

TENDER NOTICE

LTE/2026/Digital PBAX System/002

Date: 5th May, 2026

Date of Invitation: 5th May,, 2026

Date of Closure: 26th May, 2026

TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF HYBRID IP-PBX SYSTEM AT NOIDA OFFICE OF INSTITUTE

The Institute of Cost Accountants of India invites sealed quotations from reputed, experienced and authorized service providers for Supply, Installation and Commissioning of **Hybrid IP-PBX System** at Noida Office of The Institute of Cost Accountants of India (ICMAI), CMA Bhawan, C-42, Sector-62, Noida.

Interested firms/companies/agencies fulfilling the eligibility criteria may submit their bids in accordance with the terms and conditions specified in this tender document.

2. GENERAL TERMS AND CONDITIONS

1. The bid shall be submitted in two separate sealed envelopes, namely Technical Bid-cum-Information Sheet (Annexure 1) and Financial Bid (Annexure 2).
 - i. Technical Bid-cum-Information Sheet in separate sealed envelope should be super-scribed with ***“Technical Bid for Supply, Installation and Commissioning of Hybrid IP-PBX System at the Noida office of the ICMAI”***.
 - ii. Financial Bid in separate sealed envelope should be super-scribed with ***“Installation and Commissioning of Hybrid IP-PBX System at the Noida office of the ICMAI Noida office”***.
 - iii. **All documents as per check list and the sealed envelopes for Technical Bid and Financial Bid should be placed in separate sealed envelope (main envelope) super-scribed with “Installation and Commissioning of Hybrid IP-PBX System at the Noida office of the ICMAI at the CMA Bhawan, Noida”**
 - iv. **EMD of Rs. 30,000/- (Rs. Thirty Thousand Only) to be submitted in a separate envelope along with Technical Bid.**
2. The firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other company/firm/agency/contractor without the prior written consent of this Institute.
3. The firm will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
4. Financial bids of only those firms/agencies that are technically qualified shall be evaluated.

5. Tenders without earnest money (EMD) shall be rejected on the spot and will be considered technically unqualified. However, bidders registered with micro and small enterprises (MSES) as defined in MSE procurement policy issued by the department of micro, small and medium enterprises (MSME) are exempted from the submission of earnest money (exemption certificate to be submitted).

3. Scope of work:

The configuration, number of extensions, and technical specifications are as below:

S.No	Hardware Description of Main Unit	Model No.	Qty
1	IP PBX system Equipped with Power Adaptor		1
	30 Channel SIP Trunk *		
	82 SIP extensions (Perpetual licenses)		
	8 CO Line Card with CLI (FSK)		
	112 Analog Lines with CLI		
	8 Channel DSP Card built-in for IP functioning		
	4 Channel Auto Attendant Welcome Greeting		
	2 Channel Voice Mail with 100 Hours (Common Storage)		
	Conversation Recording for 6000 mins (100 Hours , common storage)		
	Day and Night with COS Control		
	Multi -Party Party Conference		
	Customized Music on Hold		
3	4 Port PoE Switch	D Link	2
4	Installation Charges with One Year Support – Noida		1

In addition, all cables will be procured, laid with proper numbering and ferruling, and terminated on the 2nd Floor. Field-side punching will also be undertaken by the bidder. The scope includes:

1. 50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IInd Floor Shaft.
2. 50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Ist Floor Shaft.
3. 50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IIIrd Floor Shaft.
4. 10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Ground Floor Shaft.
5. 10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IVth Floor Shaft.
6. 10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Vth Floor Shaft.

7. 6 AMP Power Socket with Four Sockets in Lift Side Room in IInd Floor.

Additional below material is also required:

1. 400 pair MDF with Krone Modules for IInd Floor Lift side Room where EPBAX is to be installed
2. 50 Pair MDF with Krone Modules in Ist Floor Shaft
3. 50 Pair MDF with Krone Modules in IInd Floor Shaft
4. 50 Pair MDF with Krone Modules in IIIrd Floor Shaft
5. 50 Pair MDF with Krone Modules in IVth Floor Shaft
6. 50 Pair MDF with Krone Modules in Vth Floor Shaft
7. 50 Pair MDF with Krone Modules in Ground Floor Shaft
8. **Installation Charges of all the MDF will is to Quoted separately.**

A buy-back option for the existing EPBAX system at HQ, New Delhi may also be explored by the bidder.

Interested bidder may contact Mr. Sandeep – Mobile Number 8860760801 (Administration Department) from 10 AM to 5 PM from Monday to Friday except public holidays.

