

SCOPE OF WORK FOR REPLACEMENT OF EMBASSY'S EPABX SYSTEM:

Embassy of India in Kuwait intends to modernize its voice communication (EPABX) system by replacing the existing Analog system with a modern IP based system that supports the current telephone network. The new system should be from a reputed manufacturer and have the capability to provide IP / SIP/ Digital / Analog extensions as required by the Embassy.

1. Current Status:

The Embassy currently has a Siemens Hicom system with Analog extensions. The telephone points are wired with 2 pair telephone cables.

2. New Requirement:

2.0 System capability:

The existing system will be replaced with an IP based system that supports:

- Analog / SIP / Digital trunks

- Analog / SIP / IP / Digital extensions

- Auto attendant & voice mail

- Networking with head office, if required in future

- Expandable to at least 350 extensions without additional server.

2.1 System Equipped Capacity:

- Analog trunks: 12

- Digital extensions: 12

- Analog extensions: 90

- Inbuilt auto attendant & voice mail: 4 ports

2.2 System Features:

The new system should support the following features as a minimum.

- Call transfer

- Call pick up

- Group ringing

- Group pickup

- DND (Do not disturb)

- Boss- Secretary Function

- Caller ID on Digital & Analog extensions

- Auto attendant

- Music on hold

- Call Park

- Message waiting indication

- Call waiting

- Automatic call back

- Call forwarding

2.3 Operator Console:

The operator console should have below features as a minimum

Minimum 80 programmable line / feature buttons with dual LEDs

4 line x 24 character tilting backlight display

Fixed feature keys include hold, conference, transfer, drop, menu contact, call log redial, Mute and headset.

3 soft key and 4 way navigation cluster with context sensitive user interface.

Built in speaker phone

Integrated headset jack and built in headset button.

2.4 Digital Telephones:

Digital phones for senior executives should have

3 Line X 24 character display

8 Programmable feature line / buttons with dual LEDs

Fixed feature keys include hold, conference, transfer, drop, menu contact, call log, redial, and mute and headset

Built in speaker phone

Integrated headset jack and built in headset button

2.5 Analog Telephones :

The contractor has to use the existing Analog telephones in Indian embassy office.

2.6 Cable Network:

The contractor has to provide the installation of the system including cable network, commissioning and training of the system to Indian embassy staff.

Provide new cable and telephone points with labeling, termination of telephone faceplates and modules wherever required.

All required electrical and civil work should be done by the contractor.

The contractor has to submit documentation related to the installation work for future maintenance of the system and network.

3. Delivery Schedule:

Within 2 to 3 weeks from date of Award of the work.

4. Last Date of Offer Submission:

The offer shall be submitted by sealed envelope **on or before 16th August 2021.**
The offer should have both Technical bids (also includes company's Technical strength, Profile, reputed clients etc.) and Financial bids separately.