



ASANSOL DURGAPUR DEVELOPMENT AUTHORITY

A Statutory Authority of the Government of West Bengal
(Under Urban Development & Municipal Affairs Department)

1st Administrative Building
City Centre,
Durgapur -713216

Vivekananda Sarani, Senraliegh Road,
Near Kalyanpur Housing,
Asansol - 713305

Ref No : 11015(15)/1/2025-DGP-IT(ADDA)-ADDA/ 1049 /25-26

DATE : 15.07.26

NOTICE INVITING TENDER FOR **SUPPLY, INSTALLATION & MAINTENANCE OF** **IP BASED EPABX SYSTEM**

Asansol Durgapur Development Authority invites e-Tenders from leading suppliers for Supply, Installation, Commissioning and Maintenance of Digital VOIP Based EPABX System to be installed at the office at Durgapur of this Authority as per the requirement specified in the Table and as per Terms & Condition mentioned below and to be submitted by 06.08.2026 before 02.00pm. The submitted bid to be opened on 10.08.2026 at 01.00pm

Sl. No	Work Description	No. of Units
1.	Supply, Installation of IP based EPABX System at ADDA, Durgapur along with Maintenance for a period of 3 years	1 No. Lump Sum

Terms and Condition:

1. Bidder should be original equipment manufacturers (OEM) / Authorised Dealer / Distributor of OEM. Bidders quoting as Authorised Distributors / Dealers will be considered provided the Bidder furnishes Authorisation from the OEM.
2. Bidders who have executed similar type of work (i) worth 80% of the tendered amount in a single contract or (ii) 2 (two) similar nature of completed work, each of the minimum value of 50% of the Tendered amount during 5 (five) years prior to the date of issue of the tender notice in any Govt./Semi Govt./Undertakings/Autonomous Body/Statutory Body (except joint venture firm / consortium) are eligible to participate.
3. Bids should accompany with (1) Credentials (Completion Certificate) possessed by the firm, date of completion of the project, final work done amount of the project must be indicated in credential certificate



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done amount of the project must be indicated in credential certificate (2) Trade Licence (3) GST No. / registration certificate (4) P. Tax Registration Certificate/ Payment Challan (5) PAN Card, PAN Card, Trade License, P.Tax Registration and Income Tax return for any of the last two years and necessary certificates.

3. Bidders should preferable have support centre at Durgapur / Asansol. In case of support through service partners details of such service partners to be attached.
4. Bids should be accompanied by Earnest Money Deposit (EMD) of the amount of Rs.10,000/- (Rupees Five Thousand only). Necessary Earnest Money will be deposited by the bidder electronically: Online – through his / her net banking enabled bank account, maintained at any bank or Offline – through any bank by generating NEFT /RTGS challan from the e-tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e-Proc Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from eProcurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD. Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statutory bid documents and will be applicable only in supply works as per Govt. norms.



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5. Financial bid should contain the price bid quoted in Financial Bid document The rate quoted should include GST and all sorts of taxes, duties, Cess etc. as applicable. Technical bid will be opened first and if specific documents are found acceptable as per terms and conditions laid down above, the second part that is financial bid will be opened on the same day or on a later date subject to clarification of any points related to technical bid. Price to be quoted that of unit price and then for the quantity required inclusive of all taxes. Prices quoted should be valid for a minimum of six months.
6. Payment: (i) Request for advance payment will not be entertained in any case. (ii) 90% of the Payment shall be made on completion of Supply & Installation and remaining 10% in three equal instalments (every year) on completion of maintenance & support period of 3 year. (iii) The Net amount will be paid after deduction of TDS as applicable from time to time.

The schedule of dates: -

Date of availability of Tender papers online from **10.00 a.m. on 17.07.2026**.

Last date of online submission of Tenders **2.00 p.m. on 06.08.2026**.

Opening of Technical Bid online at **01.00 p.m. on 10.08.2026** and Financial Bid will be opened after evaluation of Technical Bid.

NOTE:

1. In case of any Unscheduled Holiday on the aforesaid dates, the next working date will be treated as scheduled prescribed date for the same purpose.
2. The detail of item required is defined in the Scope of Work.



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2. Bidders will have to download the template for Price Bid (Excel sheet) and fill up the proforma for quoting rates and then upload in appropriate place.
3. Bidders will also have to upload scanned copies of the following within scheduled date:
4. If any discrepancy arises between two similar clauses on different notifications, the clause as stated in later notification will supersede former one in following sequences: (i) Prescribed ADDA tender form (ii) NIT (iii) Technical Bid (iv) Financial Bid.
5. Any Corrigendum and addendum will be published through ADDA website: www.addaonline.in
6. Where there is a discrepancy between the rate in figures and words the rate in words will govern.
7. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate quoted shall govern.
8. Any change of BOQ will not be accepted under any circumstances.

