

**NOTICE INVITING TENDER FOR THE SUPPLY OF IP PHONES TO IIM TIRUCHIRAPPALLI**

**निविदा सं.E-Tender No. 25SP166T Dated: 14.08.2025**

<i>विवरण/Details</i>	<i>दिनांक/Date</i>	<i>समय/Time</i>	<i>Venue</i>
कार्य/सेवा का नाम/Name of Work/Service	<b><i>“Tender for the Supply of IP Phones to IIM Tiruchirappalli”</i></b>		
निविदा कागजात जारी करने की तारीख/Date of Issue of Tender Document	14.08.2025	17.00 Hrs. onwards	-
निविदा कागजात जमा करने की अंतिम तारीख/Last date for Submission of Tenders	03.09.2025	17.00 Hrs.	-
Opening of Technical Bid and Price Bid ( <i>Tentative</i> )	05.09.2025	11.30 Hrs.	-
Validity of Tender	<b>90 days</b> from the date of opening of the price bid.		
निविदा कागजात Tender Document	From 14.08.2025 to 03.09.2025 (up to 17:00 Hrs.) on the e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> The tender document can only be obtained after registration of the tenderer on the website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> .		
Mode of Submission of Tender	The process will be conducted only through the Central Public Procurement (CPP) Portal online.		

**विवरण  
OVER VIEW**

भारतीय प्रबंधन संस्थान तिरु चरापल्ली (आईआईएम तिरु चरापल्ली) भारत सरकार के शिक्षा मंत्रालय के अंतर्गत एक राष्ट्रीय महत्व का संस्थान है। आईआईएम तिरु चरापल्ली के बारे में अधिक जानकारी के लिए, कृपया हमारी वेबसाइट [www.iimtrichy.ac.in](http://www.iimtrichy.ac.in) पर जाएँ।

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance under the Ministry of Education, Government of India. For more details about IIM Tiruchirappalli, please visit our website at [www.iimtrichy.ac.in](http://www.iimtrichy.ac.in).

IIM Tiruchirappalli invites e-tenders from the service providers/contractors for the ***Supply of IP Phones to IIM Tiruchirappalli.***

<b>Service Description</b>	<b>Estimated Tender Value (Excluding GST)</b>
<b><i>Supply of IP Phones to IIM Tiruchirappalli.</i></b>	<b>Rs. 2,80,000/-</b>

## **Procedure for Submission of Bids**

### **1. General**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **2. Registration**

- a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal, which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify/nCode/eMudhra, etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse.
- f) Bidder shall then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

### **3. Searching for Tender Documents**

- a) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc., to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to inform the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

#### **4. Preparation of Bids**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents, including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should keep the bid documents ready to be uploaded as indicated in the tender document/schedule, and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 200 dpi with colour/black and white option, which helps in reducing the size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents, which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST Certificates, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process

#### **5. Submission of Bids**

- a. The Bidder should submit the bid online in two parts, viz. Technical Bid and Price Bid. Technical Bid, along with required documents, should be in PDF format and uploaded online. Price Bid in MS Excel “.xls” format only should be uploaded online.
- b. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time, i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. Bidders are requested to note that they should necessarily submit their financial bids in the format provided, and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and filled out by all the bidders. Bidders are required to download the BOQ file, open it, and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save them and submit them online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- e. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referring to the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow these timelines during bid submission.

- f. All the documents being uploaded by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers'/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- i. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- j. The off-line Tender will not be accepted, and no request in this regard will be entertained whatsoever.

## TECHNICAL SPECIFICATION

The details of the technical specifications are updated in the table below:

Sl. No	Description of items	Qty
1	<p><b>Minimum Specification:</b> Supply, Installation, Testing &amp; amp; Commissioning of Ergonomic hearing aid compatible IP based Avaya telephone/handset that supports TTD acoustic coupler, Message waiting indicator, Mute indicator with optional mute alerting, IC call alerting with 360-degree visibility, Rich, classic, alternate, and downloadable ringtones, Dual-position stand, optional wall mount stand, Gigabit Ethernet (10/100/1000) line interface, Second Ethernet interface 10/100/ 1000 Mbps, PoE Class (IEEE 802.3af) registers as class 1 device and supports 802.3az, Optional AC to 5 volt adapter, Order Custom Bezels/Faceplates, SIP &amp; amp; H.323 protocol support, Standards-based codec support: G.711, G.726, G.729A / B, G.722, Opus.</p> <p>The proposed IP phones must be fully compatible with <b><i>our existing Avaya IPPBX system and</i></b> integrate seamlessly with the current IPPBX server (<b><i>Make: Avaya, Model: R630, Firmware versions: Current Firmware 11.1.3.0.0 build 23</i></b>).</p> <p>The vendor shall provide all <b>necessary licenses required for integration with the existing R630 Avaya IPPBX</b>. In addition, any firmware or version upgrades required to achieve full compatibility and seamless integration must be carried out by the vendor at no additional cost to the purchaser.</p>	25 Nos.

