable duplicated PSU
 - vii. Operating system: Linux

The configuration of the server should be latest & higher during time of supply

- 1.6. Security features like Real-time Media Encryption, Access Security Gateways, and Malicious Call Trace should be supported.
- 1.7. To ensure security of IP voice packets, end-to-end Media Encryption must be supported. The encryption employed should be strong and Standards based.
- 1.8. To ensure security of IP voice packets, end-to-end (Server, Gateway & IP Endpoint) media and signaling encryption must be provided. The encryption employed should be strong and standards based (like 128/256 bit AES).
- 1.9. The Server based system must have future option to provide integration services in levels of telephony with Microsoft Lync 2013. It must allow the functionality to perform telephony feature through the integration with Microsoft Lync.
- 1.10. The offered system should be modular in design. The architecture of the system should be capable of seamless migration to its maximum capacity by simply adding peripheral cards on the same set of control box without compromising on any function /features of this system or any degradation of service.

2. Media Gateway Specification for Server based IP PBX

Remote Media Gateways for (1) Administration,



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- (2) Energy Building,
- (3) Chemical Science Building,
- (4) MCJ Building
- (5) BA Building
- (6) Residential Complex
- (7) CSE Building
- (8) ME Building
- (9) Guest House

& (10) HSS Building

- 2.1. Should be same OEM make 19" rack mountable solution with required number of universal-slots architecture for equipped & wired capacity for flexibility in putting in any type of circuit-pack/circuit-card.
- 2.2. Should be equipped with software/CPU/server controlled survivability with all telephony feature & functionality so that in event of failure of link it should function as stand-alone Exchange.
- 2.3. Should have modular architecture with the ability to stack/cascade multiple gateways in a single location. One or more such stacks/cascades should be able to place at same locations to achieve ultimate capacity.
- 2.4. Should have duplicated IP Ethernet (10/100/1000 Base-T) port on each gateway stack.
- 2.5. Should provide interface to support hybrid endpoint mixture i.e. IP and Analog endpoints. Inter-conversion between TDM & IP endpoints should be simultaneous
- 2.6. Should support Modules that allow support for traditional interfacing of service provider network access solutions such as T1/E1, International ISDN PRI, Loop Start/Ground Start CO Trunks, as well as connections to TDM based endpoints such as analog phones and tip/ring devices like modem/fax/answering machine etc.
- 2.7. Should have option for AC or DC power supplies.
- 2.8. To ensure security of IP voice packets, end-to-end Media Encryption must be supported. The encryption employed should be strong and standards based.
- 2.9. All the Analog extension should have minimum loop length of 2 KM using 24AWG wire.
- 2.10. There should not be any distance-limitation between the remote media gateway and the main system.

3. Quality of Service requirement

The offered solution must provide standards based mechanism for QoS implementation. There are three parts to it

- 3.1. At Layer 2, Ethernet 802.1p/Q standards define the bit markings of Ethernet packet header, which are used to prioritize packets at Layer 2.
- 3.2. At Layer 3, IP standard DiffServ defines bit markings in the Type-of-Service (TOS) fields in the IP header, which will identify a packet to be associated with a specific service. On IP equipment end-to-end, these services can be administered.
- 3.3. At Layer 4, it should support UDP port-prioritization.

4. Telephony Feature & Functionality for Server based PBX:

- 4.1. Authorization Codes – 5-7 digit authorization code to make outgoing calls thereby ensuring no misuse of the system
- 4.2. Call pickup within the group as well as outside the group
- 4.3. Alternate Routing – Automatically re-route calls, which encounter a busy trunk on the initial route. Automatic digital translation is carried out by the system. Provides the possibility of reaching external destinations via different routes.
- 4.4. Call Detail Recording – Records detailed call information on all incoming and outgoing calls on specified trunk groups and stations, including those administered for intra-switch recordings, and send this information to any printer or other CDR security device.
- 4.5. Class of Service - Defines whether voice terminal users may access the following features and functions: Automatic Callback, Call Forwarding All Calls, Call Forward Busy/Don't Answer, Data Privacy, Extended Forwarding All, Extended Call Forward Busy/Don't Answer, Priority Calling, Restrict Call Forwarding Off-Net, Personal Station Access, Trunk-to-Trunk Transfer Restriction Override, Off-Hook Alert, Console Permission, and Client Room.



