



# आरईसी पावर डिस्ट्रीब्यूशन कम्पनी लिमिटेड REC POWER DISTRIBUTION COMPANY LIMITED

(A wholly owned subsidiary of REC Ltd., a 'Navratna CPSE' under Ministry of Power, Govt. of India)  
CIN no. of RECPDCL- U40101DL2007GOI165779

Corporate Office: 1016-1023, 10th Floor, Devika Tower, Nehru Place, New Delhi-110019  
Tel: 011-4412 8755 Fax: 011-4412 8768, Web: www.recpdcl.in, E-mail: recpdcl@rediffmail.com  
Regd. Office: Core-4, SCOPE Complex, 7 Lodhi Road, New Delhi-110003, Phone (011) 43091506 Fax: (011) 24365815

## Notice Inviting Tender

(Tender invited through e-Tendering mode only)

For

## Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department

**No. RECPDCL/TECH/IP PHONES-GED/e-Tender/2015-16/1584 Dated: 10.09.2015**

Description of task, Pre-qualifying criteria, e-tender submission format and procedure is available on REC Power Distribution Company Limited (RECPDCL) website ([www.recpdcl.in](http://www.recpdcl.in)), Rural Electrification Corporation (REC) website ([www.recindia.nic.in](http://www.recindia.nic.in)), Central Publication Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in))

Important Dates for E- Tendering mode	
Date of Release of NIT	10.09.2015
Last date for queries / seeking clarification	15.09.2015 at 1800 Hours
Pre Bid Meeting	16.09.2015 at 1030 Hours
Last date of submission of Tender	28.09.2015 at 1400 Hours
Date of Opening of Technical bid	28.09.2015 at 1500 Hours
Date of Opening of Financial bid	To be intimated later

**Note:**

Online registration shall be done on e-tendering website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process.

-Sd-

(S.C. Garg)

Addl. C.E. O.

[This document is meant for the exclusive purpose of Agencies participating against this bid and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued]



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**SECTION-I**  
**TENDER INFORMATION**

Name of the assignment:

**Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department**

**Important information**

Si. No.	Event	Information to the agencies
1	Date of Release of NIT	<b>10.09.2015</b>
2	Last date for queries / seeking clarification	<b>15.09.2015 at 1800 Hours</b>
3	Pre Bid Meeting	<b>16.09.2015 at 1030 Hours</b>
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5	Date of Opening of Technical bid	<b>28.09.2015 at 1500 Hours</b>
6	Date of Opening of Financial bid	<b>To be intimated later</b>
7	Pre- Bid Meeting Address	REC Power Distribution Company Limited, 1016-1023, 10 <sup>th</sup> Floor, Devika Tower, Nehru Place, New Delhi- 110019, India Fax : 011-4128768
8	Tender Document	The details can be downloaded free of cost from the websites <a href="http://www.recpdcl.in">www.recpdcl.in</a> (or) <a href="http://www.recindia.nic.in">www.recindia.nic.in</a> (or) <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> (or) <a href="http://www.tenderwizard.com/REC">www.tenderwizard.com/REC</a>
9	EMD #	Rs.2,50,000/-
10	Address for Bid submission	<b>Shri Subhash Chandra Garg,</b> Addl. Chief Executive Officer, REC Power Distribution Company Limited, 1016-1023, 10 <sup>th</sup> Floor, Devika Tower, Nehru Place New Delhi- 110019, India. Fax : 011-4128768 Email- <a href="mailto:recpdcl.goa@gmail.com">recpdcl.goa@gmail.com</a> / <a href="mailto:recpdcl@rediffmail.com">recpdcl@rediffmail.com</a>
11	Contact Person	<b>Shri Sunil Bisht ,</b> Assistant Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:011-44128760; Fax:011-44128768 Email- <a href="mailto:recpdcl.goa@gmail.com">recpdcl.goa@gmail.com</a> / <a href="mailto:recpdcl@rediffmail.com">recpdcl@rediffmail.com</a>

**# The EMD (Earnest Money Deposit)** is to be submitted by all the participating Bidders in the form of demand draft/Bank Guarantee of an amount of Rs.2,50,000 (Two Lakhs and Fifty Thousand only/-) of any schedule Indian bank in favour of REC Power Distribution Company Limited, Payable at New Delhi .The EMD of unsuccessful Bidder will be returned within 180 days from the period of expiry of NIT and EMD of successful Bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guaranty) i.e. 10% of the Contract Value (within 30 days from receipt of PBG).

➤ The bid shall remain valid for a period of 180 days from the date of bid submission.



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## **SECTION-II**

### **PREFACE**

Goa Electricity Department (GED) has recently awarded IT Implementation Works under Part-A of R-APDRP Scheme to M/s REC Power Distribution Company Limited (RECPDCL) with Tata Power Delhi Distribution Limited as its Technology Partner.

The Scope of Services includes Preparation of Base-line Data System for the project area covering Consumer Indexing, GIS Mapping, Automatic Metering (AMR) on Distribution Transformers and Feeders, and Automatic Data Logging for all Distribution Transformers & Feeders and SCADA / DMS system for big cities only. It would include Asset Mapping of the entire distribution network at and below the 11kV transformers and include the Distribution Transformers and Feeders, Low Tension lines, poles and other distribution network equipment. It will also include adoption of IT applications for meter reading, billing & collection; energy accounting & auditing; MIS; redressal of consumer grievances and establishment of IT enabled consumer service centers etc.

In addition to the Towns and Cities with a population of more than 30,000 (10,000 in case of Special Category States) as per population data of 2001 Census in Goa, the certain high-load density rural areas with significant loads, works of separation of agricultural feeders from domestic and industrial ones, and of High Voltage Distribution System (11kV) will also be taken up in R-APDRP Part-A scheme and accordingly four towns have been identified to be covered under the scheme as per the details mentioned in Table 1.

Goa, a tiny emerald land on the west coast of India, the 25th State in the Union of States of India, was liberated from Portuguese rule in 1961. It was part of Union territory of Goa, Daman & Diu till 30 May 1987 when it was carved out to form a separate State. Goa is India's smallest state in terms of area and the fourth smallest in terms of population. Located on the west coast of India in the region known as the Konkan, it is bounded by the state of Maharashtra to the north and by Karnataka to the east and south, while the Arabian Sea forms its western coast.

Panaji (also referred to as Panjim) is the state's capital. Vasco da Gama is the largest city. The historic city of Margao still exhibits the influence of Portuguese culture and renowned for its beaches, places of worship and world heritage architecture, Goa is visited by hundreds of thousands of international and domestic tourists each year. It also has rich flora and fauna, owing to its location on the Western Ghats range, which is classified as a biodiversity hotspot.