## General Terms & Conditions

1. The total amount should include Supply, Labour, Packing, Forwarding, Loading and Unloading, Freight Charges, and exclude GST.
2. **Delivery at:**  
*ICT Department*  
Indian Institute of Management Tiruchirappalli,  
Trichy- Pudukkottai High way, Tiruchirappalli – 620 024.  
**Contact: Email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) | Phone: 0431 – 250 5121/53/67.**
3. Bidder should take into account the Corrigendum/Addendum published in the CPP Portal and the IIM Tiruchirappalli website on the tender page from time to time before submitting the bids.
4. **Warranty:**  
The successful Bidder shall provide a minimum warranty period of 12 months (1 Year) from the date of supply of all items.
5. **Delivery:** within 30 days from the date of receipt of the Purchase Order. If the agency/firm fails to complete the work within the stipulated period, the institute has the right to cancel the Purchase Order or take appropriate actions as deemed necessary.
6. The Bidder (s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Services Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. *A copy of the GST Registration Certificate, PAN, and Bank account details should be submitted along with the Bid.* The names appearing on all these documents and the tender document should be the same or linked.
7. **Performance Security Details:**
  - i. The successful Bidder will be required to remit an interest-free Performance Security Deposit of 5% of the Purchase Order value through online transfer to the IIM Tiruchirappalli Bank Account, *within five working days from receipt of the purchase order. The security deposit will be refunded to the vendor after the completion of the Defect Liability Period of 12 months.*
  - ii. Performance Security will be forfeited if the vendor fails to perform/abide by any of the terms or conditions of the contract.
  - iii. In case, the Vendor fails to provide the required services as covered by this Tender within a specified delivery period, the same items will be obtained from the open market, and the difference of cost, if any, will be recovered from the Performance Security or from the pending bill(s) of the defaulting firm or from the vendor if the recoverable amount exceeds the Performance Security and there are no pending bills due to be paid to the respective vendor.



8. **Additional Quantity Clause:** IIM Tiruchirappalli shall exercise an option to procure an additional Quantity of the items in addition to the quantity initially mentioned in the tender at the same rate, terms & conditions of the tender. It will be entirely at the discretion of the Buyer (IIMT) to exercise this option or not.
9. **Repeat Order Clause:**  
IIM Tiruchirappalli shall place the repeat order for the same quantity of the items or less as per the rate quoted by the successful Bidder (L1) within six months from the date of supply/successful commissioning/installation of the work with the same terms & conditions of the tender. In extraordinary circumstances, a repeat order shall be placed within 01 (one) year. It would be entirely at the discretion of the buyer (IIMT) to place the repeat order or not.
10. If you have any *technical queries*, please email to [saict@iimtrichy.ac.in](mailto:saict@iimtrichy.ac.in) by marking a copy to [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) / 0431 - 250 5047/5073 before submitting the tender.
11. IIMT reserves the right to change/ extend/ modify/ amend, or delete any of the conditions, clauses, or items stated therein any or all provisions of this Tender document. Such revisions/amendments/corrigenda will be made available on the website of the CPP Portal and the IIMT Tender portal.
12. IIMT also reserves the right to withhold or withdraw the process at any stage with intimation to all the bidders who have submitted the tender/tender.
13. No telex/telegraphic/fax tenders will be accepted.
14. **Payment Terms**  
a. No advance payment will be made in any case.  
b. Payment will be released within 25 days from the date of delivery of all items, along with submission of the Original Invoice / Bill.
15. Tax will be deducted as per the rule in force.
16. **Jurisdiction:** All disputes arising out of this contract shall be subject to the Courts at Tiruchirappalli.
17. **Force Majeure:**  
a. Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party, within 15 days of its occurrence, informs in a written form the other party.  
b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restrictions, strikes, and lockouts, i.e., beyond the control of either party.

**ANNEXURE – I: PROFILE OF THE BIDDER**

S. No.	Required information		Description
1	Name of the agency/firm/company		
2	Address of the agency/firm/company		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement of business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name at any time? If yes, provide the previous name and the reasons there for?		
8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and the reasons for not completing the Contract.		



9	Brief details of litigations, if any, connected with related Work, current or during the last three years, the opposite party, and the disputed amount.	
10	Give details of the Termination of the previous Contract. if any	
11	<b>Details of the Bank Mandate</b>	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/months) Related work in Central Educational Institution/Organization:	

**ANNEXURE-II: (PRICE BID - BOQ)**

**Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of the bid.**