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- 4.6. Direct Inward Station Access – This feature must be optionally available, allowing an outside caller to access switch features by dialing a special telephone no. Without attendant assistance, it should permit remote access to the server and long-distance facilities from off-premise stations. For security, there should be the option of turning off this feature.
- 4.7. Day/Night Trunk Control – To reduce cost and improve system security it should be possible to restrict the access to certain trunks depending on time of day.
- 4.8. Distinctive Ringing – The system should provide audibly different ringing patterns between internal, external and special feature calls.
- 4.9. Flexible numbering plan – Support up-to 5 Digit for an extension number & Allow phone number assigned to a station to be changed through software.
- 4.10. Music on Hold – The system must provide music and/or a recorded announcement to callers on hold.
- 4.11. Least Cost Routing – It must be possible to use private networks and alternate public networks from different Service Providers to optimize your communications traffic in terms of both access and cost.
- 4.12. System Traffic Reports - Traffic statistics should be provided on incoming and outgoing trunk groups, attendant consoles, station hunt groups, and individual stations. The information reported must include the number of calls and call duration. The Tenderers must describe the proposed system's traffic reporting capabilities.
- 4.13. System Abbreviated Dialing – The system should have the ability to store a list of frequently called numbers that will be available on a system-wide basis to all users. Bidders must state the capacity limitations of the system including maximum digits per entry.
- 4.14. Uniform Numbering Plan - The system shall permit a uniform numbering plan (Closed Numbering Plan) system to be used to simplify access to all extensions of the network. The system must be able to implement a uniform numbering plan based on 5 digit extension numbers for all sites.
- 4.15. Meet-me conferencing – The system must have in-built ability to have meet-me conferencing between 6 parties with the conferencing parties being a mix of both internal and external. Further, it should support 100 such conferences simultaneously.
- 4.16. CLI (Caller Line Identification) facility: Name & Number should be displayed on all analog extensions (FSK support phone) if the caller is from another IP-PBX extension located within a radius of 6kms. For external calls, number should be displayed.
- 4.17. Integrated Announcements – The system should provide the callers (internal/external) with recorded announcements for situations like call forwarding, wakeup-call registration/cancellation, MOH etc. (max 50 announcements & 100 simultaneous caller).
- 4.18. Personal Station Access - This feature allows you to transfer your telephone station preferences and permissions to any other compatible telephone. This includes the definition of telephone buttons, abbreviated dial lists, and class of service, and class of restrictions permissions
- 4.19. Call Forwarding: Any extension shall be able to transfer all incoming calls temporarily to another pre-selected extension. Such requests shall be registered by dialing a code followed by the extension no. Facility also exists for cancellation of a request registered earlier. This facility should be available throughout the network.
- 4.20. Call Transfer: Any extension user must be able to transfer call to another extension without the help of attendant.
- 4.21. Auto Call Disconnection: The System should facilitate to fix the time of call beyond which it will be automatically disconnected.
- 4.22. Forking – This solution should support Parallel Forking, which must have a simultaneous ring of up to 3 SIP extensions with the same extension number.
- 4.23. Group Calling – This feature combines several phones (min 3) in a one Group. Incoming calls are signaled at more than one destination in parallel (Parallel Ringing Group). Anyone in the answer group can answer the incoming call.
- 4.24. Group Paging – Using the Group Paging feature to make an announcement over a group of IP/SIP Speakerphones. System can create up to 16 extensions in a single paging group.
- 4.25. Hotline – This feature is for stations to go off hook and automatically place a call to a predetermined destination inside or outside of the Server Based IP PBX.

5. System Administration and Maintenance Facilities:



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- 5.1. The system shall provide a single administrative console for all administrative tasks like add/ remove/ modify and features programming for all locations.
- 5.2. It shall be possible to use a PC with terminal emulation software loaded onto it to access the console interface.
- 5.3. It should be possible to perform initial configuration tasks, maintenance tasks, rudimentary administration tasks etc. via web pages. For this use, there should be a built-in web-server inside the telephony server.
- 5.4. The system should allow remote access over LAN/ WAN or PSTN for maintenance functions – for both software and hardware of the server.
- 5.5. The system shall continuously run self-tests and log any kind of alarm immediately. The fault information data may be displayed on the system terminal, and may raise an alarm both on an external alarm or a pre-defined extension or cell phone.
- 5.6. The system shall allow multiple administrators to log in simultaneously, both locally and/or remotely.
- 5.7. The system shall maintain a history of commands executed.

OPTIONAL CABLING, TELEPHONES AND OTHER REQUIREMENTS

The Bidder must quote following items and Services for different end point requirements.