The Authority reserves the right either to accept or to reject any or all tender without assigning any reasons thereto.

Chief Executive Officer
Asansol Durgapur Development Authority



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Copy forwarded for information to:

1. AEO (Land), ADDA, Durgapur
2. AEO (Admin) ADDA, Durgapur
3. AEO, Asansol, ADDA,
4. System Manager, ADDA, Durgapur with a request to publish the notice in the website of ADDA
5. HA, Durgapur with a request for publishing in the Office Notice Board

Chief Executive Officer
Asansol Durgapur Development Authority

SCOPE OF WORK

ITEM REQUIREMENT

	ITEM	QUANTITY
1.	Supply of IP based PBX System support upto 250 users and minimum 50 concurrent calls, integrated 0 PSTN trunk FXO through External Gateway, 0 analog telephone FXS ports with Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, wakeup, BLF, speed dial, call back, dial by name, emergency call. Make Preferable : MATRIX / GRANDSTREAM	1 no.
2.	Supply of 2 Lines, 2 SIP Account, 2.21 inch scrn, PoE, with backlight [KTS PHO Make Preferable : MATRIX / GRANDSTREAM	30 nos.
3.	Supply of IP Based PoE Phone , 10 Lines, 16 SIP Accounts, 4.3 in scrn, PoE, WiFi (For Reception Area) [KTS PHONE Make Preferable MATRIX / GRANDSTREAM	1 no.
4	2KVA Online UPS	1 no.
4.	Installation & Commissioning charges of IP EPABX system	1 no.(Lump Sum)
5	Maintenance Support for a period of 3years after completion of supply & installation	1 No. (Lump Sum)

COMPONENT FEATURES

IPBX SPECIFICATION

1	Network Interfaces	Three self-adaptive Gigabit ports (switched, routed or dual mode) with POE+
2	Peripheral Ports	2*USB 3.0, 1*SD card interface
3	main processor	4-core processor
4	RAM + Flash	1GB RAM + 32GB Flash
5	High Availability	1+ 1 redundancy should be possible by just adding same model PBX no addition hardware based HA system required
6	Cloud management	OEM should provide cloud control system in which all devices PBX, Phones can get connected and can be managed and configured and if required license based cloud calling for remote location can be purchased.
7	LCD Display	320x240 color LCD with touch screen for Shortcut Keys and Scroll Bar
8	Reset Switch	Yes, long press for factory reset and short press far reboot

9	Voice-over-Packet Capabilities	LEC with NLP Packetized Voice Protocol Unit, 128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, NetEQ, FEC 2.0, jitter resilience up to 50% audio packet loss
10	Voice and Fax Codecs	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/63K, G.726-32, G.729A/B, iLBC, GSM; T.38
11	QoS	Layer 2 QoS (802.1Q., 802.1p) and Layer 3 (ToS, DiffServ, MKS) CloS
12	API	Full API available for third-party platform and application integration
13	Telephony Operating System	Based on Asterisk version 16
14	DIME Methods	In-band audio, RFC4733, and SIP INFO
15	Provisioning Protocol Plug-and-play	Mass provisioning using AES encrypted XML configuration file, auto-discovery & autoprovisioning of IP endpoints via ZeroConfig (DHCP Option 66 multicast SIP SUBSCRIBE mDNS), eventlist between local and remote trunk
16	Network Protocols	TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, STUN, SRTP, TLS, LDAP, HDLC, HDLC-ETH, PPP, Frame Relay (pending), IPv6, OpenVPN®
17	Caller ID	Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227 — BT, NTT
18	Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice meeting, eventlist, feature codes, busy camp-on/ call completion, voice control
19	Maximum Attendees of Conference Bridges	3 meeting rooms and up to 50 parties
20	Temperature & Humidity	Operating: 32 - 113°F / 0 ~ 45°C, Humidity 10 - 90% (non-condensing) Storage: 14 - 140°F / -10 ~ 60°C, Humidity 10 - 90% (non-condensing)
21	Mounting	Wall mount & Desktop
22	Multi-Language Support	Web UI: English, Simplified Chinese, Traditional Chinese, Spanish, French, Portuguese, German, Russian, Italian, Polish, Czech, Turkish - Customizable IVR/voice prompts: English, Chinese, British English, German, Spanish, Greek, French, Italian, Dutch, Polish, Portuguese, Russian, Swedish, Turkish, Hebrew, Arabic, Netherlands -Customizable language pack to support any other languages
23	Polarity Reversal/Wink	Yes, with enable/disable option upon call establishment and termination
24	Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ work-load, in-queue announcement
25	Customizable Auto Attendant	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
26	Maximum Call Capacity	Users: 250 Concurrent calls (G.711): 50 Max concurrent SRTP calls (G.711): 50
27	App	Free; Available for desktop (Windows 10+, Mac OS 10+), web (Firefox and Chrome Browsers) and mobile (Android & iOS), allows users to join UCM hosted meetings/conferences, communicate with other users/solutions and make/receive calls using SIP accounts registered to IP PBX
28	Firmware Upgrade	Supported by OEM Cloud Management platform, a zero-touch cloud provisioning and management system, It provides a centralized interface to provision, manage, monitor and troubleshoot products

