

## **RailTel's Bid Specific Additional Terms & Conditions**

### **Information to Bidder for the "Supply of IP Phones at RailTel Corporate Office"**

**Ref: GeM Bid No. GEM/2021/B/1572964**

- The item/items in this bid should be quoted as per the technical specifications. *The details of the specifications along with consignee/site details.*
  1. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer. The technical specifications are mentioned in **Annexure-I**.
  2. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.
  3. In case of the authorized distributor/partner certificate from the OEM to this effect should be submitted.
  4. Equipment offered shall have complete data sheets and detailed description on OEM web sites. Bidder shall provide the complete details in their bid.
  5. Bidder shall submit the detailed BOM of the equipment offered duly verified and certified by the respective OEM
  6. GSTIN ID of vendor should be provided from where goods will be supplied.
  7. **Delivery Period, Consignee Details and inspection:**
    - 7.1 **Delivery Period:** The supplier will have to supply the material within 30 days from the date of issue of confirmed PO. If material is not supplied within the approved delivery period, then penalty of 0.5% of undelivered/uninstalled quantity per week to the maximum to the 10% of the contract value will be levied.

#### **7.2 Consignee Details:**

Material shall be delivered at the sites of following Regions. The supplier shall ship the material to respective consignee without any additional cost to RailTel.

SN	Description	UOM	Qty	Delivery Location
1	IP Phone Audio	No	95	RailTel Corporate Office, East Kidwai Nagar-New Delhi
2	IP Phone Video	No	3	

**Note: Consignee ID and Zip code mentioned in BOQ and consignee details given in GeM bid document are indicative. Above clause 7.2 should be considered by bidder while quoting.**

#### **8. Inspection:**

The supplier/manufacturer shall give a call for inspection within 25 days of issue of PO when the material is ready to be supplied and ready for inspection. The Inspection shall be carried out at RailTel Office. The supplier shall make available for inspection all types of equipment's in sufficient numbers so as to create a test setup for carrying out various tests as per the approved test plan and test setup. If equipment is imported, equipment required for test setup only shall be brought to India in the first lot. Balance material shall be dispatched only after inspected material has been cleared and inspection certificate issued.

## **9. Warranty:**

The materials are to be warranted for **1 years** from date of delivery to the consignee. The tenderer shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacturing and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings.

The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

## **10 Payment Conditions: -**

- (i) 100% payment against full supply.
- (ii) 80% payment against part supply. In case bidder completes the supply order for one SOR, he can claim part payment of 80% against each SOR's completed supply of the said SORs. Balance payment shall be made after full supply.
- (iii) The following documents are to be submitted for payment:
  - Original Tax Invoice. (With separate Tax amount, containing POS, RailTel GSTN and Supplier GSTN).
  - Delivery Challan.
  - Original Consignee receipt.
  - Original Inspection Certificate.
  - Warranty Certificate of OEM.
  - Certificate of receipt of Goods in good condition from RailTel.

## **11. Online Submissions:**

The bidder is required to upload the required documents online before due date & time of bid. The due date & time for closing of the bid as per GeM Bid and the bid will be opened as per GeM Bid.