SN	Item	UoM
1a.	Analog Telephone <ul style="list-style-type: none"> • Tone and Pulse Switchable • All Push Button Type • Redial Button • Hold Button • Conference Button • TEC Approved 	Per Unit
1b	Analog Telephone with speaker phone <ul style="list-style-type: none"> • Tone and Pulse Switchable • All Push Button Type • Redial Button • Hold Button • Conference Button • TEC Approved 	Per Unit
1c	Analog Telephone with CLI <ul style="list-style-type: none"> • Tone and Pulse Switchable • All Push Button Type • Redial Button • Hold Button • Conference Button • TEC Approved 	Per Unit
1d	Analog Telephone with CLI and speaker phone <ul style="list-style-type: none"> • Tone and Pulse Switchable • All Push Button Type • Redial Button • Hold Button • Conference Button • TEC Approved 	Per Unit
1e	SIP Phone <ul style="list-style-type: none"> • Monochrome 128x32 pixel or higher display • Single line, 2 calls/line • Hard feature buttons for Messages, Mute/Unmute, Redial, Transfer, Forward & and Volume etc. • Full-duplex speakerphone 	Per Unit



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	<ul style="list-style-type: none"> • Standards-based audio codec support: G.711, G.729, G.722 • Dual 10/100 Ethernet ports • Compatible with Power over Ethernet (PoE) Class 1 <p>Should supply with AC power adapters</p>	
1f	<p>IP Phone</p> <ul style="list-style-type: none"> • Backlit display – 3” diagonal, 3 rows by 20 characters • Should have min 8-line appearance/feature key buttons with LED indication • Full-duplex wideband speaker phone • Hard feature buttons for Volume button, Contacts button, redial button, Speaker button, Mute button, Hold button, Conference button & Transfer button • Address Directory – supports up to 100 entries • Call log – contains last 100 calls • Dual Ethernet (10/100) line interface • Support PoE Class IEEE 802.3af • Standards-based codec support: G.711, G.726, G.729, G.722 <p>Should supply with AC power adapters</p>	Per Unit
1g	<p>Color Touch Screen IP Phone</p> <ul style="list-style-type: none"> • Color display – min 4.4 inches x 2.5 inches (5” diagonal) or higher • Touch Screen • Hard feature buttons for Messages, Headset, Speaker, Volume, Mute etc. • 24 administrative buttons • Full-duplex wideband speaker phone • Dual Gigabit Ethernet (10/100/1000) line interface • Support PoE Class IEEE 802.3af • Standards-based codec support: G.711, G.729, G.722 <p>Should have AC power adapters</p>	Per Unit
2	Line Patch Panel as per solution 19” Rack Mount Option	Price Per Unit
3	Patch Cords RJ45 to RJ45 (1 Mtr.)	Price Per Unit
4	PVC Line Cable 2-Pair	Price Per Unit Meter
5a	Jelly Filled Armoured Cable 2-Pair	Price Per Unit Meter
5b	Jelly Filled Armoured Cable 5-Pair	Price Per Unit Meter
5c	Jelly Filled Armoured Cable 10-Pair	Price Per Unit Meter
5d	Jelly Filled Armoured Cable 20-Pair	Price Per Unit Meter
5e	Jelly Filled Armoured Cable 50-Pair	Price Per Unit Meter
5f	Jelly Filled Armoured Cable 100-Pair	Price Per Unit Meter
6a	Patch Cords RJ11 to RJ11 (1 Mtr.)	Price Per Unit
6b	Patch Cords RJ11 to RJ11 (2 Mtr.)	Price Per Unit
6c	Patch Cords RJ11 to RJ11 (3 Mtr.)	Price Per Unit
7a	I/O Wall mount Box for Telephone RJ11 Type	Price Per Unit
7b	I/O Wall mount Box for Telephone RJ45 Type	Price Per Unit
8a	DP Box 10 Pair Populated with 1x10p Connection Modules	Price Per Unit
8b	DP Box 20 Pair Populated with 2x10p Connection Modules	Price Per Unit



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8c	DP Box 50 Pair Populated with 5x10p Connection Modules	Price Per Unit
8d	DP Box 100 Pair Populated with 10x10p Connection Modules	Price Per Unit

Installation Services

1a	Indoor Cable Laying PVC 2 Pair Line Cable Laying including supply of PVC conduits (cap-on-casing)	Price Per Unit Meter
2a	Underground Cable Laying with 3' deep trenching, laying, sand back-filling and class-I brick protection tiling, Concrete Route Marker per 25 mtrs. for 2 to 10 Pair Jelly Filled Armoured Cables	Price Per Unit Meter
2b	Underground Cable Laying with 3' deep trenching, laying, sand back-filling and class-I brick protection tiling, Concrete Route Marker per 25 mtrs. for 20 to 50 Pair Jelly Filled Armoured Cables	Price Per Unit Meter
2c	Underground Cable Laying with 3' deep trenching, laying, sand back-filling and class-I brick protection tiling, Concrete Route Marker per 25 mtrs. for 100 Pair Jelly Filled Armoured Cables	Price Per Unit Meter

General Requirement & Scope of Supply:

1. The scope of work is to design, supply/reuse, installation, testing and commissioning of Telephony Network comprising of Server based PBX, Data Switch, MDF, Rack and Power System on turnkey basis to provide telephony facilities at Tezpur University.
2. The bidder shall reuse of existing accessories like Network Rack, MDF, and Power Source etc. for the deployment of New or Upgrade system. Bidder shall do the necessary site survey for the details.
3. The single Server Base system should support to connect up to 50 different location via Gateways connected over IP Cloud
4. The quoted exchange should be equipped to support all existing stations plus new and should be expandable up to 5,000 ports on the Single Server based platform.
5. The quoted system will be distributed over different existing locations (PBX Building, Administrative Building, Chemical Sc. Building, Energy Building & Residential Area) connected over IP Link via OFC cable to be provided by Tezpur University.
6. The system should have the facility of Out calling/Call Forwarding i.e notification to external /internal device Ringer, Programmed Phone number, local extension, Pager, Cell Phone number etc. in case of emergencies.
7. The EPABX shall be capable of PULSE to TONE conversion and vice-versa to enable correct operation in originating and receiving calls.
8. There must be protection of EPABX from high voltage / current transient occurring in junction lines to the Exchange.
9. The system shall be suitable for operation on 230VAC (+/- 10%), 50Hz (+/- 2 Hz) Uninterruptible Power Supply (UPS) source. Exact power requirement for the quoted Server and Gateways should be clearly indicated.
10. The remote gateways shall be capable of working in a suitably ventilated non-air-conditioned environment. However, at the central unit consisting of server there will be provision for air-conditioning.

Technical Eligibility:

1. The OEM for the Server based PBX should be present in Gartner's Leader quadrant for Corporate Telephony & Unified Communication as on last report available.



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2. If the bidder should have minimum five years association in terms of providing enterprise voice solution preferably from the same OEM, they will be bidding. Bidder shall submit the necessary PO copy for any products of same OEM, which is minimum five years old.
3. The bidder should be an Original Equipment Manufacturer (OEM) of the quoted server based PBX or an authorized business partner of the OEM with valid authorization Certificate from the OEM mentioning the Tender Enquiry number.
4. The Bidder/OEM should have successfully supplied, installed and commissioned at least one number of open standard server based PBX system of minimum 1000 lines in India of same make & model as being offered for Tezpur University (open standard Server Gateway architecture) during last seven years ending last day of preceding month in which the NIT is floated. The system should be under successful operation and giving satisfactory performance for minimum one year ending last day of preceding month in which the NIT is floated.

GENERAL TERMS & CONDITIONS:

1. No separate tender paper will be issued from the office; one should only download the specifications from the web site.
2. The quotations have to be submitted in properly sealed covers superscribed clearly, as “**Notice Inviting Tenders for Upgradation/augmentation of Server based PBX System at Tezpur University, Tezpur, Assam (India)**” alongwith the Tender Notice No. and Date.
3. Validity of the offers should be at least 90 Days.
4. The offers should be in two bid system i) Technical bid and ii) Financial bid.
5. *All Bid Documents/Quotations should be accompanied by i) An EMD (in the form of Demand Draft/Call Deposit/TDR) of ₹. 20000/- (Rupees Twenty Thousand) only drawn/pledged in favor of Registrar, Tezpur University, payable at Tezpur. ii) A non refundable participation fee of ₹.2000.00 (Rupees Two Thousand) only have to be paid by Demand Draft only drawn in favour of Registrar, Tezpur University payable at Tezpur.*
6. Copies of Up-to-date VAT clearance certificates, indicating TIN number etc. should be enclosed.
7. Copy of Manufacturer/ Distributorship/ Dealership Certificate has to be enclosed with the offer.
8. Bidders should clearly state the existing after Sales Service & Support Network and Customer base in North-East India.
9. Rates quoted should be on F.O.R. Tezpur University, Tezpur basis.
10. The supplier should be in a position to deliver and install the ordered items within the stipulated time mentioned in the supply order.
11. The University reserves the right to accept or reject any or all the quotations without assigning any reason.
12. Applications should be forwarded to the Registrar for release of call deposit against unaccepted quotations.
13. Three Years Comprehensive On-site warranty from the date of successful installation has to provide for all excluding passive items.
14. The Annual Maintenance Contract(AMC) rate after Three Years warranty will have to be clearly stated.
15. Vendors must not quote any product whose end of sale tenure has reached.
16. **Tender should be submitted in the DROP BOX placed in the reception of the Administrative Building of the University latest by 5.30 PM of 8th of May, 2017. If posted/couriered, should reach by 5.30 PM of 8th of May, 2017 addressed to “The Joint Registrar , Tezpur University”. The Quotation Notice No. and date should be clearly superscribed in the the envelope/packet containing the quotation.**

Sd/- Joint Registrar
Tezpur University