Goa covers an area of 3702 square kilometers and comprises two Revenue district viz North Goa and South Goa. Boundaries of Goa State are defined in the North Terekhol River which separates it from Maharashtra, in the East and South by Karnataka State and West by Arabian Sea. Goa lies in Western Coast of India and is 594 Kms (by road) away from Mumbai city.

Goa, for the purpose of revenue administration is divided into district viz. North and South Goa with headquarters at Panaji and Margao respectively. The entire State comprises 11 talukas. For the purpose of implementation of development programmes the State is divided into 12 community development blocks. As per 2001 census, the population of the State is 13,42,998. A very striking feature of Goa is the harmonious relationship among various religious communities, who have lived together peacefully for generations. Though a late entrant to the planning process, Goa has emerged as one of the most developed



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States in India and even achieved the ranking of one of the best states in India with regards to investment environment and infrastructure.

This RFP is being floated to appoint agency for Rate Contract for supply of IP PBX, IP Phones and associated accessories at DC, DR site and various offices of GED. The equipment are required to be supplied against release orders which would be placed as and when required. The activities for agency are described in the detailed scope of work.

The basic statistics are as below:

<b>The Basis Statistics of GED</b>				
<b>Name of Town</b>	<b>Area in Sqkm</b>	<b>Network Length</b>	<b>No. of Consumers</b>	<b>No. of Transformers</b>
<b>Panjim</b>	506	14220	5.16 Lacs	5000
<b>Margao</b>	1391			
<b>Mapusa</b>	1239			
<b>Marmagao</b>	109			

# Above data is only for reference and may vary in actual

<b>Information of Project Areas</b>				
<b>Name of Project Area (town)</b>	<b>Number of Subdivisions Offices</b>	<b>Number of Other Offices</b>	<b>Nearest Railway Station to HQ</b>	<b>Nearest Functional Airport to HQ</b>
<b>Panaji</b>	8	25	Carambolim	Dabolim Airport
<b>Marmagoa</b>	4	19	Vasco Da Gama	Dabolim Airport
<b>Margoa</b>	10	62	Madgao	Dabolim Airport
<b>Mapusa</b>	8	85	Tivim	Dabolim Airport
<b>Total</b>	30	191		

**TABLE-1**



## **SECTION-III**

### **Instructions to Bidders**

#### **3.1 Submission of Bid**

Bidders shall submit their responses online through e-tendering website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)

#### **A. The submission and opening of Bids will be through e-tendering process.**

Bidder can download Bid document from the RECPDCL web site i.e. <http://www.recpdcl.in> or [www.recindia.nic.in](http://www.recindia.nic.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in) and RECPDCL's e-tendering portal i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)

*(Note: To participate in the e-Bid submission, it is mandatory for agency to have user ID & Password. For this purpose, the agency has to register them self with REC PDCL through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token of class-III for applying in the Bid. In this connection vendor may also obtain the same from tender Wizard.)*

#### **Steps for Registration**

- (i) Go to website <http://www.tenderwizard.com/REC>
- (ii) Click the link 'Register Me'
- (iii) Enter the details about the E-tendering as per format
- (iv) Click 'Create Profile'
- (v) E-tender will get confirmation with Login ID and Password

**Note-** Online registration shall be done on e-tendering website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process. It is sole responsibility of the bidder to register in advance.

#### **B. Steps for application for Digital Signature from Bid Wizard:**

Download the Application Form from the website <http://www.tenderwizard.com/REC> free of cost. Follow the instructions as provided therein. In case of any assistance you may contact RECPDCL officers whose address is given at the Bid.

Bid to be submitted through online mode on website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) in the prescribed form.

#### **C. The Agency qualifying the criteria mention in section VI should upload Bid document with duly signed scanned soft copy of the documents given below for the prequalifying response:**

##### **Pre- Qualifying Criterion Documents/Technical Bid**

- 1 Form-I -----Letter of submission of Tender
- 2 Form-II -----Pre-Qualifying Criteria Details
- 3 Form-IV ----- No Deviation Certificate
- 4 Form-V -----Manufacturer Authorization Form



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5 Annexure-B -----Acceptance form for participation in reverse auction event

EMD of Rs. 2,50,000/- in form of DD or Bank Guarantee may be drawn from a scheduled commercial bank in favour of The "REC Power Distribution Company Ltd", New Delhi and scanned copy to be uploaded and original to be submitted before the last date & time of Submission of Tender.

### **Financial Bid**

1. Form-III-----Financial Proposal (to be submitted through online mode only)

Financial bid to be submitted in the specific format designed same may be downloaded from website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) and after filling the form it is to be uploaded through digital signature.

The all document should be addressed to.

**Add. Chief Executive Officer** REC Power Distribution Company Ltd. 1016-1023, 10th Floor, Devika Tower, Nehru Place, New Delhi - 110019

*(Note: All papers that comprise the Bid document of the concerned Bid must be numbered. An index of each page should also be provided)*



## **SECTION-IV**

### **SCOPE OF WORK & SERVICE LEVEL AGREEMENT**

#### **1. Detailed Scope of Work**

1. The scope covers supply and implementation of IP PBX, IP phones and associated accessories at DC, DR site and other offices of GED.
2. The bidder should implement and maintain Voice over Internet Protocol (VoIP) by procuring and installing VoIP phones along with their software licenses, which shall provide voice facility to the users.
3. For operation and maintenance of VoIP, a central VoIP call registration and management device shall be procured, implemented and maintained. The VoIP services will be given at central Data Center & Disaster recovery Center, utility offices as well as Call Centres.
4. The Bidder shall also be responsible for manufacture, inspection at manufacturer's works, supply, transportation, insurance, delivery at site, unloading, storage, complete supervision, successful installation, commissioning and user acceptance of all hardware and software related to IP PBX, IP Phones and associated accessories at DC, DR site and other locations of GED.
5. Any item though not specifically mentioned, but is required to complete the project works in all respects for its safe, reliable, efficient and trouble free operation shall also be taken to be included and the same shall be supplied and installed by the Bidder without any extra cost.
6. The bidder's proposal shall include the list of special tools, testing equipment and accessories required for day to day operation and maintenance of the system. All such tools shall be supplied by the bidder. The bidder should clearly bring out the list of such tools in their technical proposal. However the prices of these special tools shall be included in the related equipment price in the price template given in this NIT.
7. The supply of all required cables, power cords, racks, rack mountable kits etc. to be provided as per Indian standards.
8. Supply, installation, configuration and commissioning of associated software, tools etc. in all equipment is in the scope of bidder. Bidder shall supply two copies of media of all related software.
9. All supplied items must conform to the detailed technical specifications mentioned in this tender document.
10. Packaging and transportation from the manufacturer's work to the site including port and customs clearance will be borne by the bidder.
11. Receipt, storage, preservation and conservation of equipment at site is in the scope of bidder.





