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| BNPM/NCB/416/2023-24 | BANK NOTE PAPER MILL INDIA PRIVATE LIMITED                                                                            | SHEET 1 OF 1 |
|                      | Tender for Upgradation of Voice Communication System<br>from EPABX to IPPBX at BNPM, Mysuru.<br><br>CORRIGENDUM NO. 1 |              |

**CORRIGENDUM No. 1, DATED 27.12.2023**

**FOR**

**TENDER NO. BNPM/NCB/416/2023-24 dated 08.12.2023**

**TENDER FOR UPGRADATION OF VOICE  
COMMUNICATION SYSTEM FROM EPABX TO IPPBX AT  
BNPM, MYSURU.**



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| BNPM/NCB/416/2023-24 | <b>BANK NOTE PAPER MILL INDIA PRIVATE LIMITED</b>                                                                               | SHEET 1 OF 1 |
|                      | <b>Tender for Upgradation of Voice Communication System<br/>from EPABX to IPPBX at BNPM, Mysuru.<br/><br/>CORRIGENDUM NO. 1</b> |              |

**1.0 SCOPE OF THIS CORRIGENDUM**

- 1.1 This corrigendum dated 27.12.2023, is issued for,
- (a) Clarifications to queries received against the tender/raised in the pre-bid meeting held on 21.12.2023.
- 1.2 Except for details mentioned herein, all other details contained in the tender no. BNPM/NCB/416/2023-24 dated 08.12.2023, shall remain applicable and unchanged.

**2.0 CLARIFICATIONS TO THE TENDER:-**

- 2.1 Clause no. 1.1 (a) is as per Annexure-1 given below. Clarifications/revisions/ amendments made in Section VII – Technical Specifications will apply *mutatis mutandis* to Section VIII - Quality Control Requirements.



**ANNEXURE - 1**

**Tender No: BNPM/NCB/416/2023-24 dated 08.12.2023**

| S No | Tender Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Bidders Query                                                                                                                                                                                                                                                                                                      | Clarifications to tender terms & conditions                                                                               |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| 1    | <b><u>Section VII – BSNL VOIP Line Pre-requisites:</u></b><br>Proposed system shall be integrated with BSNL provided SIP line through MPLS without open VPN & Soft Ether dependencies for its SIP line connectivity with 50 Channels. It should also be possible to accommodate & configure the additional FTTH VOIP line (Minimum 3 Nos) provided by BSNL.                                                                                                                                                                                | Pls clarify 2 Nos of FTTH VoIP line. Is it Analog trunk line over FTTH.                                                                                                                                                                                                                                            | Additional FTTH VOIP line (Minimum 3 Nos) will be SIP trunk line which will be connected separately.                      |
| 2    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #5):</u></b><br>Communication Server should be scalable, distributable and the operating system shall be LINUX based. System shall employ IP at its core with IP switching technology. The Server should have VOIP and Voice mail server at its core.                                                                                                                                                                                    | Request you to mention that No open source ( Asterisk Based) solution should be offered for this RFP. Call manager , Gateway and IP Phone should be from should be from same reputed OEM . Also request you to mention that, No appliance based and CPU based solution should be offered for this RFP as solution. | As per Tender                                                                                                             |
| 3    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #8):</u></b><br>The switch over between 2 redundant call servers should not interrupt existing and established communications to include all analog, hard, soft and Video IP Phones. The complete set of programs and software modules must be duplicated in real time. In case of failure of the main Server (hardware or software), the standby Server (emergency mirror) must take over the control of communications instantaneously | Pls confirm , that "established communication" means the Ongoing calls and established calls between analog to IP , analog to analog calls should not disconnect in case server switch over from active to standby .                                                                                               | Yes                                                                                                                       |
| 4    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #9):</u></b><br>Communication Server should be based on State-of-the-art new generation SIP based Server on OEM appliance based sever / commercially of the Shelf server for Converged IP telephony deployment.                                                                                                                                                                                                                          | Request you allow only COTS server to make all bidders on under same platform                                                                                                                                                                                                                                      | As per Tender                                                                                                             |
| 5    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #10):</u></b><br>Gateways located at remote locations should support survivability to ensure business continuity in event of WAN link outage between Server and gateway.                                                                                                                                                                                                                                                                 | Pls confirm , if this clause wants the Gateways should have self survivability option , so that in case of LAN link failure between the Server and Gateway , then all 128 analog users of the gateway should communicate amongst them self.                                                                        | Yes                                                                                                                       |
| 6    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #20):</u></b><br>It should also support Analog, PRI, GSM, and Radio, E1 or E&M trunks using gateways.                                                                                                                                                                                                                                                                                                                                    | We suggest you to change this as Universal slot gateway and these gateways should be from the same OEM.                                                                                                                                                                                                            | As per Tender                                                                                                             |
| 7    | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #21):</u></b><br>Solution must provide following features like IVRS, Voice MAIL, Voice Mail to Email, click to call, Outlook Connector, call toggling & in-built voice logger to record all calls                                                                                                                                                                                                                                        | We support inbuilt basic call recording options with the server. In case of any advance call recording feature requirement then specify.                                                                                                                                                                           | Currently, Bidder may consider only the Requirement/feature as per RFP to be complied with inbuilt call recording feature |



