



GOVERNMENT OF WEST BENGAL
OFFICE OF THE MEDICAL SUPERINTENDENT CUM VICE PRINCIPAL
PURULIA GOVERNMENT MEDICAL COLLEGE & HOSPITAL
Main Road, P.O & P.S.-: Purulia , PIN: 723 101
pgmchmsvp@gmail.com

Tender Notice for 32 lines EPABX system (Expandable up to 128 lines)
with analog telephone 28 nos and BSNL Trunk line 4 nos

Memo No- 853

Date- 11-07-2020

The undersigned on behalf of Purulia Government Medical College & Hospital ,Purulia inviting a tender from GST Registered Proprietors / Agencies / Suppliers /Firms / Companies / Manufacturers in connection with installation of 32 lines EPABX system (expandable digital model - Expandable up to 128 lines) with 28 numbers analog (Beetel B-11)Telephone hand set and BSNL Trunk line 4 nos for installation at different areas of PGMC&H ,Purulia.

The interested bidders may submit the sealed quotation on or before 24/07/2020 up to 3.00 PM in the office of the Medical Superintendent cum Vice Principal, PGMC&H, Purulia.

The tender documents must be submitted in two bid method—

- i) One sealed envelope (Envelope A) Containing EMD and other technical documents as per list above and
- ii) Another sealed envelope (Envelope B) containing the financial bid in company's letterhead as per format given in **Annexure II** along with **Financial Documents** format.
- iii) These two sealed envelopes along with properly filled in check list are to be placed in a final cover (Envelope C) marked as "**Tender for 32 lines EPABX system (Expandable up to 128 lines)**" for submission as stated below.

The envelope of Technical Bid should contain Technical Parameters along with others supporting documents i.e Trade license, GST registration, PAN card, other relevant documents and credential certificates with experience etc. and the Financial Bid should contain only the price bid.

Terms and Conditions:

1)Tender will be received in sealed cover addressed to the "Office of the Medical Superintendent cum Vice Principal, PGMC&H, Purulia, P.O.& P.S. – Purulia,Pin-723101 by **speed post/registered post/courier service or in person on or before 3:00 pm ,24/07/2020** .Tender received after the aforesaid date and hours shall be rejected .The Medical Superintendent Cum Vice Principal ,PGMC&H, Purulia , Shall not remain responsible for any postal delay.

2) All interested parties who wish to participate shall be required to deposit Rs.10,000/- (Rupees Ten Thousand) only as Earnest Money Deposit (EMD) in the shape of Demand Draft payable in favour of "**PURULIA GOVERNMENT MEDICAL COLLEGE & HOSPITAL PURULIA ROGI KALYAN SAMITI**" (A/C. NO: 0198012640653) issued from any nationalized bank / scheduled bank in India recognized by RBI and payable in Purulia along with the bid to the undersigned within the date specified.

Guidelines and Terms & Conditions will have to be downloaded from the website of Department of H&F.W.,GOWB (www.wbhealth.gov.in) and www.pgmch.edu.in

3) Financial Bid will be opened only for qualified bidders in Technical Bid

4) Tender shall not be accepted for the product / products for which the concerned company has been blacklisted/ banned /debarred either by Tender inviting authority of Govt. of West Bengal or by any other state / Central Govt.



