

ASSAM CANCER CARE FOUNDATION (ACCF)

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Supply installation and commissioning of EPABX system at various hospitals of ACCF across Assam

TENDER NO: ACCF/EPABX/2022-23/49 Dated: 05/07/2022

Corrigendum-3

Date:27-07-2022

Below are the details of Pre-bid resolution. Amended BoQ sheet is also uploaded.

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
1	3.4 Eligibility Criteria page No-7	The Applicants should be registered under relevant statutes including Income Tax Act, GST Act, (as applicable), valid manufacturing license and updated statutory clearances to operate in state of Assam Self-attested copy of: - (a) GST Registration Certificate (b) PAN card (c) Valid Manufacturing license or Authorisation letter from OEM.	Request you to kindly modify to should have resident sales /service personnel for after service communication.	Preference to be given to OEM/OEM's authorised vendor who has an full fledged office at Guwahati (with GST No./PAN). If bidder do not have setup in Assam than he need to explain how they will provide after sales services.
2	3.5 ELIGIBILITY CRITERIA: PAGE No.	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC) Certification to be provided mandatorily. Certificates from appropriate authorities to be enclosed in the Technical Bid.	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC) Certification to be provided mandatorily. DOT has issued TEC GR for server gateway architecture EPABX system so as asked by the tenderer tender must comply "TEC No: TEC/GR/SW/PBX-005/01/SEP-16 with Type-I(IPv4&	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC/GR) Certification to be provided mandatorily. Certificates from appropriate authorities to be enclosed in the Technical Bid.

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			IPv6), Type-II(Co line) & Type-III(PRI) interface approval"	
3	Work Experience:3.3 Pg No.6	The Applicant should have similar experience of installation and supply of 03 nos. EPABX SYSTEMS in the last five (5) years.	Request you to change this as " The Applicant should have similar experience of installation and supply of 03 nos. EPABX SYSTEMS in the last five (5) years or a single order of similar system valued atleast Rs.10.0 Lacs"	No Change
4	Registration and Accreditation:3.5 Pg No.7	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC) Certification to be provided mandatorily. -Certificates from appropriate authorities to be enclosed in the Technical Bid.	TEC should be as per the specification for "IP PABX with MEDIA GATEWAY" with TEC/GR/SW/PBX-005/01/ SEP-16	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC/GR) Certification to be provided mandatorily. Certificates from appropriate authorities to be enclosed in the Technical Bid.
5	Registration and Accreditation:3.5 Pg No.7	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC) Certification to be provided mandatorily. -Certificates from appropriate authorities to be enclosed in the Technical Bid.	As the tender specification is mentioning about the server Integration in future, this is only TEC Test procedure which elaborates latest server Gateway architecture , IP V4 / IP V6 , Media Gateway and IP Phones etc. TEC should be as per the specification for "IP PABX with MEDIA GATEWAY" with TEC/GR/SW/PBX-005/01/ SEP-16	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC/GR) Certification to be provided mandatorily. Certificates from appropriate authorities to be enclosed in the Technical Bid.
6	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	3.The communication server should be compatible to support a duplicated configuration over the distributed IP infrastructure (LAN/WAN). Both the active and standby processors should not be in the same unit/cabinet sharing the same active backplane so as to prevent total system failure on failure of the motherboard/backplane. System may be upgraded to Hot Standby mode if required in future.	Request you to confirm if we need to offer Redundancy for the offered system	It should support Redundancy as per specs. Whenever needed the same systems may be upgraded to redundancy of CPU & PSU by adding additional hardware.The EPABX-s shall not be changed for the same

