

Corrigendum – for “Supply, Installation, Testing & Commissioning of PABX System” at Bankers Institute of Rural Development (BIRD), Lucknow, Uttar Pradesh

Please refer to the Tender ref. no. Ref No BIRD.LKO/DIT/06/ PABX/ 2022-23 dated 08 September 2022 for “Supply, Installation, Testing & Commissioning of PABX System” at Bankers Institute of Rural Development (BIRD), Lucknow.

1. The revised **Annexure-VII** (Detailed technical specification for PABX System) is appended. It will form part of the tender dated 08 September 2022.
2. All other terms & conditions of the tender remain unchanged.

Sd/
(Rakesh Kumar)
Administrative Officer

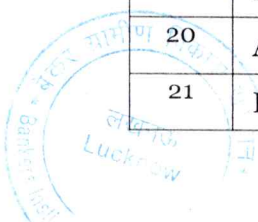
Revised Annexure-VII

Detailed technical specification for PABX System

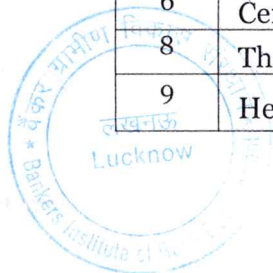
Sl. No.	Description /Function	Complied (Y/N)	Remarks/ Deviations
Technical Specifications for PABX System			
1	Bidder should have valid TEC – GR or TEC – IR certification issued by TEC (Telecommunication Engineering Centre), Department of Telecommunication, GoI		
2	The system should be based on server gateway architecture running on Linux OS supporting Analog, Digital Extensions. “The offered system should be modular in design. The architecture of PABX should be capable of seamless migration to its maximum capacity by simply adding user licenses & Media Gateways without compromising on any functions/ features of this system or any degradation of service”.		
3	No card based systems, only server and gateway architecture based systems needed		
4	The Linux Version used for the server shall be optimal for the call processing and operational demands of real time communication system.		
5	System shall be non-blocking and open standard. The call control system should support fully redundant solution (optional 1:1 redundancy)		
6	The servers should be of industry standard makes like DELL/HP/IBM or equivalent only (Using of Desktop PC as a SERVER is not permitted).		
7	The system should be capable of deployment on virtualized platforms like VMWare/Hyper-V etc.		
8	System should support mobility, IM and presence, Web-Collaboration, Messaging and centralized licensing		
9	The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency.		
10	Voice CODEC support G.711, G.729, G.729a & G.722		
11	The system should provide complete inbuilt encryption capabilities or features without any external firewall, with the ability to encrypt all traffic (media and call control signaling)		
12	System should be able to provide centralized voicemail with the option of Distributed centralized voicemail in case of connectivity failure.		
13	The communication server should offer BHCC (Busy Hour Call Completion) of atleast 7200 per server to		



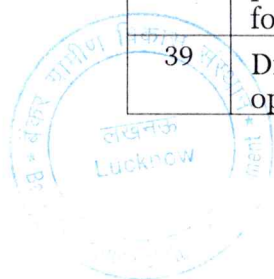
	ensure superior traffic handling capacities.		
14	The offered system should be modular in design. The architecture of PABX should be capable of seamless migration to its maximum capacity by simply adding licenses/peripheral cards on the set of control server without compromising on any functions/ features of this system or any degradation of service.		
15	The proposed communication system should have a highly secured, encrypted hybrid Trunks e.g. Analog CO, Digital Trunks (PRI)		
16	System should support built-in Remote access server (RAS) functionality.		
17	System should support Diffserv for QoS (Quality of service) for the voice packets traveling over data networks		
18	System should support standards-based CTI integration with 3rd party applications		
Features & Facilities Of PABX System			
1	The offered solution should provide the following features as a part of its telephony functions.		
2	Call Coverage		
3	Call Forwarding		
4	Call Hold		
5	Call Intrude		
6	Call Park		
7	DND		
8	Ring Back When Free		
9	Suspend Call Waiting		
10	Distinctive and Personalized Ringing		
11	Toggle Calls		
12	Account Codes		
13	Call Barring		
14	Bridged Appearance		
15	Group Paging		
16	Hot Desking		
17	Mobile Twinning		
18	Multiple Appearance Directory Number (MADN)		
19	Intrusion Warning Tone		
20	Alternate Route Selection		
21	Flexible numbering Schemes		



	access switch features by dialing a special telephone number without attendant assistance, it should permit access to the server and long distance facilities from off-premise stations. For security, there should be the option of turning off this feature.		
40	Day/Night Trunk Control – To reduce cost and improve system security it should be possible to restrict the access to certain trunks depending on time of day.		
41	Distinctive Ringing – To provide audibly different ringing patterns between internal, external and special feature calls.		
42	Flexible numbering plan – Support up to 2-15 Digit for an extension number and allow phone number assigned to a station to be changed through software.		
43	System Abbreviated Dialing - have the ability to store a list of frequently called numbers that will be available on a system wide basis to all users.		
44	The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity.		
45	CLI (Caller Line Identification) facility (CLIP/CLIR) Calling Numbers (internal & external) should be displayed on all Analog extensions (FSK support phone).		
Management Interface			
1	System should be able to be configured and administered using a GUI based application		
2	System should support SNMP based network management		
Digital Phone for Management and Higher Officials (Type - 1)			
1	The Digital Phone should be 2-way speakerphone with adjustable and measures eight lines by 32 characters with white backlit display for easier viewing in all lighting conditions.		
2	Call Control Protocol: DCP		
3	8 administrable feature key buttons features a dual LED (red, green) providing explicit status in 3 level (total of 24 button positions).		
4	2-way speakerphone		
5	Message waiting indicator		
6	Centralized Contacts & Call Log application		
8	Three contextual softkey buttons		
9	Headset interface		



22	Time of Day and Date Routing of Calls		
23	Call Recording		
24	PIN Restricted Calling		
25	Time Profiles		
26	Queue announcements		
27	Call Detail Recording		
28	SMDR (Station Messaging Detail Record)		
29	Station Call – User can dial any extension anywhere in central location and other distributed location by dialing simple extension number.		
30	Support Analog based External/ Internal paging system with built-in broadcast feature		
31	Authorization Codes - 5-7 digit authorization code to make outgoing toll calls for ensuring no misuse of the system.		
32	Automatic Call Back - User can register ACB feature to any extension of the offered system.		
33	Call pickup within the group as well as outside the group		
34	Alternate Routing – Automatically re-route calls which encounter a busy trunks on the initial route. Automatic digital translation is carried out by the system. Provides the possibility of reaching external destinations via different routes.		
35	Call Detail Recording – Records detailed call information on all incoming and outgoing calls on specified trunk groups and stations, including those administered for intra-switch recordings, and send this information to any printer of time/duration as and when required. Necessary hardware and software if required to be quoted separately.		
36	Class of Service – Defines whether or not voice terminal users may access the following features and functions.		
37	Automatic Call back, Call Forwarding, Call Forward, Busy/Don't Answer, Data Privacy, Extended Forwarding, Extended Call Forward Busy/Don't Answer, Priority Calling, Restrict Call Forwarding Off-Net, Personal Station Access, Trunk to Trunk, Transfer Restriction Override, Off Hook Alert & Console Permission. Music On-hold.		
38	DID/DOD (Direct Inward/Outward Dialing) – The proposed system must support direct inward dialing for external parties to call in.		
39	Direct Inward Station Access – This feature must be optionally available, allowing an outside caller to		



10	Should have feature buttons: Headset, Phone, Call Log, Contacts, Voicemail Message		
11	Navigation button (Up/Down, Left/Right, OK)		
12	Digital Phone and PABX shall be of the same make.		
Digital Phone for Senior and Mid- level users			
1	The Digital Phone should be 2-way speakerphone with adjustable and measures three lines by 24 characters with backlit display for easier viewing in all lighting conditions.		
2	Call Control Protocol: DCP		
3	8 administrable feature key buttons features a dual LED (red, green) providing explicit status for the users.		
4	2-way speakerphone		
5	Message waiting indicator		
6	Centralized Contacts & Call Log application		
7	Three contextual softkey buttons		
8	Should have feature buttons: Headset, Phone, Call Log, Contacts, Voicemail Message		
9	Navigation button (Up/Down, Left/Right, OK)		
10	Digital Phone and PABX shall be of the same make.		
11	Warranty : Three-year Comprehensive On-site warranty provided by OEM (Note : not by vendor)		