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- 5) The concerned firm / company whose product has been declared as of spurious or adulterated and any criminal case is filed and pending in any court shall not be eligible to participate in the tender. Similarly convicted firm/ company shall also not be eligible to participate in the tender.
- 6) The name and signature of the bidder / authorized person shall have to put on each page of the Tender documents. All the pages of the tender document shall be serially numbered and submitted as a package along with forwarding letter on bidders letter pad.
- 7) The EMD of the successful bidder will be converted as Security Deposit. The security money will be released after three months of successful installation / completion of the work as per discretion of the authority provided smooth functioning of the system to the optimum satisfaction level.
- 8) Income Tax / Other Tax shall be deducted from the bill as per guidelines of the Government.
- 9) Payment to successful Tenderer shall be made on bill basis only after completion of the work . No advance payment shall be made under any circumstances .Procuring authority shall take all possible steps to pay the bills within 30 days from the date of satisfactory completion of the installation and successful execution of the order in totality.
- 10) Rate must be quoted in both words and figures. In case of discrepancy between figure and word amount, the word amount will be taken into consideration.
- 11) Any default or breach of contract and non- execution of work order shall lead to forfeiture of earnest money / security deposit of the successful Tenderer beside to such action as may be considered appropriate by the Medical Superintendent cum Vice Principal PGMC&H Purulia.
- 12) In Case of legal dispute the Jurisdiction will be the Purulia, District Court, Purulia.
- 13) Office of the Medical Superintendent Cum Vice Principal ,PGMC&H Purulia does not bind himself to accept the lowest or any other tender and reserves the right to accept or reject any tender without assigning any reason thereof and Tender may be accepted or rejected in part or in whole. The Tender and the quoted total price will be valid for 60 days from the date of issuing of work order. Work Order will be placed for all items of work as mentioned in financial bid to a single bidder / vendor. L1 will be decided for the overall value of quotation and not item wise
- 14) If any certificates/documents furnished by the Bidder found to be false/ fabricated the bidder will be liable to be blacklisted and their E.M.D. will be forfeited.
In case after execution of the work order ,the services of the vendor are not found satisfactory, the contract may be terminated and complete Security deposit will be forfeited.
- 15) Office of The Medical Superintendent Cum Vice Principal .PGMC&H Purulia may extend the dates for issue and receipts of bids by issuing an amendment in which case all rights and obligations of the The Medical Superintendent Cum Vice Principal ,PGMC&H Purulia and the bidder will remain same as previously.
- 16) On the top left side of the sealed Tender file, Memo number ,date, due date of opening should be mentioned. Tender (Technical & Financial) will be opened on 24-07-2020 at 4 p.m. in the office chamber of the undersigned. Tenderers / Bidders or their representative may remain present at the time of opening of the tender.
- 17) **Delivery period -15 days from issue of work order**
- 18) **No part of the contract** or any share or interest therein shall in any manner or degree be **transferred, assigned or sublet** by the vendor directly or indirectly to any person or firm without the consent in writing from the authority.



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19) Guarantee/ Warranty Terms :- The equipments/ Instruments/Materials supplied by result of this Tender/ Quotation/supply order shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/ mentioned against each item In this document/ supply order.

Warranty period for the ACTIVE part (EPABX machine and other accessories) and PASSIVE part (cabling including handsets and other accessories) **should be clearly mentioned** in the bid document by the Supplier / Vendor and should also **quote a fixed rate of AMC for a period of four consecutive years in the post warranty period along with fixed spare parts prices.**

During warranty period & AMC period , Preventive maintenance to be done quarterly beside break down calls to be attended within twenty four hours of complaint failing which the vendor shall be required to pay penalty @ Rs.100 per day.

20) **Liquidated damage** – If the supplier fails to deliver the material on or before the stipulated date ,then a penalty at the rate of 0.5 % per week of the total order value shall be levied subject to maximum of 10 % of the total order value.

21) **Inspection committee** – Will check the products thoroughly, if somehow inspection committee found any discrepancy and is not satisfied with the final product (final product should be same as stated in the submitted bid documents) then PGMC&H, Purulia has the right to reject the supply and cancel the order ,and no claim for payment in this regard will be entertained.