29	Internet Protocol Standards	RFC 3261, RFC 3262, RFC 3263, RFC 3264, RFC 3515, RFC 3311, RFC 4028, RFC 2976, RFC 3842, RFC 3892, RFC 3428, RFC 4733, RFC 4566, RFC 2617, RFC 3856, RFC 3711, RFC 4582, RFC 4583, RFC 5245, RFC 5389, RFC 5766, RFC 6347, RFC 6455, RFC 8860, RFC 4734, RFC 3665, RFC 3323, RFC 3550
30	Compliance	FCC: Part 15 (CFR 47) Class B, Part 68 CE: EN 55032, EN 55035, EN 61000-3-2, EN 61000-3-3, EN 62368-1, ETSI ES 203 021, ITU-T K.21 IC: ICES-003, CS-03 Part I Issue 9 RCM: AS/NZS CISPR 32, AS/NZS 62368.1, AS/CA S002, AS/CA S003.1/2 Power adapter: UL 60950-1 or UL 62368-1

KEY TELEPHONE SYSTEM (KTS)

1	SIP Accounts	should support 5 or more
2	SIP Line	should support 10 or more
3	Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS(A record, SRV,NAPTR), DHCP, PPPoE, TELNET, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069,802.1x, TLS, SRTP, IPV6
4	Network Interfaces	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
5	Graphic Display	4.3 inch (480x272) TFT color LCD
6	Wi-Fi	Yes, integrated dual-band (2.4Ghz & 5Ghz) Wi-Fi
7	Bluetooth	Yes, integrated
8	General Features	Should be able to act as a Bluetooth handset if paired with Mobile phone via bluetooth and should be able to answer call via the phone itself.
9	Bluetooth Headset	should be able connect Bluetooth Headset.
10	Feature Keys	10 line keys with up to 5 SIP accounts, 5 XML programmable context sensitive softkeys, 5 navigation/menu keys, 9 dedicated function keys for: MESSAGE(with LED indicator), TRANSFER, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL
11	General Features	Phone should be able to create customised Dial Plan to control specific dialling.
12	Platform and compatibility	Should be of same Make as of PBX for seamless connectivity
13	General Features	Phone should be able to get register on 3rd party Open SIP Server.
14	Auxiliary Port	RJ9 headset jack allowing EHS with headsets, USB to support USB headsets
15	General Features	The phone should also have a separate headset key
16	headset interface	Phone should have seprate RJ9 based headset port
17	Voice Codecs and Capabilities	Support for G.729A/B, G.711µ/a-law, G.726, G.722(wide-band), G723, iLBC, OPUS, in-band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJB, AGC

18	Telephony Features	Hold, transfer, forward, 3-way conference, call park, call pickup, shared call appearance(SCA)/bridged-line-appearance(BLA), downloadable phonebook(XML,LDAP, up to 2000 items), call waiting, call log(up to 2000 records), XMLcustomization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot-desking, personalized music ringtones and music on hold, server redundancy and fail-over
19	HD Audio	Yes, HD handset and speakerphone with support for wideband audio, equipped with noise shield technology to minimize background noise
20	Extension Module	Yes
21	General Features	Phone should be capable to connect up to 4 extension module and each module should have 20 physical and 40 configurable based keys to achieve 160 speed dial or other required usage.
22	Base Stand	Yes, 2 angle positions available, Wall Mountable (Wall Mount can be provided separately if required)
23	QoS	Layer 2 QoS (802.1Q, 802.1P), 802.11e (WMM) and Layer 3 (ToS, DiffServ, MPLS) QoS
24	Security	User and administrator level passwords, MD5 and MD5-session based authentication, 256-bit AES encrypted configuration file, SRTP, TLS, 802.1x media access control, secure boot
25	Physical security	should have Kensington lock feasibility
26	Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese and more
27	Upgrade/Provisioning	Firmware upgrade via FTP/TFTP/TFTPS/HTTP/HTTPS, mass provisioning using cloud/TR-069 or AES encrypted XML configuration file.
28	Power & Green Energy Efficiency	Universal power adapter included: Input:100-240V ; Output: +12V, 1A ; Integrated Power-over-Ethernet(802.3af) IEEE 802.3az Energy-Efficient Ethernet Max power consumption 6.5W(power adapter) or 7.4W (PoE)
29	Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
30	Physical	Dimension: Unit weight:970g ; Package weight:1480g Dimension: 243mm x 210mm x 82.3mm
31	Compliance	FCC: Part 15 Class B; Part 15 Subpart C, 15.247; Part 15 Subpart E, 15.407; FCC Part 68 HAC CE: EN 55032; EN 55035; EN 61000-3-2; EN 61000-3-3; EN 62368-1; EN 301489-1; EN 301489-17; EN 300328; EN 301893; EN 62311 RCM: AS/NZS CISPR32; AS/NZS 4268; AS/NZS 62368.1; AS/CA S004. IC: ICES-003; CS-03; RSS-247; RSS-102.