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
7	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	7.It shall be possible to distribute the system into sub-systems to be installed in different locations. However, these sub-systems shall work as a unified (single) system with a unified numbering plan, centralized operation and management. In case, connection between server and sub- systems fail, it shall be possible for the remotely located sub-systems to continue operation in self survival mode. When the connection gets restored, sub-systems shall resume its normal operation as a part of main system.	Request you to confirm if all these systems are interconnected through ACCF Network	At present it shall work as independent system, However it should support " to migrate to server gateway architecture by just adding the required server and Software .The existing system should have facility to be converted as Media Gateway with existing hardware without any trunking
8	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	1.System architecture should support Server-Gateway type with external industry standard server to facilitate a distributed architecture with centralized call control over the IP backbone. All the necessary cards (Analog Extn/Digital Extn/PRI/CO Lines etc) should be inserted in the universal slots inside the system. External gateways for the same is not acceptable. If required system may have the scope to upgrade to Server Gateway type in future and all existing hardware in this case shall be used.	Specifications are mix & match in the tender. You have asked two type of solutions in one system. Please clarify which type of system you have asked for 1.Server gateway architecture or 2.TDM based architecture. Selection of architecture defines the specifications of the product.	At present it shall work as independent system with a TDM based architecture. However it should support " to migrate to server gateway architecture by just adding the required server and Software .The existing system should be converted as Media Gateway with existing hardware without any trunking
9	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	It shall be possible to terminate fibre optic cables directly in the gateways and fibre optic port shall be converted to minimum 4 (four) ethernet ports. Mentioned converter shall be in the form of a card to be placed in the system and shall not require an external power supply to ensure continuous operation during electricity failures. The necessary hardware may be optional.	OFC (media) will directly connected to switch with the help of SFP port. There after ethernet cable will connect to the end equipment to serve the purpose. Because all IP end points under stand only ethernet. Termination of OFC in the switch gives you flexibility & easy to replace in case of emergency.	In skin Fiber card support is required in future as ACCF intent to connect remote systems with minimal hardware
10	III SYSTEM SPECIFICATIONS: Pg No.20	84.The system should have valid TEC certification at the time of purchase. (copy of Certificate to be enclosed)	TEC should be as per the specification for "IP PABX with MEDIA GATEWAY" with TEC/GR/SW/PBX-005/01/ SEP-16	The Applicant/manufacture should have the required Quality. Certification with respect to the service or the organization. Telecommunication Engineering Centre (TEC/GR) Certification to be provided mandatorily.

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				Certificates from appropriate authorities to be enclosed in the Technical Bid.
11	III SYSTEM SPECIFICATIONS: Pg No.20	35.Internal portable hand type telephone device systems (DECT standard),	Need to remove as no frequency is allocated by WPC(Wirepess Planning Commission) in India for such type of purpose.	EPABX device shall be compatible for cordless device.
12	14. Payment Terms: Pg No.14	Procedure for Payment: ACCF shall make 100% Payment on production of the following documents. i) Invoice in triplicate. ii) Warranty Certificates. iii) Original Challan Copy/ Acknowledgement of receipt of Goods. iv) Installation and completion certificate from user department (IT Department).	Requesting you to please revise payment terms. 80% on delivery and 20% after submission of installation certificates	Procedure for Payment: a) ACCF shall make 70% payment on delivery along with 100% GST. for which following documents shall be produced. i) Invoice in triplicate. ii) Acknowledgement of receipt of Goods. b) 30% payment shall be done after successful commissioning and testing. for which below document shall be produced. i) Request letter with old invoice for 30% payment ii) Warranty Certificates. iii) Installation and completion certificate from user department (IT Department).
13	14. Payment Terms: Pg No.14	Procedure for Payment: ACCF shall make 100% Payment on production of the following documents. i) Invoice in triplicate. ii) Warranty Certificates. iii) Original Challan Copy/ Acknowledgement of receipt of Goods. iv) Installation and completion certificate from user department (IT Department).	"ACCF shall make 50% Payment on production of the following documents:i) Invoice in triplicate. ii) Warranty Certificates. iii) Original Challan Copy/ Acknowledgement of receipt of Goods. Balance 50% Payment on Installation and completion certificate from user department (IT Department)."	Procedure for Payment: a) ACCF shall make 70% payment on delivery along with 100% GST. for which following documents shall be produced. i) Invoice in triplicate. ii) Acknowledgement of receipt of Goods. b) 30% payment shall be done after successful commissioning and testing. for which below document shall be produced. i) Request letter with old invoice for 30% payment ii) Warranty Certificates. iii) Installation and completion certificate from user department (IT Department).

