



**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA-769008, ODISHA**

OPEN TENDER NOTICE NO.: NITR/PW/TL/2021/264

Dated: 27/08/2021

Sl.no	Description of Goods/Service	Quantity
1.	Upgradation of Existing Telephone Exchange to Mitel MX One Version 7.x or OEM released latest version. The call manager software to be loaded in NIT Rourkela data centre virtualized platform. (as per details mentioned in Annexure-II)	As per Annexure-II
2.	Comprehensive AMC for 03 years of the Upgraded complete Mitel Exchange. (as per details mentioned in Annexure-II)	As per Annexure-II

1. Quantity required : **As mentioned above (All information regarding technical specification mentioned in Annexure-II in Tender Documents)**
2. Delivery : Within **60 days** from the date of purchase order
3. **Last Date of submission of Bid** : **20/09/2021 by 11:00 AM**
4. **Date of opening of techno-commercial bid** : **21/09/2021 at 11:00 AM**
5. The firm should not have been black listed at any time.
6. The submission of following bids by the tenderer should be through <https://eprocure.gov.in/eprocure/app>. Please follow the guidelines as per the portal.

**Procurement of Upgradation of Existing Telephone Exchange with AMC
(Open Tender Notice No.: NITR/PW/TL/2021/264 Dated: 27/08/2021)
Due on 21/09/2021 by 11:00 AM**

7. **Liquidated damage clause** will be charged for any delay in supply of goods.
8. The validity of the tender shall be **90 days** from the date of opening of the techno-commercial bids.
9. Detailed advertisement including all tender documents is also available in our website at https://nitrkl.ac.in/OldWebsite/Jobs_Tenders/9Equipment/Default.aspx
10. NIT reserves the right to qualify or deny prequalification of any or all applicants without assigning any reasons.
11. **CAMC:** Comprehensive AMC of minimum 03 years must be provided for the Upgraded complete Mitel Exchange.
12. **Technical Bid Evaluation Criteria:**

As per the detailed equipment, technical specifications are given in Annexure-II. If required, the bidder may be asked to provide clarification regarding the technical aspects.

- i. An authorization letter from OEM pertaining to this proposal should be submitted along with the proposal.
- ii. The existing infrastructure of NIT Rourkela data center virtualized platform to be used for call manager software.
- iii. At least two Purchase Orders from IIT/NIT/IISER/reputed Indian Institute/Govt. R&D organizations must be provided where the above equipment and accessories (Annexure- II) have been supplied in last five years. Scan copies of the minimum two purchase orders of the above equipment and accessories (Annexure- II) must be enclosed along with the technical bid.

- iv. The average annual financial turnover of the tenderer for last three consecutive financial years ending on 31st March, 2020 should be minimum **Rs 40 Lakh**. Copy of Audited Balance Sheet and P/L Account to be submitted.

Other Qualification criteria:

Eligibility of Bidders:

1. Bidder should have experience to carry out Maintenance services of Mitel MX One Server based EPABX System.
2. At least two Purchase Orders from IIT/NIT/IISER/reputed Indian Institute/Govt. R&D organizations must be provided where same OEM equipment have been supplied and services provided by the organization in last five years. Scan copies of the minimum two purchase orders of the above equipment and accessories (Annexure- II) must be enclosed along with the technical bid.
3. Bidder should have their registered office and service center in India with appropriate spares for extending prompt service support to NIT as per service-level agreement (SLA).
4. The bidder must have registered office and service center with spares in India with a service-level agreement (SLA) as follows: a) Attend and resolve within 2 hours of lodging complain through remote maintenance b) In case physical visit is required at site engineer should reach site within 8 hours of lodging complain and spares if required, to be provided within 72 hours of lodging complain.
5. Bidder should agree for monthly visit of site by their respective service engineer for maintenance and solving any critical issues related to operation of exchange.
6. Scanned copies of the technical brochure of the above equipment and accessories (**Annexure-II**) given in the quotation must be included in the technical bid.
7. Web references must be provided along with the technical bid.
8. Pointwise technical compliance along with any deviation of the mentioned specifications (**Annexure-II**) must be indicated along with technical documents.