| S No | Tender Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Bidders Query                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Clarifications to tender terms & conditions |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 8    | <p><b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #31):</u></b><br/>The Proposed IP telephony system should be a TEC certified system.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Request you to consider the point as the proposed IP telephony system should have TEC certified Type Approval GR Certificate(TEC 60030:2016 (Earlier No. TEC/GWSW/PBX- 005/01/SEP-16)</p> <p>Since this RFP is for solution based on for Server - Gateway architecture , we request you to mention the TEC as per specification number: TEC/GR/SW/PBX-005/01/ SEP-16. This is the only specification mentions about the Server - Gateway architecture with media gateway.</p> <p>Kindly consider TEC ER /GR Both.</p> | As per Tender                               |
| 9    | <p><b><u>Section VII – Interfacing Capability (point #5):</u></b><br/>The soft client should be available on various operating systems like Windows &amp; Mac. The offered system should support web-based receptionist console</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Is there any reason or special requirement to use a softphone in MAC OS. Kindly provide a number of MAC users if the information is available.</p>                                                                                                                                                                                                                                                                                                                                                                    | Minimum 05 Nos.                             |
| 10   | <p><b><u>Section VII – System security (point #1):</u></b><br/>The system must incorporate advance security features like real time media encryption.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Request you to mention the encryption methods like AES 256</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | As per Tender                               |
| 11   | <p><b><u>Section VII – Technical Specification for Individual Communication Server:</u></b><br/>Server Type –Commercial off the shelf server or OEM make<br/>Processor type (Dual) – Intel Xeon E processor (12 M Cache) or above<br/>RAM size - 16Gb or above<br/>Number of Network Interfaces – 4 or above<br/>Redundant Power Supply<br/>CPU speed: 3.4 GHz or higher<br/>CPU core: 4 or higher<br/>Physical storage for OS &amp; Application - 512 GB Usable space or better in RAID 1 (Only SSD)<br/>Physical storage for Data &amp; Logs – 1 TB Usable space (Min 10k RPM) or better in RAID 5<br/>Operating System-should run on open-source secure operating system</p> | <p>Kindly specify the requirement of Commercial based server only.</p> <p>We are offering the server which is OEM made Embedded base architecture which is designed with Capacity of 2100 IP users.</p>                                                                                                                                                                                                                                                                                                                  | As per tender                               |
| 12   | <p><b><u>Section VII - Technical Specification of 128 Ports FXS Gateway:</u></b><br/>(128 port fxs / analog gateway for analog extension connectivity)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Request you to modify this as Universal slot gateway</p> <p>Also request you to include self survivable feature for this gateway. In case of link to server fails , all the 128 users should communicate amongs each other.</p> <p>Request you to mention that, no ROC based gateways should be used and gateway should be from the same OEM.</p>                                                                                                                                                                     | As per Tender                               |
| 13   | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>Requesting you to consider IPBAX and GATEWAY of same OEM for Seamless connectivity.</p>                                                                                                                                                                                                                                                                                                                                                                                                                               | As per tender                               |