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
14	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	2.The telephony system should be a converged communication system with ability to run TDM and IP on the same platform using same software load. When based on server and Gateway architecture (SIP Server based EPABX system ready for unified communication), the single IP EPABX system should have a provision of expandability to 32000 ports (any mix/percentage of analog/digital/IP) without changing or cascading multiple servers to achieve the future capacity. When using without server, system should be expandable to 1056 TDM ports & 2000 IP Ports.	Request you to modify the TDM capacity to 1000 Ports for Non Server Architecture	2.The telephony system should be a converged communication system with ability to run TDM and IP on the same platform using same software load. When based on server and Gateway architecture (SIP Server based EPABX system ready for unified communication), the single IP EPABX system should have a provision of expandability to 32000 ports (any mix/percentage of analog/digital/IP) without changing or cascading multiple servers to achieve the future capacity. When using without server, system should be expandable to 1000 TDM ports & 2000 IP Ports.
15	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	2.The telephony system should be a converged communication system with ability to run TDM and IP on the same platform using same software load. When based on server and Gateway architecture (SIP Server based EPABX system ready for unified communication), the single IP EPABX system should have a provision of expandability to 32000 ports (any mix/percentage of analog/digital/IP) without changing or cascading multiple servers to achieve the future capacity. When using without server, system should be expandable to 1056 TDM ports & 2000 IP Ports.	Is all the seven systems are interconnected	At present it shall work as independent system, However it should support " " to migrate to server gateway architecture by just adding the required server and Software .The existing system should be converted as Media Gateway with existing hardware without any trunking
16	II SYSTEM ARCHITECTURE: Pg No.16 (EPABX System)	2.The telephony system should be a converged communication system with ability to run TDM and IP on the same platform using same software load. When based on server and Gateway architecture (SIP Server based EPABX system ready for unified communication), the single IP EPABX system should have a provision of expandability to 32000 ports (any mix/percentage of analog/digital/IP) without changing or cascading multiple servers to achieve the future capacity. When using without server, system should be expandable to 1056 TDM ports & 2000 IP Ports.	Suggest you to include CPU duplication in all the location. In case of CPU failure system continue to work on HA Mode with redundant CPU. -Do we need to offer duplication in all the locations	Duplication not needed now but may be needed in future. It should support Redundancy as per specs. Whenever needed the same systems may be upgraded to redundancy of CPU & PSU by adding additional hardware.The EPABX-s shall not be changed for the same

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17	II SYSTEM ARCHITECTURE: Pg No.19 (EPABX System)	51. Conference Room: Extensions shall be able to set up password-protected conference rooms and shall be able to manage conferences conference rooms created by them. For the purpose of conference management, it shall be possible to monitor, mute/unmute, invite/disconnect the participants. Each conference room shall have minimum 16 participants.	This is a useful tool manage the conference like , Mute/unmute, lock the conference room, and right to speack etc.-Request you to add " GUI Based Tool" to manage these conference	Not in scope
18	II SYSTEM ARCHITECTURE: Pg No.20 (EPABX System)	70. Voice records shall not be lost in case of an electricity failure and shall be stored in system's memory.	Is the Voice recording capability to be offered to all 7 systems , if so what is the approximate channels required	4 chanel
19	Digital Phone: Pg No.21	-	Request you to add a clause that" the offered digital phone should have the capability to connect DSS add on module infuture"	Yes . Digital telephone should support DSS connectivity in future.
20	General Query	Warranty Period-12 months 6. PERFORMANCE SECURITY: 6.1 Pg No.11	As per the tender, there is requirement of 12 months warranty but 30 months Performance Security is asked. Please confirm.	Performance security is reduced to 18 months.
21	General Query	-	Request you to include the clause for " OEM Undertaking for service support for min 5 Years after expiry of warranty Period"	Warranty: 1 Year warranty must be provided by OEM. Post warranty, 5 year support undertaking shall also be provided by OEM on letter pad.
22	General Query	-	Make In India (MII) policy need to be incorporated in the tender- By this policy user can restrict Chinese product & also promote Indian product"Public Procurement Policy (Make in India) Order 2017, dated 15/06/2017, issued by Department of Industrial Promotion and Policy, Ministry of Commerce, circulated vide Railway Board letter no. 2015/RS(G)/779/5 dated 03/08/2017 and 27/12/2017 and amendments/ revisions thereof"	Bidder need to submit Annexure-X in this regards