Financial Bid Evaluation Criteria:

The Final price comparison for the award of contract to decide Lowest Price (L1) will be made based on the prices quoted in BOQ.

13. (a) All prices to be quoted should be upto/for NIT Rourkela in INR.
(b) The Award of Contract will be made on an overall price (Overall Item) basis.
(b) GST: GST should be charged at applicable rates issued by GoI.
14. **Tender cost** (Non- refundable) in the shape of Demand Draft for **INR 1000/- (Rupees One Thousand Only)** in favor of "**Director, NIT Rourkela**" Payable at **Rourkela** from any Scheduled Commercial Bank except Co-operative and Gramin bank. Tender Cost should reach physically through speed post/ register post/courier, containing in an envelope & superscripted with subject, tender reference number addressing to **Registrar, NIT Rourkela- 769008, Odisha; on or before 21/09/2021 at 11:00 AM.**, failing which the bid will be summarily rejected.
15. **Bid Security:** It is mandatory to submit the "**Bid Security Declaration**" form as mentioned in **Annexure I**, failing which the bid will be summarily rejected.
16. **Performance Security: 3% of Contract Value** should be deposited to the Institute within 15 days from the date of issue of Purchase Order, in shape of Demand Draft (DD)/Bank Guarantee in favor of "Director, NIT Rourkela" and payable at Rourkela from any Scheduled Commercial Bank except Co-operative and Gramin bank. And Performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the suppliers including warranty obligation.

17. Please send your quotations through e-Procurement Portal of Ministry of HRD Portal <https://eprocure.gov.in/eprocure/app>

18. For technical details, you may contact

Prof. Shrishailayya M Hiremath
PIC, Telephone Exchange
National Institute of Technology,
Rourkela – 769008
Phone: 0661 – 2462459
Email: pic-telephone@nitrkl.ac.in

NB: Bidder should submit Authorization certificate specific to this Tender from the OEM (must) along with propitiatory article certificate from OEM.

(REGISTRAR)
NIT, Rourkela
Fax No- 0661-2462022
Ph. No -06612462021

Specifications for Upgradation of Existing Telephone Exchange with AMC

Item No	DESCRIPTION
1.	<p>To provide voice communication facility, NIT Rourkela presently runs with IP PBX Model Mitel MX One Ver 4.x, Number of LIM: Two, Server type: HP 02 No (Primary and Secondary) for 1704 Analog extension and 504 IP extension. NIT Requires an upgradation of the existing system to operate with universal licensing for existing analog and IP licenses. (Bidder needs to provide compliance statement against each point as mentioned below)</p> <p>Upgradation of existing Mitel exchange:</p> <ul style="list-style-type: none">A. Existing version 4.x Licences to be upgraded to Version 7.x or OEM released latest version.B. MGU interface board in Media Gateways of both LIM-1 and LIM-2 and ASU board in LIM2 to be replaced with latest version hardware and all other existing hardware shall be reused with upgraded Exchange to maintain existing Telephone lines/facilities.C. Any release of new version by OEM within one year of purchase must be incorporated in the upgraded system by the bidder.D. Existing HP server (Quantity 02 number) shall be discarded and call manager should be installed on virtual server.E. Existing analog and IP licenses must operate under universal licensing mechanism. <p>Existing LIM Media gateway functionality:</p> <ul style="list-style-type: none">A. Existing Telephone system LIM-1 and LIM-2 should work with 100% feature transparency. It means features available with the LIM-1 shall also be available to the users connected with LIM-2.B. Analog extension connected to the LIM gateway shall be able to work for a distance of minimum 5 to 7 Kilometres for users located in a distance location.C. Analog Extension card of the Media Gateway should be inter-changeable with the main exchange. <p>Necessary system accessories:</p> <p>2. Call billing software should be provided to latest platform.</p> <p>Comprehensive Annual Maintenance contract:</p> <p>After the upgradation, complete system (Existing LIM-1 and LIM-2) to be covered with Comprehensive Annual Maintenance contract for a period of 03 years from the date of Installation.</p>