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12. Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.
13. Bidder shall maintain the mandatory and recommended spares during warranty and AMC period and provide the list of the same.
14. Bidder shall install the equipment, obtain user acceptance and submit a copy of user acceptance to designated authority.
15. Whenever a material or article is specified or described by the name of a particular brand, manufacturer or trade mark, the specific item shall be understood as establishing type, function and quality desired. Products of other manufacturers may also be considered, provided sufficient information with necessary certificates and documents are furnished so as to enable the RECPDCL to determine that the products are equivalent to those named. The Decision of RECPDCL shall be final and binding on the bidder in this regard. In case bidder proposes the products of other manufacturer, necessary certificates and documents shall be submitted along with the bid.
16. The bidder shall provide 3 years onsite warranty and 2 years Annual Maintenance Contract (AMC) of all supplied, installed and commissioned equipment as per Service Level Agreement (SLA).
17. The Bidder shall be responsible for providing all material, equipment and services specified or otherwise, which are required to fulfil the intent of ensuring operability, maintainability and the reliability of the complete work covered under this specification.
18. It is not the intent to specify all aspects of design and installation of associated systems mentioned herein. The systems, sub-systems and equipment/devices shall conform in all respect to high standards of engineering, design and workmanship, and shall be capable of performing continuous commercial operation.

## **19. Arrangement by bidder**

The bidder shall make his own necessary arrangements for the following and for those not listed anywhere else:

- Office and store.
- Transportation.
- Boarding & lodging arrangement for their personnel

The bidder shall also provide all the construction equipment, tools, tackles and testing kits/equipment required for pre-assembly, erection/installation, testing and commissioning of the equipment and system covered under the Contract. He shall submit a list of all such materials to the Engineer before the commencement of work at



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Site. These tools and tackles shall not be removed from the Site without the written permission of the Engineer-in-charge.

20. Training of employees is in the scope of bidder. Standard curriculum, designed and agreed by the owner for hardware, software and network preferably from the OEM partner or OEM's certified training partner shall be arranged. The Purchaser will prefer if a portion of the training is conducted on-site.

### **21. Documentation**

The bidder to provide ongoing product information for referential purposes and facilitating self-education by Utility personnel. The following documents (one set each) will be required for smooth functioning of the system at DC and DR site. Following documentation should be included in the standard license fee, for example:

- User manuals
- System administrator manuals
- Technical manuals
- Installation guides
- Sample reports
- Toolkit guides
- Troubleshooting guides
- Frequently asked question (FAQ) guides etc.

22. Bidder has to indicate the space requirement and heat load for equipment to be placed at DC and DR site, any other specific requirement, power supply requirement including standby supply requirement etc.

### **23. Software tools**

Software tools must be latest versions that are currently supported by manufacturer, if relevant. Software tools must be compliant with generally accepted standards and accommodate GED's plan for the future expansion of systems. RECPDCL also expects tools and automation to feature in the implementation so as to maximize the efficiency and quality of the implementation project.

### **24. Spares**

a) The Bidder shall include in his scope of supply all mandatory and commissioning spares related to Hardware requirements. The bidder has to quote for the mandatory spares requirement for 5 years operation after warranty period. List of such spares along with the quantities shall be indicated in the bid and shall be considered for bid evaluation purpose.



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- b) All spares supplied under this contract shall be strictly interchangeable with the parts for which they are intended for replacement. The spares shall be treated and packed for long-term storage in the climatic conditions prevailing at the project site. Small items shall be packed in sealed transparent plastic covers with desiccant bags as necessary.
- c) The bidders shall attach the storage conditions requesting covered storage or storage under air conditioned environment as appropriate for certain classes of spares.
- d) Each spare part shall be clearly marked and labelled on the outside of the packing together with the description when more than one spare part is packed in single case. A general description of the contents shall be shown on outside of the case and detailed list enclosed. All cases, containers and other packages must be suitably marked and numbered for the purpose of identification.

## **25. Commissioning Spares**

The Bidder shall supply spares, which he expects to consume during installation, testing and commissioning of the system. The quantity of these spares shall be decided based on his previous experience, such that site works shall not be hampered due to non-availability of these spares. Bidder shall submit a complete list of such spares along with the bid, the cost of which shall be deemed to have been included in the lump sum proposal price of the package. The unused commissioning spares may be left at the site for use by the Owner, if so agreed at a cost to be negotiated. No spares except commissioning spares will be used during the commissioning of the system before take over by the Owner. In case of extreme urgency, if spares other than commissioning spares are used by bidder for commissioning of the system, the same will be required to be recouped free of charges.

## **26. Quality Assurance Plan**

The bidder shall have a comprehensive quality assurance program at all stages of manufacture/ development/ implementation for ensuring products giving reliable, trouble free performance. The bidders shall furnish the details of their quality assurance plan and test set up along with the bid. A detailed quality assurance program shall be finalized with the successful bidder during the award stage. However, the Quality Assurance Plan shall conform to the following standards–

**IS/ISO/IEC 27001 – ISMS**

**IT Security, IT services (10 Standards) - All harmonized with ISO/IEC**

**LITD 16 – Standards on Computer Hardware**

**IS 13252:2003/IEC 60950**



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27. The bidder shall adhere to all the terms mentioned in the Service Level Agreement (SLA).
28. Equipment Design and Architecture should be driven by the principle of energy consumption optimization.

### **29. Additional Scope for DR site**

1. The Supply of equipment, software etc. for DR site should commence only after completion of 80% work at DC and DR site shall be commissioned only after successful go live of at least 70% Town as per the scope of work. Release Order will be placed accordingly.
2. The Bidder's scope of work as per the conditions of contract and technical specifications includes assembly, quality check, packing, supply, transportation, transit insurance, local delivery, receipt, unloading, handling, storage at site, movement / delivery of system to the location for DR site, conducting, cabling, installation, testing and commissioning of the DR System with its associated peripherals and also include documentation, warranty, and training of Owner's personnel for the said System.
3. The Bidder's responsibility shall specifically include the following
  - a. The complete System including all the hardware and Software items equivalent to the items supplied at primary Datacentre and/ or as agreed upon mutually with owner to be supplied at DR centre and the same must operate at or above the guaranteed values with regard to availability.
  - b. Any software updates, upgrades released till the completion of warranty and FMS (Facility Management Services) period shall be supplied free of cost and installed and commissioned free of cost as per instructions from owner within mutually agreed timelines.
  - c. The Bidder shall post his Service Engineers at Owner's Site till the completion of Acceptance test.
4. The scope of installation and commissioning shall include the following –
  - i. The bidder in consultation with OWNER site engineer shall determine the exact positioning of equipment's, Installation, housing of equipment and cable routing. The bidder shall prepare his proposed plan and estimate the quantities for support material required, racks, extension boards, power requirement, cables, conduit/ channels as desired within specified limit of the contract.
  - ii. The Bidder shall be fully responsible for installation and commissioning of the system and other related activities for erection, testing and commissioning.