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
23	5.17 Signing of Contract: Page No-11 6.1 PERFORMANCE SECURITY: Page No-11	5.17 The successful bidder, within 5 (five) working days of receipt of the Notice of Award, shall furnish the performance security amount and sign the contract..... 6.1 Within 15 days of the receipt of 'Letter of Intent' from the Purchaser, the successful bidder (Supplier) shall furnish the Performance Security and sign the contract. Performance Security shall be for an amount of 5% (Five percent) of the order value (Excluding Tax), valid for 30 months.....	Point no. 5.17 & 6.1 are contradictory regarding the time within which Performance Security need to be deposited. Please clarify.	Bidder need to submit performance security within 15 days from letter of intent.
24	Page no.2- 5 % (Five p.c.) of the total value of the contract excluding GST, if any within 15 days of issue of "Letter of Intent" in the form of Bank Guarantee/Fixed Deposit Receipt (lien marked)/ Online Transfer (NEFT/FTGS)/Demand Draft, issued by any scheduled commercial bank under RBI, having branch in Guwahati, drawn in favour of "Assam Cancer Care Foundation" (Account No. 37754113832, IFSC: SBIN0003030) Page No.43- ANNEXURE-XIV: PERFORMANCE SECURITY FORM (BANK GUARANTEE)	-	Performance Security type to be finalized. In page 2, Bank Guarantee/Fixed Deposit Receipt (lien marked)/ Online Transfer (NEFT/FTGS)/Demand Draft are mentioned but in page no. 43, Bank Guarantee format is shared. Please clarify.	Bidder can submit Performance security in Bank guarantee/FDR/NEFT.

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
25	Page No.43- ANNEXURE-XIV: PERFORMANCE SECURITY FORM (BANK GUARANTEE)	-	In page no. 43, 2019 is mentioned as year, it should be 2022	read 2022 in lieu of 2019.
26	6. PERFORMANCE SECURITY: Page No.11	6.1 Within 15 days of the receipt of 'Letter of Intent' from the Purchaser, the successful bidder (Supplier) shall furnish the Performance Security and sign the contract. Performance Security shall be for an amount of 5% (Five percent) of the order value (Excluding Tax), valid for 30 months.	Request to modify as 3% of the Order Value as Ministry of Fianance circular , Govt of india , for all government organisation.Validity here written is 30 months but since warranty is 12 Months and normally PBG is taken against warranty period , Extra 18 Months clarity required	6.1 Within 15 days of the receipt of 'Letter of Intent' from the Purchaser, the successful bidder (Supplier) shall furnish the Performance Security and sign the contract. Performance Security shall be for an amount of 5% (Five percent) of the order value (Excluding Tax), valid for 18 months.
27	19. SCHEDULE OF REQUIREMENT: Pg No.15	Setup of PBX Based System at 7 Different Locations of Assam Cancer Care Foundation:	The location wise BoQ is not mentioned in the bid document. Requesting you to share the same as it is required for quoting.	Location wise quantity will be provided in the Work order. Accessary Quantity may vary as per site requirement. Major item's Site wise item details is mentioned at annexure 1 pg no: 21. There are 2 nos. L2 sites and 5 nos. L3 sites. Cumulative requirement may vary as per site requirements. Site wise qtys have been provided separately below. If any new additional site comes up within a year from the date of signing of agreement, order could be placed on the contracted rates.
28	19. SCHEDULE OF REQUIREMENT: Pg No.15	Sl No.7 50 Pair MDF with Box	In page no. 15, under 50 Pair MDF with Box, UoM is Mtr, it should be Nos. or something similar. Please confirm.	Please read as Nos in lieu of Mtr.
29	1. SCHEDULE OF EVENT Pg No.2	Last date and Time for submission of hard copies of key documents.26/07/2022 till 1600 Hrs	Request to modify as within 7 days from the due date .btime as per ecause only after full documentation we can courier , hence we need time for this .	Bidder need to upload all the required document on e portal within timeline.
30	1. SCHEDULE OF EVENT Pg No.3	Delivery Timelines:The successful bidder shall complete the supply installation and commissioning within 45 days from date of confirmed LOI/WO.	Request to Modify as "The successful bidder shall complete the supply installation and commissioning within 90 days from date of confirmed LOI/WO because after getting the PO there are lot on internal approvals required for processing the order (which also consumes time) . Further there is also installtion process for	Delivery Timelines: The successful bidder shall complete the supply installation and commissioning within 60 days from date of confirmed LOI/WO.

Sl.No.	Clause No.	Existing Clause	Query	Amendment/Clarification
			proper aligning of manpower for smooth process of the system	
31	ISSUE OF CONTRACT AND DELIVERY SCHEDULE Pg No.12	Rates shall be valid for 12 months from the date of acceptance of tender or from the date of signing of agreement whichever is later.	Request for modify as Rates shall be valid for 06 months from the date of acceptance of tender or from the date of signing of agreement whichever is later. Because in Government Organisation norms is 6 months LAR.	No Changes.
32	BOQ	BOQ	-	Updated BOQ Uploaded.

Rest of the tender terms remains the same.

**Sd-
Head Procurement**