4. Eligibility Criteria

- Registered firm/company/agency
- Minimum 3 years' experience in such type of work.
- The agency/firm should have average turnover of Rs.10 lakh during the last three years (2022-23, 2023-24, 2024-25) a certificate from Practicing Cost Accountant/Chartered Accountant or Certified Copy of P/L Account and Balance Sheet or GST Return should be submitted as proof of turnover.
- Valid GST registration
- Experience of serving in Government/PSU/Corporate offices/Private Companies
- Submission of PAN, GST and Registration Certificate
- At least two work completion certificates from the reputed organisations.
- The agency/firm should not have been blacklisted by any Govt. Office.

5. Instructions for bidders:

- a) The rates to be offered should include all incidental charges such as materials, supply, labour, transportation, loading, unloading, taxes etc. No other additional payments except installation would be made.
- b) Any arithmetical error i.e. discrepancy between unit price and in total, error in total corresponding to the addition or subtraction of subtotals, discrepancy between words and figures shall be corrected by examining committee.
- c) Bidders shall bear all costs associated with the preparation and submission of its bid.
- d) Adequate precaution shall be taken to prevent danger from electrical equipment. No materials on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person.
- e) Bidders are requested to visit the sites, at their own cost, to assess the quantum of work.
- f) If any deviation is observed from the format given it would summarily be rejected.

6. Other Terms & Conditions:

- a) Schedule of delivery –
 - Time – Within 15 days from acceptance of order.
 - Place – CMA Bhawan, C-42, Sector-62, Noida.
- b) Financial bids of only those bidders will be opened who have qualified in the technical bid analysis.
- c) The price quoted by the bidder should remain valid for 60 days.
- d) Period of Contract – “ONE TIME” will end automatically on satisfactory supply of the items. Period of warranty will remain same as per **Clause Warranty and Maintenance**.
- e) If a firm quotes NIL charges/consideration/abnormal charges, the bid shall be treated as unresponsive and will not be considered.
- f) Canvassing in any form in connection with the contract is strictly prohibited.
- g) Payment will be made on the basis of actual expenditure, or the rate offered by bidder, whichever is lower.**
- h) Institute reserves the right to extend the last date for receipt of bid as its own discretion.
- i) Once the supply order is placed, it will be the vendors’ responsibility to make the project functional. Any additional cost incurred for completing the project and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
- j) Wherever the wall is drilled or ground is dug for cable laying etc, it shall be restored to original condition. All debris etc. shall be disposed off to the nearest defined place by municipal authority or by Institute, as applicable.
- k) The Bidder shall not sub-contract the mentioned work to any organization, person, firm or its franchise without the prior approval of the Institute.
- l) The Institute may, for any reason whether at its own initiative or in response to the clarification requested by the prospective bidder, issue amendment in the form of addendum during the bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of bidding document and bidder shall submit the addendum duly signed and stamped in token of this acceptance.
- m) Institute reserves the right to modify the quantity included in the schedule of requirements at any time after acceptance of tender without a notice. The bidders shall have no claim to any payment of compensation.
- n) Institute reserves the right to repudiate the contract and entrust the work to any other third party in the event of breach of terms and conditions of this agreement or in the event of unsatisfactory performance observed by the Institute.
- o) Institute may ask clarifications if any during the evaluation and the bidders are expected to respond. Lack of response them will enable the Institute arrive at its own decision about such bids.
- p) The Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the engaged personnel of the contracting Firm.
- q) The work executed by the vendor should be to the satisfaction of the concerned officer where work was executed. If the same is not found satisfactory, the firm will have to do the job again at its own cost. The decision of the concerned officer and of the Institute in this regard will be final and unassailable and binding on the vendor.

- r) Upon being selected as the successful bidder and being awarded the order, the bidder is expected to reply to all queries/ complaints that may be raised by the Institute from time to time.
- s) The order will be placed for the best interest of the Institute.

7. Warranty and Maintenance:

- a) The entire equipment/system shall be warrantied to be free from defective workmanship, software or materials and any defects that may appear within 12 month (One year) as per the offer on model from the date of issue of work completion certificate, which in the opinion of the Institute have arisen from bad workmanship or materials, shall upon intimation by the Institute, be made good by the bidder at this own cost within the time specified.
- b) During the said period of 12 months (DLP – Defective Liability Period) for complete equipment and additional warranty as per the offer on model of PBX system, the contractor (successful bidder) shall make inspection of the entire system free of charge as and when require, and attend to such other service that may be required of him.
- c) During Defect Liability period the contractor (successful bidder) shall provide on – site comprehensive maintenance, which includes preventive as well as corrective maintenance. The firm awarded with the maintenance contract shall carry out preventive maintenance of equipment on quarterly basis/as per requirement and shall maintain the proper record thereof.
- d) Defect Liability Period shall over each part of Hybrid IP PBX System and accessories and parts, replacement of any part necessary for keeping the machines active and free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, taking appropriate measures/ steps in time to set right the malfunctioning of the Hybrid IP PBX System.

