

Clarification in Technical Specifications

Bidder : M/s.BLUE HARP TECHNOLOGIES PVT.LTD. MUMBAI

Tender No. - 1938 Serial No –DGP/17/6162/Up gradation of Exchanges /70/2018

(These clarifications are applicable for all the responding bidders)

Sr. No.	Tender Reference (Page No/ Clause No)	Tender Clause	Bidder's Observation/Queries	Response to Queries/ Clarification
1	--	--	<p>e-Mail received on Jan,16, 2019</p> <p>We would like to state that as per the latest trend in technology, the present IP-PBX systems requirement in all the tenders from last 4-5 years by the Government institutions are on the architecture of Server – Gateway/ Client Technology.</p> <p>We understand that the latest above tender is on PCM- TDM technology which is obsolete & has been getting replaced by the new IP telephony systems on Server- Gateway architecture.</p> <ol style="list-style-type: none">1. PCM- TDM technology is becoming obsolete & will be out of the market within next 3-4 years. Server - Gateway technology is the latest trend & will be there for at least next 15 years as the same works on open standards . Server- Gateway architecture supports all the technicalities & functions of the PCM- TDM technology systems & also have added latest features & applications.2. Server Gateway architecture is distributed architecture which reduces the cost of structured copper cabling once the Gateways are distributed as per the requirements.3. Robust & High Reliability as it uses the latest Data type servers which are more rugged as against the PCM TDM proprietor controls . The servers can be obtained from market i.e. Commercial of the shelf servers available in the market like DELL make , HP make , etc.	<p>As we are using V-Sat network as backbone for our Organisation, we required compatible EPABX system having PCM- TDM technology & also IP telephony systems.</p>

4. Server Gateway architecture is having Geographical hot standby redundancy wherein the Servers can be placed at different locations in active-active state wherein no disconnections of calls in case of one Control server failing . Also in case of any disaster at one site & if that server fails, all the endpoints get registered to the other server installed at different location
5. Server Gateway technology is a state of the art architecture on Open standards wherein the 3rd party applications can be integrated easily as per the future requirements. Different systems in an IP environment can also be integrated easily .
6. The end customer is beneficial as they do not have to depend on the proprietary spares of the organisation as the Servers are available in the market which are the heart of the system. Even the 3rd party gateways which are endpoints can be procured from the open market & the same can be integrated with the system having Server Gateway architecture.
7. The complete licences of all the sites in the network are residing in the Servers , hence if anywhere the extensions or trunks are to be added or reduced the same can be shifted /done from one site to other site in a centralised manner reducing the cost as against PCM-TDM technology at one site.
8. As per the future Digital India concept, SIP trunking is readily available in future on Server Gateway architecture.
9. The Gateways can have redundant dual Power supply modules to back up for the criticalities on the respective sites.

We therefore request you to kindly review the tender & modify the same to Server – Gateway architecture tender which will securitize your investments & will be beneficial for you in the future .

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1	page 18 &19 of tender document	In the Unpriced Bill of material (page 18 &19 of tender document) for supplying 10 epabx systems for various commissionerates offices there is a requirement of 2 operator consoles and 2 nos. of tone resource cards.	<ol style="list-style-type: none">1. Here we would like to inform you that the model we propose to bid has 2 nos. of operator console circuit in built in cpu card, also the tone generations for entire system is from cpu. Considering these we feel that there is no need for us to consider addition of both of above items (Digital line card and tone resource card in our offer) as the same is getting technically complied in our cpu card.2. We are anyway considering supplying 2 nos. of cpu in each system as per your requirement.3. The same is applicable for 19 epabx systems required for various districts. In this context we request you to kindly consider the above.	Bidder should Quote as per BOM.