**Technical Specifications****Specification of IP phone (Audio):**

<b>SN</b>	<b>Specification</b>	<b>Comply (Y/N)</b>
<b>a.</b>	Should support 2 Lines registration with LED indicator	
<b>b.</b>	Should have Personal Phonebook Directory of keeping 200 contacts or more.	
<b>c.</b>	Should have Built-in 2x10/100 Mbps RJ45 network ports.	
<b>d.</b>	Should support codecs like G.711 (a-law, u-law), G.723.1, G.729A/B, wideband G. 722.	
<b>e.</b>	Should have graphical LCD display	
<b>f.</b>	Should have Missed Call Notification.	
<b>g.</b>	Should have Caller Information Display	
<b>h.</b>	Should have support of Call Waiting, Call Forward, 3-way conference, hold and server redundancy and failover.	
<b>i.</b>	Should have dedicated hard keys like hold, redial, speakerphone, end call, volume increase/decrease, mute, phone settings.	
<b>j.</b>	Should support ECHO Cancellation.	
<b>k.</b>	Should support full Duplex hands-free Speakerphone.	
<b>l.</b>	Should have the facility of firmware upgradation via TFTP/HTTP/HTTPS.	
<b>m.</b>	Should have Network Address Translation (NAT) friendly.	
<b>n.</b>	Should have support for DHCP	
<b>o.</b>	Should have support for Layer 2 (802.IQ, 802. Ip).	
<b>P.</b>	Should support for time synchronization with time server.	
<b>q.</b>	Should support IETF SIP (RFC 3261 and companion RFCs) and should be compatible with Asterisk	
<b>r.</b>	Should support PoE (Power Over Ethernet) IEEE 802.3af as well as external power adapter.	

**Specification of IP phone (Video):**

<b>SN</b>	<b>Specification</b>	<b>Comply (Y/N)</b>
<b>a.</b>	It should have a display of 7" 1024×600 capacitive touch screen (5 points) TFT LCD	
<b>b.</b>	It should have Tilttable mega-pixel CMOS camera with privacy shutter, Supports 720p 30fps	
<b>c.</b>	It should work on SIP technology as per RFC 3261.	
<b>d.</b>	It should support atleast H.264 video codec. Also, it should support video resolution up to 720p, frame rate up to 30 fps	
<b>e.</b>	It should have Video Bit Rate: 64kbps-2Mbps with Adaptive Bandwidth Adjustment	
<b>f.</b>	It should support IP Assignment: Static IP, DHCP.	
<b>g.</b>	It should support integrated Bluetooth 4.0 + EDR, Dual band Wi-Fi	
<b>h.</b>	It should support NTP For Auto Time Setting through the network.	
<b>i.</b>	It should have Dual Switched Gigabit Ethernet ports or better with integrated PoE so that, the PC can be connected to the SIP phone for normal data service.	

j.	Option for external power supply should also be available. However, external adaptors are not required to be supplied unless asked for separately.	
k.	It should support voice codecs: G.711(a/u law), G.729, Wide-band Opus, wide-band G.722, G.726-32, iLBC, in-band and out-of-band dtmf	
l.	It should support video features anti-flickering, auto focus and auto exposure	
m.	It should have full-duplex speaker-phone with HD wideband audio.	
n.	It should have at least 16 and above SIP accounts.	
o.	It should have Foot Stand (with atleast 2 or above adjustable level), RJ9 Handset port, RJ9 headset jack, extension module port, USB port	
p.	It should support Power through Integrated PoE* 802.3af Class 3, PoE+ 802.3at, Class 4. Also, for external power it should support power adapter of Input: 100-240VAC 50-60Hz;	
q.	It should support telephony features like Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 7-way audio conference(including the host), 3 Way video Conference, shared-call-appearance (SCA) / bridged-line-appearance (BLA), downloadable contacts (XML, LDAP, up to 1000 items), call record(local and server), call log (up to 1000 records), call waiting, auto answer, XML customization of screen, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy & fail-over	
r.	It should have support auxiliary ports like: 3.5mm stereo headset with microphone, USB port, SD, HDMI-out (1.4 up to 720p 30fps)	
s.	It Should support atleast 2 function touch keys VOLUME +/-, 3 dedicated Android touch keys HOME, MENU, and BACK	
t.	It should support Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
u.	It should support User and administrator level passwords, MD5 and MD5-session based authentication, 256bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	
v.	Should have regulatory compliance of BIS/UL/FCC/CE/ AS/ACIF S004/ AS/NZS CISPR22/24 / AS/NZS 60950/ AS/NZS 4268 Or Equivalent compliance Certificate issued by Govt. of India authorised Certifying authority.	
w.	It should support English and other languages.	
x.	Device platform should support minimum android 7.0.	
y.	Intentionally left blank	
z.	Device should be with built-in stand with multiple adjustable angles. And it should support Wall mounting	

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