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- iii. All power and connecting cables, conduits/channel laying shall be as per approved routing by OWNER. Installation of all hardware and software as approved by OWNER, along with Distribution of electrical power to various equipment and cabling.
- iv. Installation of equipment's, software as required.
- v. Field testing and commissioning of system.
- vi. Installation, configuration, and testing of the system in consultation with the Owner. Preparation of the system to make it ready for installation of Application packages.
- vii. Commissioning of equipment at DR site shall be as per technical specification.

**30. Final Acceptance**

System shall be accepted by the owner after successful completion and establishment of complete setup of equipment at DR site as per scope of work.

**2. Technical Specifications**

- 1. The supplier shall submit the data sheets for each of the equipment model detailing the specifications of the equipment.
- 2. The solution shall be designed with Open Industry Standards and not with Supplier's proprietary protocol.
- 3. The equipment models shall be supported by the OEM for a minimum period of next five years.

**1. IP PBX Specifications**

The IP Telephony solution required should follow the Centralized Call Processing and management model with the PBX at Data center. This system located at Data center will control IP Phones, Analog Phones, and Fax machines etc. located at various locations connected over IP in the state.

S No	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
A	Features		
A.1	Single Call Server should be able to support up to 1000 IP phones.		
A.2	Should support at least 150 concurrent sessions		



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<b>S No</b>	<b>Specifications</b>	<b>Bidder's Response (Compliant / Non-Compliant)</b>	<b>Bidder's Remarks</b>
A.3	The system should have IP architecture and provide support for integrated telephony solution for Analog & IP Phones, E1, PRI gateways over IP architecture.		
A.4	Provides reports for calls based on records, calls on a user basis, calls through gateways etc.		
A.5	Able to add bulk add, delete, and update operations for devices and users.		
A.6	Alternate Automatic Routing & Auto route selection.		
<b>B</b>	<b>Protocol</b>		
B.1	Session Initiation Protocol (SIP) Trunk support.		
B.2	Coder-decoder (codec) support for automated bandwidth selection: G.711 mu-law, a-law,G.723.1		
B.3	Shall utilize LAN QoS features for providing end to end QoS 802.1p and IP Tos/DSCP QoS features		
<b>C</b>	<b>General</b>		
C.1	Support for call processing and call-control.		
C.2	Support for configuration database (contains system and device configuration information, including dial plan)		
C.3	Call Admission Control—inter-cluster and intra-cluster		
C.4	Digit analysis and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation)		
C.5	Support Centralized call processing		
C.6	Configurable operation modes: non-secure or secure Privacy: Call Server supports encryption of signalling and media.		
C.7	Should support Intra cluster feature transparency.		
C.8	Should support Intra cluster management transparency.		
C.9	Proposed solution should have feasibility to be deployed in Disaster recovery mode. Solution should support working with automatic fail over and fail back mechanisms from DR site in case of any disaster at DC.		



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<b>S No</b>	<b>Specifications</b>	<b>Bidder's Response (Compliant / Non-Compliant)</b>	<b>Bidder's Remarks</b>
C.10	Digit analysis and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation)		
C.11	Deployment of IP phones across an IP network		
<b>D</b>	<b>Administrative Features</b>		
D.1	Should have "web based administration UI with capability to delegate administrative specific task to power users"		
D.2	Call detail records		
D.3	CDR Analysis and Reporting Tools		
D.4	Centralized, replicated configuration database, distributed Web based management		
D.5	Configurable Call Forward Display		
D.6	System should have notification for any change in configuration		
D.7	Date and time display		
D.8	System should integrate with Microsoft Lightweight Directory Access Protocol (LDAP) Version 3 ,in order to use active directory as corporate directory for respective features		
D.9	Debug information to common syslog file		
D.10	Device-downloadable feature upgrades—Phones, hardware transcoder resource, hardware conference bridge resource, VoIP gateway resource. Devices should be upgradable for and any new feature deployed on server.		
D.11	Dynamic Host Configuration Protocol (DHCP) block IP assignment— Phones and gateways		
D.12	Simple Network Management Protocol (SNMP)		
D.13	Dialled Number Analyzer (DNA)		
D.14	Dialled number translation table (inbound and outbound translation)		
D.15	Dialled number identification service		
<b>E</b>	<b>User Features</b>		
E.1	Abbreviated Dial		
E.2	Answer and answer release		
E.3	Call back busy, no reply to station		



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<b>S No</b>	<b>Specifications</b>	<b>Bidder's Response (Compliant / Non-Compliant)</b>	<b>Bidder's Remarks</b>
E.4	Call forward—all (off net and on net)		
E.5	Call forward—busy		
E.6	Call forward—no answer		
E.7	Call hold and retrieve		
E.8	Call status per line (state, duration, number)		
E.9	Calling Line Identification		
E.10	Calling Line Identification Restriction call by call		
E.11	Calling party name identification		
E.12	Users should have conference join in capability		
E.13	Conference List and Drop any party		
E.14	Direct inward dial (DID)		
E.15	Direct outward dial (DOD)		
E.16	Directory dial from phone—corporate, personal		
E.17	Directories—missed, placed, received calls list stored on selected IP phones		
E.18	Distinctive rings		
E.19	Drop last conference party (ad-hoc conferences)		
E.20	Extension mobility support		
E.21	Hands-free, speakerphone		
E.22	Immediate Divert to voicemail		
E.23	Last number redial		
E.24	Malicious Call ID and Trace		

**2. IP Phone Specifications**

<b>No</b>	<b>Specifications</b>	<b>Bidder's Response (Compliant / Non-Compliant)</b>	<b>Bidder's Remarks</b>
<b>A</b>	<b>Features</b>		