Preventive maintenance should be performed on every month for all the components covered by the warranty. Preventive maintenance means

IP BASED TELEPHONE SETS

1	Make	Should be of same make as of PBX
2	Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, RTCP-XR, HTTP/HTTPS, ARP, ICMP, DNS(A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR069, SNMP, 802.1x, TLS, SRTP, IPv6
3	Network Interfaces	Dual switched auto-negotiation 10/100 Mbps Ethernet ports, integrated PoE
4	Graphic Display	132 x 48 (2.41") LCD display
5	Feature Keys	4 XML programmable context sensitive soft keys, 5 (navigation, menu) keys. 8 dedicated function keys for: MESSAGE(with LED indicator), TRANSFER, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-
6	Auxiliary Port	RJ9 headset jack (allowing EHS with Plantronics & Jabra & Sennheiser headsets)
7	Voice Codecs and Capabilities	Support for G.729A/B, G.711μ/a-law, G.726, G.722(wide-band), G.723, iLBC, OPUS, in-band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB
8	Telephony Features	Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call appearance(SCA)/bridged-line appearance(BLA), downloadable phonebook(XML, LDAP, up to 2000 items), call waiting, call log(up to 800 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot-desking, personalized music ringtones and music on hold, server redundancy and fail-over
9	Base Stand	Yes, 1 angle position available (45°), Wall Mountable (*wall mount sold separately)
10	QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS
11	Security	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, SRTP, TLS, 802.1x media access control, secure boot
12	Multi-language	English, Chinese, Korean, Japanese, German, Italian, French, Spanish, Portuguese, Russian, Croatian and more
13	Upgrade/Provisioning	Firmware upgrade via FTP/TFTP / HTTP / HTTPS, mass provisioning using GDMS/TR069 or AES encrypted XML configuration file
14	Power & Green Energy Efficiency	Universal Power Supply Input 100-240VAC 50-60Hz; Output +5VDC, 600mA; PoE: IEEE802.3af Class 1, 3.84W; IEEE802.3az (EEE)
15	Power adapter	Should sold separately when required.
16	Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
17	Compliance	FCC: Part 15 Class B; FCC Part 68 HAC; CE: EN 55032; EN 55035; EN 61000-3-2; EN 61000-3-3; EN 62368-1; RCM: AS/NZS CISPR32; AS/NZS 62368.1; AS/CA S004; IC: ICES-003; CS-03;

MAINTENANCE SERVICE

The Maintenance shall cover the comprehensive on-site residential support contract for all services of the IP based EPABX System for a period 3 years from the date of supply and complete installation.

Preventive maintenance service is to be carried out every month for all the components covered under the contract. Preventive maintenance means

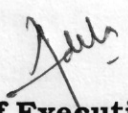
monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not.

The agency shall guarantee a minimum uptime of 90% of each and every component under maintenance during the maintenance period.

In case of major break down or occurrence of any major obstacle in functioning of the scheduled equipment, on information to the agency shall ensure that the same is repaired within 72 hours. In case of failure to repair the same within stipulated time the agency shall provide equivalent stand-by equipment, without any additional charges.

The name and complete address of the company in India authorized by the manufacturer, to provide after sales service for the equipment should be mentioned. The appointed authorized service provider should be holding a valid certificate from the manufacturer to this effect.

The manufacturer should give an undertaking that after the maintenance period, they shall provide spares and after sale service of the equipment in India for the normal life time of the equipment.


Chief Executive Officer
Asansol Durgapur Development Authority