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Sr. No.	Tender Reference (Page No/ Clause No)	Tender Clause	Bidder's Observation/Queries	Response to Queries/ Clarification
1	--	--	e-Mail received on Jan,14 We have gone through the above tender and wish to participate in the same. We would like to understand the payment terms for the above tender as the same is not seen to be mentioned.	Payment will be released after testing on Existing System

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Sr. No.	Tender Reference (Page No/ Clause No)	Tender Clause	Bidder's Observation/Queries	Response to Queries/ Clarification
1	Page no 14 Installation, commissioning & Training	<p>System Training :</p> <ol style="list-style-type: none">1. For 2 persons per EPABX with lodging and boarding expenses born by supplier.2. Training should be at OEM/Suppliers training center / Factory.3. Training period should be at least of 2 weeks and should include programming, Maintenance and Repair procedures.	<p>e-Mail received on Jan,18</p> <ol style="list-style-type: none">1. Payment terms2. Security deposit-period and value.3. Delivery place for all 30 epabx systems.4. As per the tender 2 persons per site, so 2*30=60 persons for 2 weeks with lodging and boarding at OEM factory / training centre. This will be huge amount, hence please clarify what is exactly expected. Also in how many batches?	<p>Point 1 & 2 : 1.Payment will be released after testing on Existing System 2. Security Deposit Period-3 Years & Value- 3% of PO</p> <p>Point 3 : Delivery place is Central Stores, Pune.</p> <p>Point 4 : Clause stands as it is.</p>

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Bidder : M/s. INTELLICON

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1	page 4 of the Tender document Point no.16	Tenderer should submit separate Commercial bid for each item in the following format clearly mentioning each and every details of the price bid online.	4. In the commercial Bid (Commercial envelop) do we put Itemized prices as per below format or we type the below stated format on our letter head and upload the same. Again we are not sure if there is an option of uploading documents in commercial envelope	Bidder should submit his commercial bid in the online format or me submit annexure if unable to fill all the filed
2	Page No 17 to 20 of the Tender document	Price to be mentioned in the format Unpriced BOQ	5. Assuming we are bidding as per below mentioned format and uploading the same on our letter head then in commercial bid what do we upload? Do we upload Total pricing per unit for all 3 categories (Mumbai, Commissioner ate and Districts). We need clarification for the same	Bidder has to coat total price per unit for all 3 category
3			6. Also the Tender does not mention the payment terms.	Payment will be released after testing on Existing System
4			7. Do we have to demonstrate the EPABX with VSAT?	Ref. Page no.14 of the Tender document Installation, Commissioning & Training Clause no.1

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Bidder : M/s. Millennium Automation Pvt.Ltd.

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Sr. No.	Tender Reference (Page No/ Clause No)	Tender Clause	Bidder's Observation/Queries	Response to Queries/ Clarification
1	Page no.3 Technical BID, (10) Sr. no. IX	Latest Test Report along with letter of the tenderer giving technical specifications to The laboratory asking for latest report i.e. on or after March 2018, of the tendered item should be submitted.	Please clarify which test reports are required to submit? Which laboratory?	Bidder should submit TEC certificate
2	Page no.5 Point No. 18 a	calibration of instruments and equipment to be taken by the supplier during the warranty period	Please clarify.	During warranty period supplied equipment /exchange related all issues to be solved by Bidder
3	Page no.5 Point No. 22	The testing charges of Government approved laboratories, if any of the samples tendered will have to be paid by the shortlisted Bidders after the short listing of Technical Bids. The rates of testing charges are likely to vary & the tenderer will have to pay the current charges before sending the samples for testing. The samples will not be returned to the tenderer.	Please clarify the type of tests that are required to conduct in a Government approved laboratory. Also why Sample will not be returned to the tenderer	Sample will be returned after the evaluation of exchange.
4	Page no.13 Specification, Sr.No.14	Environmental Test : System & all other equipment offered shall meet the requirement of Environmental Test as per pt.3 / Sec 5 / 1977 and pt2 / sec4/1977 of IS-9000	Please clarify. Such tests are conducted by the TEC at the time of evaluation of product for certification.	Bidder should submit TEC certificate