**REC Power Distribution Company Limited**

No	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
A.1	10/100BASE-T Ethernet connection through an RJ-45 interface for LAN connectivity		
A.2	Differentiated Services Code Point (DSCP) tagging		
A.3	Support for G.711 $\mu$ , G.711a and G.729a/b audio compression codecs		
A.4	Software upgrade supported using a Trivial File Transfer Protocol (TFTP) server		
A.5	Voice activity detection, silence suppression, comfort-noise generation, and error Concealment		
A.6	H.323 / SIP Support		
A.7	Inline Power (7.5W), 802.1af POE (15.4W) and Power Adapter Options for power		
A.8	Inline power and AC to DC power adapter for functioning of IP Phone.		
A.9	Pixel-based display		
A.10	Call Hold / Un-Hold		
A.11	Call Transfer		
A.12	3-Way Conferencing (with local mixing)		
A.13	Redial		
A.14	Caller ID Notification		
A.15	Call Forward (Do not forward, Forward to voice mail, Forward to a number)		
A.16	Presence Indication		
A.17	Menu driven user interface.		
A.18	Music On Hold		
A.19	Phone Lock support		

**3. IP Phone for Call Centre Operations on SAP BCM (Business Communication Management) Specifications**

No	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
	<b>Features</b>		
A.1	10/100BASE-T Ethernet connection through an RJ-45 interface for LAN connectivity		
A.2	Differentiated Services Code Point (DSCP) tagging		
A.3	Support for G.711 $\mu$ , G.711a and G.729a/b audio compression codecs		
A.4	Software upgrade supported using a Trivial File Transfer Protocol (TFTP) server		
A.5	Voice activity detection, silence suppression, comfort-noise generation, and error Concealment		
A.6	H.323 / SIP Support		
A.7	Inline Power (7.5W), 802.1af POE (15.4W) and Power Adapter Options for power		
A.8	Inline power and AC to DC power adapter for functioning of IP Phone.		
A.9	Pixel-based display		
A.10	IP Phone must run for SAP BCM and it must be SAP BCM Certified		
A.11	IP phone must have a 3.5 mm and USB jack for connecting the headset as supplied		
A.12	Call Hold / Un-Hold		
A.13	Call Transfer		
A.14	3-Way Conferencing (with local mixing)		
A.15	Redial		
A.16	Caller ID Notification		
A.17	Call Forward (Do not forward, Forward to voice mail, Forward to a number)		
A.18	Presence Indication		
A.19	Menu driven user interface.		
A.20	Music On Hold		
A.21	Phone Lock support		

**4. Media Gateway Specifications**

S No.	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
<b>A</b>	<b>Features</b>		
A.1	Media gateway should have a modular architecture.		
A.2	Media gateway should be 1U high, 19-inch wide rack mountable.		
A.3	Media gateway should have DSP based architecture with no performance degradation when converting TDM to SIP trunks with enabled voice compression coders.		
A.4	Media gateway should work standalone and process calls without any external call server.		
A.5	Media gateway should have inbuilt dial plan execution capabilities.		
A.6	Media gateway should have inbuilt voice routing capabilities to various SIP and TDM trunks.		
A.7	Media gateway should be future ready and able to utilize DSPs (Digital Signal Processor) for IP-IP transcoding of voice calls to perform voice compression.		
A.8	Media gateway should have highly interoperable SIP stack. The equipment manufacturer should have in house SIP stack and DSPs development to support future extensions in SIP (Session Initiation Protocol) protocol and related technology on same hardware.		
A.9	Media gateway should have SAS (Standalone Survivability) feature.		
A.10	Media gateway should have capability to register IP phones in SAS mode.		
A.11	Media gateway should have inbuilt capability to route calls to PSTN (Public Switched Telephone Network) or fallback to other private TDM telephony network in case of WAN failure or branch network isolation.		
A.12	Media gateway should have support of IPv4 and IPv6 , IETF RFC 3550, RFC 3551 RTP/IP Transport, TCP, UDP, RFC3267, RFC 3558 RTP/UDP/IP		
<b>B</b>	<b>Hardware and interface requirements</b>		
B.1	Media gateway should have dual redundant 10/100 LAN ports to connect to IP network.		
B.2	Media gateway should have 4 E1/T1 ports to terminate voice digital trunks and have capacity to scalability to 8 E1/T1's.		
B.3	Media gateway should have support Euro ISDN, PRI, CCS, QSIG and CAS.		

**REC Power Distribution Company Limited**

S No.	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
B.4	Media gateway should support SS7 to SIGTRAN (Signaling transport over IP). Media gateway should have inbuilt signaling gateway support.		
B.5	Media gateway should have clock generation and synchronization on TDM interfaces.		
B.6	Media gateway should have internal redundant AC power supply.		
C	<b>Voice over IP features</b>		
C.1	Media gateway should provide following voice coders enabled on all channels without any capacity reduction. a) G.711 b) G.723 c) G.726/7 d) G.729A e) G.729B f) GSM		
C.2	Media gateway should have capability of Independent dynamic voice coder selection per channel.		
C.3	Media gateway should have capability to perform automatic echo cancellation. G.165 and G.168-2002, with 32, 64 or 128 tail length.		
C.4	Media gateway should have QoS (quality of service) with 802.1p/Q VLAN tagging and DiffServ.		
C.5	Media gateway should provide voice quality enhancement. e.g. packet loss concealment.		
C.6	Media gateway should have dynamic programmable jitter buffer.		
C.7	Media gateway should have CNG (Comfort Noise Generation) feature.		
C.8	Media gateway should have VAD (Voice activity detection) feature.		
C.9	Media gateway should have Silence Suppression feature to save bandwidth.		
C.10	Media gateway should have DTMF/MF detection and generation capability towards IP-side or PSTN-side.		
C.11	Media gateway should comply with RF2833 and RFC 4733 compliant DTMF relay over IP network.		
C.12	Device should support call progress tones detection and generation.		
C.13	Media gateway should have MLPP support over E1 trunk to PBX.		
C.14	Media gateway should have TLS and SRTP support for signaling and media security.		

S No.	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
C.15	Media gateway should have IPsec support for control and management protocols/interfaces.		
<b>D</b>	<b>Management and Troubleshooting</b>		
D.1	Media gateway should have SNMP, SNMPv2c, SNMPv3 based alarming and monitoring. Remote configuration and software download via TFTP, HTTP, HTTPS, DHCP and BootP, Syslog.		
D.2	Media gateway should be capable of integrate with central management system.		
D.3	Media gateway should have CLI, Telnet, and HTTP (web page) management.		
D.4	Media gateway should have easy to use standalone GUI (web page) based configuration and management.		
D.5	Media gateway should have remote configuration and software download via TFTP, HTTP, HTTPS, DHCP, BootP and Syslog.		
D.6	Media gateway should have quick configuration by user defined configuration scenarios.		
D.7	Media gateway should support software/firmware upgrades through GUI (web page based)		
D.8	Media gateway should have debugs on all protocols / interfaces.		
D.9	Media gateway should have Real-Time Performance Monitoring.		
D.10	Media gateway must be SAP BCM certified		
<b>E</b>	<b>Safety and EMC standards</b>		
E.1	UL60950, FCC part 15 Class A, CE Mark (EN55022 Class A, EN60950, EN55024, EN300 386)		