8. Payments:

- a) No advance payment will be made. Payment will be made after completion of satisfactory supply, Installation and commissioning of IP-PBX and submission of invoice / bill in hard copy
- b) The payment will be made in electronic mode (NEFT/RTGS) only within 30 days after the commission of IP-PBX.
- c) **L-1 will be decided based on the Total Price quoted**

9. Submission of Bids

The quotations have to be submitted in the **Tender Box** kept at the ground floor of the Institute. **Address: CMA Bhawan, C-42, Sector-62, Noida** –in Sealed Envelope, Superscripted **“TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF HYBRID IP-PBX SYSTEM AT NOIDA OFFICE OF INSTITUTE”**– consisting of the following to be submitted on or before **26TH May 2026 by 3 pm.**

- a. Financial Bid in a sealed envelope superscribed with **“Financial Bid”**- separate envelope
- b. Technical Bid along with the Quotation signed by the bidder in as **“Technical Bid”**.- separate envelope

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LOCAL TENDER ENQUIRY COMMITTEE

Format of Technical bid

Sl. No.	Details Requested	Provide Details
1.	Name of the Company/ Vendor	
2.	Contact person & Mobile number	Name : Mobile Number :
3.	Full address of the Registered office with Email Address	
4.	Turnover/business Volume per year during last three financial year (Attach proof)- Average Turnover for following three years must be INR 10 lacs. (in Rs.) FY 2022-23 FY 2023-24 FY 2024-25 (Proof to be attached)	
4.	RTGS Bank Account Details (attach separate Sheet if required)	
5.	Certificate of Authorized Dealership (Proof to be Attached)	
6.	Details of GSTN	
7.	PAN of the Proprietor / Firm	

Signature of bidder :

Seal :

Date :

Financial bids

Please exclusively mention -Model Make and fulfilling the specifications mentioned below (supporting document (brochure of product) must be provided along with Financial bid)

S.No	Hardware Description of Main Unit	Model No.	Qty	Rate	Taxes	Total Amount
1	IP PBX system Equipped with Power Adaptor		1			
	30 Channel SIP Trunk *					
	82 SIP extensions (Perpetual licenses)					
	8 CO Line Card with CLI (FSK)					
	112 Analog Lines with CLI					
	8 Channel DSP Card built-in for IP functioning					
	4 Channel Auto Attendant Welcome Greeting					
	2 Channel Voice Mail with 100 Hours (Common Storage)					
	Conversation Recording for 6000 mins (100 Hours , common storage)					
	Day and Night with COS Control					
	Multi Party Party Conference					
Customized Music on Hold						
3	4 Port PoE Switch	D Link	2			
4	Installation Charges with One Year Support - Noida		1			
	Total					

In addition, all cables will be procured, laid with proper numbering and ferruling, and terminated on the 2nd Floor. Field-side punching will also be undertaken by the bidder. The scope includes:

Sl. No.	Particulars	Qty	Rate	Taxes	Total Amount
1	50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IInd Floor Shaft.	50 Pair			
2	50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Ist Floor Shaft.	50 Pair			
3	50 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IIIrd Floor Shaft.	50 Pair			

4	10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Ground Floor Shaft.	10 Pair			
5	10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to IVth Floor Shaft.	10 Pair			
6	10 Pair Armored Jelly filled Cable from IInd Floor Lift side Room to Vth Floor Shaft.	10 Pair			
7	6 AMP Power Socket with Four Sockets is designated Central PBX Location (lift Side Room on IInd Floor)				
8	400 pair MDF with Krone Modules for IInd Floor Lift side Room where PBX is to be installed	400 Pair			
9	50 Pair MDF with Krone Modules in IInd Floor Shaft	50 Pair			
10	50 Pair MDF with Krone Modules in IIIrd Floor Shaft	50 Pair			
11	50 Pair MDF with Krone Modules in IVth Floor Shaft	50 Pair			
12	50 Pair MDF with Krone Modules in Vth Floor Shaft	50 Pair			
13	50 Pair MDF with Krone Modules in Ground Floor Shaft	50 Pair			
14	Installation Charges of all the MDF will be mentioned separately.	1			

❖ **Additional IP Phones model if require for future:**

1. SNOM D140.....
2. SNOM D735.....

- **SUBTOTAL.....**
- **LESS BUY BACK OF EXISTING NEC IP PBX**
- **TOTAL.....**

Bidder must visit the site before offering their rates

Declaration: We /our Company agree to all the terms and conditions as indicated in this EOI/TENDER Notice and have physically visited and understood the scope of Work. We are not debarred by any other department of the Institute.

Signature of bidder:

Seal & Date: