

**INDIAN INSTITUTE OF TECHNOLOGY, KANPUR**



**DEAN OF RESEARCH AND DEVELOPMENT**

**INVITATION FOR EXPRESSION OF INTEREST**

*FOR*

**1. SUPPLY, INSTALLATION, TESTING & COMMISSIONING**

**&**

**2. SERVICES CONTRACT FOR OPERATION & MAINTENANCE**

*OF*

**IP PBX BASED TELEPHONY SOLUTION**

## 1.0 PREAMBLE

IIT Kanpur currently has a 5000 Line EPABX. Out of 5000 lines, 3000 lines equipment is installed in the main exchange and 2000 lines at a separate location. There is an external plant comprising of cables & distribution pillars etc. in the campus, spread in 1100 acres. The complete system is under Annual Operation Contract for operation of EPABX, maintenance of the cable plant, services to the campus residents, operator services and billing services, for a period of 10 years.

The current system is reaching end-of-life. So the Institute is planning to purchase a new IP PBX based Telephony solution, for which this EOI is being invited from reputed and experienced vendors.

## 2.0 SCOPE OF WORK:

- 1.0 Supply, installation, testing & commissioning of the IP PBX as per the specifications given in the next section.
- 2.0 Submission of detailed technical report suggesting modification in the existing external plant comprising of cables, distribution pillars, data ports etc. The bidder shall carry out the modification in the external plant, if required.
- 3.0 Annual Operation Contract for operation and maintenance of the complete system (including the external cable plant) for 10 years. The bidder shall offer the following services:

S. No.	Particulars of Services	Frequency
i)	Maintenance of lines and subscriber instruments	8 hours on 6 working days per week, except gazetted holidays as per the Institute Calendar. (Emergency complaints to be attended on 24X7 basis)
ii)	Exchange and backbone related operation & maintenance	24 hours on all days of the week including all gazetted holidays.
iii)	Operator assisted services	16 hours on 5 working days of the week and 8 hours on Saturday & Sunday including gazetted holidays.
iv)	Billing to every subscriber	Once every month.
v)	Any other service required for smooth function of the system	As and when required

- 4.0 Comprehensive Annual Maintenance Contract including cost of spares and hardware & software tools for a total period of 10 years from the date of award of the contract.
- 5.0 Buy back of the existing 5000 Line EPABX system and 500 Line ADSL system.

### 3.0 TECHNICAL SPECIFICATIONS:

The broad technical specifications of the proposed system are:

S.No.	Product Description	Feature Requirement
1	<b>Call Manager Server/IP PBX (For 2000 VoIP phones and 5000 PSTN phones, expandable to 15000 VoIP/PSTN phones)</b>	The system will have SIP (latest version) based call control architecture with call control functionality distributed across multiple nodes for enhanced redundancy
1.a	Call Control System Architecture & Redundancy	A comprehensive IP based solutions based on a Server Gateway Architecture running on licensed Linux/UNIX platform
		Support for integrated telephony solution for PSTN & IP Phones and Media Gateways over IP architecture
1.b	Redundant Architecture	The call control system should be fully redundant solution with NO single point of failure & should provide 1+1 redundancy. Both the server should do call processing all the time and act as backup in case of the failure of one server.
2	<b>Media Gateway (support for 5000 Analog Lines and 4-8 E1-PRI Card)</b>	Two Media Gateways are required, one to be installed in the main exchange (to be populated with line cards for 3000 lines) and the other at a separate location (to be populated with line cards for 2000 lines) in the campus.
3	<b>General Features</b>	The system should be capable of providing Unified Communication and have support for Data, Voice, Video Security and Mobility services.
		Should have free slots for future expansion.
		Provide Billing software for all external and internal calls.
		Provide least cost routing for optimal call routing to the external Service Providers.
		Provide incoming and outgoing CLI.

### 4.0 ELIGIBILITY CRITERIA:

1. The bidder should have annual average revenue in the IP PBX solutions business of more than Rs. 100 crore in last three financial years.
2. The bidder should have implemented at least one similar system with 5000 or more VoIP lines and at least two similar systems with 1000 or more VoIP lines in India, in the last three financial years.
3. The bidder should be in the business of providing and operating IP PBX based Telephony solutions for at least three years.
4. The installed base of the OEM (who's product the bidder is quoting) should be at least 50,000 lines in India and at least 1 million lines globally.

## **5.0 SUBMISSION OF EOI**

The EOI must contain the following:

1. The company profile of the bidder.
2. The company profile of the OEM, who's product the bidder is quoting.
3. Broad details of the product the bidder will be quoting
4. Statement of compliance to the Eligibility Criteria with supporting documents

EOIs must be submitted at the following address, not later than 06/01/2012 up to 15:00 hrs.

Dean, Research and Development,  
Faculty Building 255  
IIT Kanpur – 208016.

Any EOI received after the deadline for submission of EOI shall be rejected and returned unopened to the bidder. IIT Kanpur reserves the right to accept or reject any EOI, and to annul the bidding process and reject all EOIs, at any time without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders.

## **6.0 EOI OPENING AND EVALUATION**

The authorised committee shall open and evaluate the EOIs. All the bidders who qualify the eligibility criteria will be invited for a presentation, based on which, they will be short listed for further issuance of the RFP and invitation for technical and financial proposals. The shortlisted bidders will be again invited for a technical presentation on the proposal they have submitted. Financial proposals of only those bidders, who are found meeting the technical evaluation criteria of the RFP, will be opened. The L1 bidder will be awarded the contract for supply, installation and operation.

## **7.0 PRE EOI SUBMISSION MEETING FOR ANY CLARIFICATION**

Bidders can come to the office of Dean, Research and Development, on 30/12/2011 between 3:00 – 5:00 P.M for seeking any clarifications on the subject. No clarifications will be provided over email or telephonically.