## 5. Headset Specifications

S No.	Specifications	Bidder's Response (Compliant / Non-Compliant)	Bidder's Remarks
<b>A</b>	<b>Features</b>		
A.1	Microphone Mounting Type: Boom		
A.2	Microphone Operation Mode: Mono		
A.3	Type: Microphone		
A.4	Connectivity Technology: Wired		
A.5	Headphones Ear-Parts Type: On-ear		



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<b>S No.</b>	<b>Specifications</b>	<b>Bidder's Response (Compliant / Non-Compliant)</b>	<b>Bidder's Remarks</b>
A.6	Headphones Form Factor: On-ear		
A.7	Headphones Type: Binaural		
A.8	In-Cord Volume Control: Yes		
A.9	Product Type: Headphone		
A.10	Sound Output Mode: Stereo		
A.11	Additional Features: Noise canceling circuit		
A.12	Recommended Use: Computer , Conference		
A.13	Battery Type: None		
A.14	Connectivity Details Type: USB cable		
A.15	Compliant Standards: AS/NZS 3260 , EN 60950 , IEC 60950-1 , Plug and Play , UL 60950		
A.16	Remote Control – Controls: Volume Type : None		
A.17	Cable Details – Form Factor: Integrated		
A.18	Connections – Connector Type: 4 pin USB Type A Type: USB		



## 2. Timelines for Delivery And Installation

2.1 Bidder is required to deliver the equipment at the DC / DR Site and other locations within 6 weeks from the date of the Release Order. Exact Location would be as specified in the Release Order.

2.2 Installation shall be completed within 2 weeks of delivery date.

### Liquidated Damages

2.3 In case of delay in supply and installation of equipment compared to the above schedule, LD shall be levied as per the clause 25 of GCC (Section VII - General Conditions of Contract) attached along with this document.

2.4 For the purpose of calculating and applying LD, each Release Order shall be considered as a separate contract. Penalty/ LD if any, shall be deducted from the payments due under the Contract or by invoking the Contract Performance Bank Guarantee and/or otherwise.

## 3. Payment Criteria

- ✦ Payment shall be made on release order basis. Once the delivery/ installation against a particular release order is complete, bidder shall submit the invoices to RECPDCL.
- ✦ 100% payment shall be released against successful completion of deliveries at the delivery locations, installation and testing of equipment at GED's site and acceptance by RECPDCL Nodal Officer. The bidder is required to submit a copy of user acceptance to the designated Authority along with the invoice. Exact Site details and RECPDCL Nodal Officer will be informed in the Release Order.
- ✦ For AMC:
  - Payment shall be released on half yearly basis in arrears, i.e. at the end of every six months.

## 4. Service Level Agreement (SLA)

### a. Terms of Agreement

This agreement shall remain in force from the date of commencement of warranty (warranty will start from the date of installation and user acceptance) till the expiry of warranty and AMC for all equipment installed and commissioned.

- Warranty will start after successful installation & acceptance testing from user. Comprehensive warranty for period of 3 years and 2 years AMC after warranty expires for complete solution.
- OEM should support in case of non-compliance by bidder.
- SLA Based Support through telephone/Fax/E-mail/ personal visit.

### b. Support



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- Vendor will provide support on calls lodged by the user.
- Vendor shall provide support service for a period 5 years for supplied equipment as per terms and conditions laid in this document.
- Support should be available on 24 x 7 basis.
- Escalation matrix to be provided with the bid.
- Study and design solution in consultancy with user.
- Prepare landscape/diagram and deliverable SOW.
- Installation, implementation and documentation of the same.
- Provide hands-on training for concerned teams.
- Vendor should complete the project as per agreed timelines.
- A copy of agreement between service provider & OEM should be provided to user.

### **Services:**

#### **a) Maintenance Services**

Bidder shall provide following maintenance services under this agreement:

Any system failure will be attended at the user site by bidder's engineer and if necessary by their specialists. In case equipment is to be taken to Test & Repair Center of OEM, bidder will provide standby equipment of equal capacity. It is responsibility of bidder to ensure proper earthing of location / site before installation/upgrade / maintenance of equipment till the warranty / AMC expires.

#### **b) Spares Availability/ Support for software**

Bidder shall have a back-to-back Business Critical Support arrangement with the OEM for spares and escalation support. Bidder shall also have a formal arrangement with OEM for any technical support that may be required on the hardware and software. A copy of agreement between bidder & OEM should be submitted along with the bid.

The deliveries under system software support includes Software updates, Bug-fixes, access to OEM Diagnostic Solutions Database etc.

### **6. Method of contact to Engineer**

Bidder is required to submit the support escalation matrix for L1, L2, and L3 support along with the bid. Bidder should mention contact no, e-mail id and name of concerned person in this matrix. The support team of the bidder will work with IT Helpdesk of user for ensuring complaint resolution for supplied equipment as per SLA.

### **7. Reporting**

The Bidder shall prepare a monthly Uptime Summary Report.

### **8. Penalty for SLA Non-Compliance**

In case the uptime commitment is not met, same shall attract a penalty @ Rs. 10000 per day per -----or part thereof. The penalty amounts shall be recovered from the payments due to the vendor. A sample calculation is given below:

If the actual uptime achieved in 97.5%, penalty amount shall be:

$$\text{Rs. } 10000 \times \{(99.8 - 97.5) / 100 \times 365\} = \text{Rs. } 83,950$$





## **SECTION-V** **GENERAL CONDITIONS OF TENDER**

### **Part – 1**

1. The bidder must fulfil the above eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the above eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserves the right to conduct the reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure B of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance. In case of denial for participation, bidder shall not be entitled for any kind of claim.
3. RECPDCL reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
4. Engagement with RECPDCL does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by RECPDCL. RECPDCL reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by RECPDCL depending upon the profile provided by the agencies and requirement of assignment.
5. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.
6. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.
7. RECPDCL reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.
8. RECPDCL reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage.
9. RECPDCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
10. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
11. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting is allowed.