Handwritten signature in green ink: 11/12/20

**Medical Superintendent cum-Vice Principal
Purulia Government Medical College & Hospital,**

Purulia
M.S.V.P
Purulia Government Medical College and Hospital
PURULIA



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Technical specifications

A. EPABX Machine

1. The IP-PBX/PABX/Communication System shall employ IP at its core with IP switching technology and 100% non-blocking.
2. The system should be IPV6 ready.
3. The manufacturer should have DSIR recognized R&D.
4. The product should be a Make in India product from an indigenous design manufacturer.
5. The system should have VoIP and VMS at its core i.e. VoIP and VMS modules should be mountable on the CPU.
6. The system shall provide IP functionality at its core to support SIP/IP extensions and trunks over SIP protocol. It should be possible to support SIP Trunks and SIP/IP Extension with the single VoIP module. It should support license-free 99 SIP trunks and 999 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client).
7. It should be possible to reach the capacity of system to 200 analog and 999 IPusers without any add-on CPU or chassis/hardware platform.
8. The architecture of the system shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards/modules in the same chassis without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis.
9. It should support maximum 128 IP-TDM calls and 500 IP-IP calls (without transcoding in Relay RTP Mode) and 50 IP-IP video calls.
10. System should have two Gigabit Ethernet ports for LAN and WAN to separate out local and VoIP traffic on external network.
11. The EPABX capacity shall be suitable to scale up to 99 VoIP (SIP) Trunks and 999 SIP/IP Users.
12. It should have built-in multi-party conferencing without any software licensing. It should be possible to carry out 15 conferences of 3-participants at a time. The maximum number of participants supported in single conference would be 21.
13. The system shall be compatible with ISDN PRI line of Local Service Provider.
14. The system shall have built-in web based software programming tool for system administration.
15. The call ringing sequence would be programmable and have options such as simultaneous, hunting off, round robin and delayed simultaneous.
16. Each port of the system shall be programmable. It shall have programmable features port-wise/extension-wise.
17. Storage of outgoing, incoming and internal call reports shall be generated on SMDR port of the system. It shall also be available online through Ethernet Port.
18. The system should have built-in outgoing Call Log buffer of 6000 calls, incoming call log buffer of 5000 and call log buffer of 1000 internal calls.
19. System should support dial from the corporate directory. There shall be minimum 999 numbers possible to store in corporate directory and shall also possible to dial it as an abbreviated number.
20. **The system must have following features:**
 - Call Budget on Trunk
 - CLI based DISA (Mobile Extension)
 - GSM Trunk Connectivity
 - Multi-stage Dialing
 - Returned Call to Original Caller (RCOC)
 - Automatic Call to Missed (Predefined) Calls on Trunks
 - Dual Ring



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Routing of calls to only permissible legal networks (Logical Partitioning)
SMDR/CDR through Ethernet Port

21. Extension features shall have an extension to extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority shall be supported.
22. The system shall have features as CLI based routing, call duration control, least cost routing i.e. time, number or combination of both.
23. The system shall have a conversational recording in the mail box. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone) without any additional software licenses.
24. **The system should support Voice Mail System with following features:**
 - Attend as much as 64 calls simultaneously with flexibility of routing callers to desired extension or delivering information depend upon the selection
 - Dial-by-Name to reach the intended user directly without knowing/remembering extension number
 - Selectively allocate voicemails to users with the flexibility of customizable mailbox size and greetings for All/Selective users
 - Group mailbox to share messages between departmental groups
 - Anywhere access to voice mail with just a phone call
 - Password protected secured voice mail access
 - Record important conversations for future reference and record maintenance
 - Record up to 2000 hours of Voicemail
 - Redirection of voice mails to another extension in case of non-availability
 - Tag voicemails while Forwarding Messages to Another Mailbox
 - Broadcast voice message to a group of personnel, at a go
 - Distribution lists for delivery of voice mails to different set of users or groups
 - Message wait indication via ring, change in dial-tone, voice message or message wait lamp
 - Notification of a new voicemail via email alert or a phone call
25. The hardware should be 19" rack mountable with not more than 4U size so that it can be accommodate with the standard rack.

B. Telephone Handset

Ringer volume control
Tone pulse switchable
Redial
Mute
Flash
Pause
LED for ring indication



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Other Important Documents:-

Sl.No	Name of the documents
1.	GST Registration
2.	Last GST/IT Return to be updated
3.	PAN card
4.	Trade license from Municipality or Corporation.
5.	Work Experience in any Government sector (preference in Health Sector)
6.	Copy of bank passbook in the name of Vender/Distributor must be submitted
7.	Copy of OEM authorization certificate by the manufacturing company to the bidder.
8.	Registration number under companies act
9.	Yearly turnover for last three years –average (50) fifty lakhs per year.
10.	Year of commencement of bussiness

Financial Documents :-

Sl. No.	Particulars	Qty	UOM	Rate (including GST) in INR
1.	32 lines EPABX system (Expandable up to 128 lines) with analog telephone 28 nos and BSNL Trunk line 4 nos	1	Set	
2.	Normal telephone handset (Beetel B-11)	28	PCs	
3.	Supply and laying of outdoor and indoor cables and fixing of Junction Box with all accessories (MDF ,Rojet box,JB Box with proper wiring - necessary fittings and fixings) including Installation charges	1	LS	
4.	Thunder protection/ Surge protector card		PC	

Total in (words) Rupees.....
(Figure) Rs.....