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### **12. Performance Bank Guarantee:**

- a) The agency need to deposit within fifteen (15) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee or Demand Draft (DD), for an amount of 10% (Ten per cent) of the Tender value against the supply portion for 3 years plus 6 month claim period and after completion of 3 years or before expiry of PBG of supply portion bidder has to submit the PBG for AMC portion for 2 years plus 6 month claim period of 10% of total value of AMC portion for the due performance and fulfilment of the contract by your firm in the format placed at Annexure – A.
- b) The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of The “REC Power Distribution Company Ltd”, New Delhi.
- c) The Performance Bank Guarantee may be discharged/ returned by the RECPDCL after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.
- d) Failing to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by the CEO, RECPDCL shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.
- e) In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by RECPDCL.
- f) No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

### **13. Rates and Prices**

- a) Bidders should quote item-wise rates/prices including all taxes, duties except Service Tax for courier service of different stations mentioned in Form-III.
  - b) All statutory duties and taxes (including excise and customs) Sales Tax and other charges will be payable by the bidder.
  - c) Price quoted by bidder shall be firm excluding service tax for contract period.
  - d) Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.
14. In case of default in your services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other courier service providers at your "Risk & Cost".
15. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT as attached in Annexure shall be applicable.
16. In case of continued non-satisfactory performance, RECPDCL have the right to withdraw the work & get completed the work at the risk and cost of the agency. Further the agency may be blacklisted for a period of one year or more for participating in any of the bids invited by RECPDCL. Also, RECPDCL would be free to intimate such black listing to various state/central utilities/ Ministry of Power/State Governments/other agencies not to consider the said agency for any assignment including of the same on websites



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17. In a tender either the Indian agent on behalf of the Principle /OEM or Principle / OEM itself can bid but both cannot bid simultaneously for the same item/product.
18. If an agent submits bid on behalf of the principal /OEM, the same agent shall not submit a bid on behalf of another principal /OEM in the same tender for the same item/product.



**SECTION-VI**  
**ELIGIBILITY CRITERIA**

**Pre-Qualifying Criteria (Mandatory Requirements) for OEM**

S. No.	Qualification Criteria	Documents Required
1	The OEM shall have ISO 9001:2008 and ISO 14000 certifications	Copy of ISO Certificates to be enclosed in this regard
2	The minimum average annual turnover of the OEM shall be Rs. 250 Crores in last 3 financial years (FY 2011-12, 2012-13 and 2013-14).	Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3	The OEM vendor shall have at least one service center within the Goa, Maharashtra or Karnataka State with sufficient infrastructure.	Copy of Self certification along with location and contact details of the said service center to be enclosed in this regard.
4	Each equipment model should be supported by OEM for minimum next 05 years.	5 years support letter from OEM to be submitted in this regard.

**Pre-Qualifying Criteria for Bidder**

1. The bidder shall be a private/public Company registered under Company Act 1956 prior to Apr'2010. Certificate of Incorporation and Registration needs to be submitted along with the bid.
2. The Minimum Annual Average Turnover of the bidder shall be a minimum of Rs.2 Crores in last 3 financial years (FY 2012-13, 2013-14 and 2014-15). Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3. The bidder must have successfully executed at similar projects (meeting any of the below criteria) in the last 3 financial years (FY 2012-13, 2013-14, 2014-15 and including the period of FY 2015-16 till bid submission date). Bidder should meet either of the following criteria defined below. (Proof: Work Order/PO/Contract/Agreement with Copy of completion certificate/Performance certificate on client letterhead).



**REC Power Distribution Company Limited**

- a) One project covering with providing complete solution of supply and installation of IP PBX and IP Phones with project value greater than Rs.1.60 Crores.

OR

- b) Two projects covering with providing complete solution of supply and installation of IP PBX and IP Phones each having project value greater than Rs. 1.00 Crore.

OR

- c) Three projects covering with providing complete solution of supply and installation of IP PBX and IP Phones each having project value greater than Rs.80 Lacs.

**Details of Successful Completion of Projects by Bidder**

<b>Financial Year of Completion</b>	<b>Equipment Supplied</b>	<b>Number of Units Supplied</b>	<b>Company Name and Location of Project</b>

RECPDCL reserves the right to counter check any of the supporting documents directly from the respective client for their authenticity.



**REC Power Distribution Company Limited**

## **SECTION-VII**

### **TENDER EVALUATION METHODOLOGY**

#### **OPENING OF BID:**

The Bidder or his authorized representative may be present at the time of opening of bid on the specified date, but a letter in the form annexed at (Form – I) hereto must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

In case of unscheduled holiday on the closing/opening day of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

#### **EVALUATION OF BID**

**PRE-QUALIFYING CRITERIA -** Evaluation and comparison of bids will be done as per provisions of Pre-qualifying Criteria supporting documents as proof of pre-qualifying criteria at section – VI.

The RECPDCL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order qualifying to which bids shall be summarily rejected.

#### **PRICE EVALUATION CRITERIA**

- 1.1 Bidder should quote their rates/prices in Indian Rupees only which shall be inclusive of all applicable taxes, duties, levies, insurance, transportation etc., applicable excluding service tax for entire scope of work as per Price Schedule included to Form - III of this tender document.
- 1.2 Bids shall be evaluated on the basis of the total evaluated value as per the quoted rates for the services mentioned in Scope of Work. The total evaluated price as per the evaluation methodology mentioned as under at Form - III of this tender document and the other details mentioned therein will be the basis for the evaluation purposes and for arriving at inter-se ranking of the various bidder of the tender.
- 1.3 Bid shall be evaluated through as per the Performa of Schedule rate, i.e. Form-III, which shall be filled by the bidder as a Financial Bid.

#### **1.3 AWARD CRITERIA**

The purchaser will award the contract to the successful bidder whose bid has been determined to be in full conformity to the bid documents and has been determined as the lowest evaluated bid.

#### **Penalty**

LD/Penalty as mentioned in GCC as mentioned in Annexure-VII



REC Power Distribution Company Limited

**SECTION-VII**

**FORM-I**

**Letter for Submission of Tender**

To,  
Addl. Chief Executive Officer  
RECPDCL,  
1016-1023, 10th Floor,  
Devika Tower,  
Nehru Place, New Delhi-110019

**Sub.: Engagement of bidder for Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department.**

Sir,

1. With reference to your Tender No. ----- Dated ----- for **Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department**, I wish to apply for engagement with RECPDCL as **“Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department”**.

Further, I hereby certify that

**I have read the provisions of the all clauses and confirm** that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.

2. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.
3. Our bid shall remain valid for period of 180 days from the last date of bid submission.

Date:  
Place:

Signature.....  
Full Name.....  
Designation.....  
Address.....

**Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.**



REC Power Distribution Company Limited

**Form-II**

**PRE QUALIFICATION CRITERIA DETAILS**

**Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department**

**1. THE FIRM**

**2. Name** \_\_\_\_\_

**Regd. Address** \_\_\_\_\_

**Address of Office** \_\_\_\_\_

**a) Contact Person's**

**i) Name & Design.** \_\_\_\_\_

**ii) Address** \_\_\_\_\_

**iii) Tel No. Landline** \_\_\_\_\_ **Mobile** \_\_\_\_\_

**iv) Email ID** \_\_\_\_\_

**3. Type of Firm:** Private Ltd./ Public Ltd./ Cooperative/  
(Please tick) Partnership/ Proprietor

**4. PAN** \_\_\_\_\_

**5. Service Tax Reg. No.:** \_\_\_\_\_

**6. E.M.D. Details** Rs.\_  
DD/BG No.\_  
Name & Address of Bank

**Please upload duly signed copies by authorized signatory of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients with amount of work order in support of above and any other document indicated in prequalifying criteria)**

**Signature**.....

**Full Name**.....

**Designation**.....

**Address**.....



## Financial Bid

## PROFORMA OF SCHEDULE OF RATES

Bidder Name: \_\_\_\_\_

Tender: **Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department**

S.No	Type of Resource	Nos	Rate (per Unit)	Applicable taxes	Total all inclusive unit price	Total Amount
A	B	C	D	E	F=D+E	G=CxF
1	IP PBX with 3 years warranty	2				
2	IP Phones with Power adapter with 3 years warranty	155				
3	IP Phones with Power adapter for call center operations on SAP BCM with 3 years warranty	10				
4	VoIP Gateway, 4 spans E1/T1, SIP package including dual 10/100 BaseT Ethernet interfaces, Dual AC power supply with 3 years warranty	2				
5	Headset with 3 years warranty	10				
6	AMC for 4 <sup>th</sup> year for all equipments	1				
7	AMC for 5 <sup>th</sup> year for all equipments	1				
<b>Total All Inclusive Value (Rs.)</b>						

Bidders are to quote their rates strictly as per above format.

The rates are invited for entering into a rate contract valid for 1.5 years.

Prices are to be quoted accordingly. RECPDL reserves the right to increase the RC quantity (on same rate and terms & conditions) by another 20% if required.

\*The quantities mentioned above are indicative and for bid evaluation purpose. Actual quantity may vary as per the site requirement and the Release orders will be placed accordingly.



REC Power Distribution Company Limited

FORM IV

**FORMAT FOR NO-DEVIATION CERTIFICATE**

***Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the RECPDCL's specifications:***

S. No.	Clause No.	Details of deviation with justifications

***By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.***

***Seal of the Company:***

***Signature***

***Name***

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***



MANUFACTURER AUTHORIZATION FORM

(To be submitted on OEM's Letter Head)

Date: .....
ICB No.: .....
Invitation for Bid No.: .....
Alternative No.: .....

To,
The Nodal Officer (R-APDRP Part-A Project)
Govt. of Goa, Electricity Department
Panjim, Goa 403001

Sir,

WHEREAS M/s. [name of OEM], who are official manufacturers of ..... having factories at [address of OEM] do hereby authorize M/s [name of bidder] to submit a Bid in relation to the Invitation for Bids indicated above, the purpose of which is to provide the following Goods, manufactured by us

.....
and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 26 of the General Conditions of Contract or as mentioned elsewhere in the Tender Document, with respect to the Goods offered by the above firm in reply to this Invitation for Bids.

We hereby confirm that in case, the channel partner fails to provide the necessary services as per the Tender Document referred above, M/s [name of OEM] shall provide standard warranty on the machines supplied against the contract. The warranty period and inclusion / exclusion of parts in the warranty shall remain same as defined in the contract issued to their channel partner against this tender enquiry.

Yours Sincerely,

For .....

Authorized Signatory

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.



**REC Power Distribution Company Limited**

**ANNEXURE-A**  
**PERFORMANCE BANK GUARANTEE**

M/s. REC Power Distribution Company Ltd.  
1016-23, 10<sup>th</sup> Floor, Devika Tower,  
Nehru Place,  
New Delhi

(With due Rs.100/- stamp duty, if applicable)

**OUR LETTER OF GUARANTEE No. :** .....

**Date:** .....

**Amount:** .....

**Valid Date:** .....

**Bank Name & Address:** .....

In consideration of REC Power Distribution Company Ltd. having its office at 1016-1023, 10<sup>th</sup> floor, Devika Towers, Nehru Place, New Delhi (hereinafter referred to as "RECPDCL" which expression shall unless repugnant to the content or meaning there of include all its successors, administrators and executors) and having entered into an agreement dated \_\_\_\_\_/issued Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ with/on as \_\_\_\_\_ (hereinafter referred to as "The Courier service" which expression unless repugnant to the content or meaning thereof, shall include all the successors, Administrators and executors).

WHEREAS the Agency/Franchisee having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement accepted to providing courier service as per terms and conditions given in the Agreement dated \_\_\_\_\_/Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ and RECPDCL having agreed that the Agency/Franchisee shall furnish to RECPDCL a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the Work Order i.e. for \_\_\_\_\_.

We, \_\_\_\_\_ (The Bank) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_ in your favour for account of \_\_\_\_\_ (The Agency/Franchisee) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/work Order.

Hereby, we undertake to pay upto but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount Claimed is due by reason of the Agency/Franchisee having failed to perform the Agreement and despite any contestation on the part of above named Agency/Franchisee.

This Letter of Guarantee will expire on \_\_\_\_\_ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_  
Authorized Signature  
Chief Manager/Manger

Seal of Bank



**Annexure B**  
**ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION**  
**EVENT**

*(To be signed and stamped by the bidder)*

In a bid to make our entire procurement process more fair and transparent, RECPDCL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

**The following terms and conditions are accepted by the bidder on participation in the bid event:**

1. RECPDCL shall provide the user id and password to the authorized representative of the bidder. (Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).
2. RECPDCL decision to award the work would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of RECPDCL, bid process, bid technology, bid documentation and bid details to any other party.
4. The bidder is advised to fully make aware themselves of auto bid process and ensure their participation in the event of reverse auction and failing to which RECPDCL will not be liable in any way.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of RECPDCL.
6. In case of intranet medium, RECPDCL shall provide the infrastructure to bidders. Further, RECPDCL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case an auction event is restarted, the best bid as already available in the system shall become the basis for determining start price of the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out rightly rejected by RECPDCL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by RECPDCL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

**Signature & Seal of the Bidder**



REC Power Distribution Company Limited

**SECTION-IX**  
**Bill of Material**

Item	Panaji					Mapusa			Margoa			Marmagoa			DR	TOTAL
	DC	CC	SDO	SS	OTH	SDO	SS	OTH	SDO	SS	OTH	SDO	SS	OTH		
IP PBX	1														1	2
IP Phones with Power adapter	30	10	40			20			20			20			15	155
IP Phones with Power adapter for call center operations on SAP BCM		10														10
VoIP Gateway, 4 spans E1/T1, SIP package including dual 10/100BaseT Ethernet interfaces, Dual AC power supply	1														1	2
Headset		10														10