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Memo No-

Date-

Copy forwarded for information & necessary action to :

1. **Sri Shantiram Mahato, Honorable MIC**, Paschimanchal Unnayan Parishad and Chairperson, R.K.S of P.G.M.C & .H., Purulia.
2. **The Sabhadhipati**, Purulia Zilla Parishad, Purulia.
3. **The Director of Medical Education & ex-officio Secretary**, Department of H & FW. Swasthya,, Salt Lake City, Kol-91
4. **The Special Secretary (MERT)** Dept. of H & FW, Govt of West Bengal, Salt Lake City, Kol-91.
5. **The Principal**, R.G.M.C.&H, Purulia
6. **The District Magistrate**, Purulia.
7. **The CMOH**, Purulia
8. **The District Information & Cultural Officer**, Purulia with request for publishing in one each (two languages) daily news papers.
9. **Officer in charge – NIC**, Purulia with request to upload in NIC web portal.
10. **The Deputy Superintendent**, P.G.M.C.H, Purulia.
11. **The Accounts Officer**, P.G.M.C.H Purulia.
12. **The all concerned members of the Purchase & Tender Committee**, P.G.M.C.& H , Purulia.
13. **IT Cell ,Dept .of Health & Family Welfare**, Swasthya Bhaban, Kol- 91 with request to upload in the official website of the department (www.wbhealth.gov.in)
14. **The DSM & IT Manager**, Purulia District for uploading in district health website.
15. P.G.M.C.&H Website.
16. Notice Board of this hospital / Guard File..

Sd/-
Medical Superintendent cum-Vice Principal
Purulia Government Medical College & Hospital,
Purulia



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Annexure-I

BIDDERS DETAILS

- (1) Name and address : _____

- (2) Telephone No (Land) &(Mobile) : _____
- (3) Registration details : _____

- (4) Owners name and residential
Address with telephone no.
/Email. I.D. : _____

- (5) Banker's Name & Address : _____

- (6) Bank Details (for RTGS/NEFT) of the firm (Account Number, IFSC Code, NEFT Code)
- (7) List of Major Clients (Enclose
Copy of contract along with
Details) : _____
- (8) Performance report if any : _____

- (i)Any other information/ credentials
/Documents which may help
In assessing tenderer's Ability : _____

Vendor's Signature
With official Seal/Stamp



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Annexure-II

Compliance

To

**The MSVP
Purulia Government Medical College & Hospital, Purulia
Main Road, P.O & P.S.-: Purulia, PIN: 723101
Purulia**

Sub:Tender Notice for 32 lines EPABX system (Expandable up to 128 lines)with analog telephone 28 nos and BSNL Trunk line 4 nos

Dear Sir,

I have gone through the complete terms and conditions and specification of the sealed quotations document on the subject cited above and accept the same. I am enclosing herewith the following along with the quotation as earnest money deposit (EMD) to be converted to Security Deposit for selected vendor.

DD No.

(enclosed herewith.)

Dated:

Drawn on Bank for Rs.

Signature of Vendor

Place:

Name: _____

Date:

Address: _____



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Phone No: _____

Annexure-III

DECLARATION

I, _____ Son / Daughter / Wife of authorized signatory of

Shri _____ resident of _____ Proprietor/Director

Authorized signatory of the agency / Firm (M/s _____), do hereby solemnly affirm and declare as follows:

1. I am authorized signatory of the agency / firm and is competent to sign this DECLARATION and execute this quotation document;
2. I have carefully read and understood entire quotation document including all the terms and conditions of the quotation and undertake to abide by them;
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I /we, am /are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my quotation at any stage besides liabilities towards prosecution under appropriate law.
4. I/We further undertake that no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director etc. as individual or against legal entity of the Company / Firm/Agency.
5. I/We further undertake that none none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned / Suspended/blacklisted business dealings. I/We further undertake to report to the Faculty-in-Charge Procurement Cell, AllIMS, Patna immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. I/We further undertake that our firm/Company is fulfilling all the terms and conditions/eligibility criteria obvious /explicit or implied/implicit recorded anywhere in the quotation document .If at any time including the currency Of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria , this may lead to termination of contract and/or any other action deemed fit by the Institute.

Date:
Place:

(Signature of the Bidder)
Name:
Designation