| S No | Tender Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Bidders Query                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Revisions/Amendments to tender terms & conditions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14   | <b><u>Section VII – IP Telephony Component (point #13):</u></b><br>The successful bidder shall ensure that, the products quoted should not be declared “End of Production” for next 3 years and “End of support” for the next 5 years by the OEM from the date of supply. However, if OEM declares any equipment as end of support for any reasons, then it shall be the responsibility of OEM to replace that equipment with better or equivalent products without any cost to BNPM. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement models (if any). | In this it mentioned that , replacement of the hardware is the reponsibility of OEM to replace the hardware in case of EOL . But the contract is between the Bidder and BNPM . Hence request you to modify the clause that, bidder needs to submit the undertaking that Hardware will be replaced by them.                                                                                                                                                                                    | The successful bidder shall ensure that, the products quoted ( <b>IPPBX Server / Appliance &amp; FXS Gateway</b> ) should not be declared “End of Production” for next 3 years and “End of support” for the next 5 years by the OEM from the date of supply. However, if OEM declares any equipment as end of support for any reasons, then it shall be the responsibility of OEM to replace that equipment with better or equivalent products without any cost to BNPM. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement models (if any). |
| 15   | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #19):</u></b><br>Conference Bridge- should provide Conference Bridge with call recording feature that can be used by IPPBX for 32 Users with end-to-end encryption simultaneously.                                                                                                                                                                                                                                                                                                                                                                      | Require clarification whether conference bridge should support 32 users or 24 users, in same tender document it is mentioned as ACS application should support 24 participants in single conference<br><br>Pls confirm this conference is only for Audio conference . Also clarify the no of users either 24 or 32 as per previous audio conference clause.                                                                                                                                   | Conference Bridge- should provide Conference Bridge with call recording feature that can be used by IPPBX for <b>24 Users</b> with end-to-end encryption simultaneously.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 16   | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #7):</u></b><br>System should be in redundant mode at CO, so that if main Server goes down, secondary Server can work as Primary Server. The redundant server should be on active standby mode and should be physically separated. Redundancy shall be supported for server application as well.                                                                                                                                                                                                                                                        | Pls clarify if both the servers are installed in same location like Corporate Office .                                                                                                                                                                                                                                                                                                                                                                                                        | Both the servers will have communication between each other irrespective of location.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 17   | <b><u>Section VII – Functional Specifications - Functionality of the Core Telephony System (point #20):</u></b><br>System should be expandable up to 99 numbers of SIP trunks with 1024 transcoding channels without changing the server hardware or server software. It should also support Analog, PRI, GSM, and Radio, E1 or E&M trunks using gateways.                                                                                                                                                                                                                                                                                                | Pls clarify if only 99 SIP trunk expansion is required. This no is very less considering the expansion capacity. Ideally being a server based system there should not be any restricton on the number of such SIP trunk<br><br>Kindly share your simultaneous call requirement?<br><br>As per your current requirement i.e upto 500 users, 100 channels are more than sufficient if we consider 20 simultaneous calls.<br>1024 channels are more than enough as per your current requirement. | System should provide minimum 99 numbers of SIP trunks with <b>256 transcoding channels</b> without changing the server hardware or server software from day one. <b>However, it should have the ability to support upto 1024 transcoding channels.</b> It should also support Analog, PRI, GSM, and Radio, E1 or E&M trunks using gateways.                                                                                                                                                                                                                                                                                                 |
| 18   | <b><u>Section VII - Basic IP Phone (point #6):</u></b><br>Narrowband codec: G.711a/u, G.723.1, G.726, G.729A/B, iLBC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Narrowband codec: <b>G.711a/u, G.723.1, G.729A/B, iLBC.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 19   | <b><u>Section VII - IP Phone (Operator Console) (point #5):</u></b><br>Narrowband CODEC: G.711a/u, G.723.1, G.726-32K, G.729AB, AMR, iLBC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Narrowband CODEC: <b>G.711a/u, G.723.1, G.729AB, AMR, iLBC.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |



| S No | Tender Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Bidders Query                                                                                                                                                                                                                                                                                                                                      | Revisions/Amendments to tender terms & conditions                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 20   | <p><b><u>Section VII - Technical Specification of 128 Ports FXS Gateway - Voice &amp; Fax Protocol:</u></b></p> <p>G.711A/U law, G.723.1, G.729A/B, G.726, iLBC, Silence Suppression, Comfort Noise Generation (CNG), Voice Activity Detection (VAD), Echo Cancellation (G.168), with up to 128ms, Adaptive (Dynamic) Jitter Buffer, Hook Flash, Programmable Gain Control, T.38/Pass-through, Modem/POS, DTMF mode: Signal/RFC2833/INBAND, VLAN 802.1P/802.1Q, Layer3 QoS and DiffServ.</p> | Codecs G.729A/B, G.726, iLBC to be removed                                                                                                                                                                                                                                                                                                         | G.711A/U law, G.723.1, Silence Suppression, Comfort Noise Generation (CNG), Voice Activity Detection (VAD), Echo Cancellation (G.168), with up to 128ms, Adaptive (Dynamic) Jitter Buffer, Hook Flash, Programmable Gain Control, T.38/Pass-through, Modem/POS, DTMF mode: Signal/RFC2833/INBAND, VLAN 802.1P/802.1Q, Layer3 QoS and DiffServ.                                                                                                                                                |
| 21   | <b><u>Section VII - FXS/FXO Connector:</u></b> RJ-45                                                                                                                                                                                                                                                                                                                                                                                                                                         | FXS Connector : RJ45 Kindly amend FXS Gateway Connector as D type Connector also, which was standard for FXS Gateways.                                                                                                                                                                                                                             | RJ-45 / <b>D type Connector</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 22   | <b><u>Section VIII - Basic IP Phone:</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | In Technical Specifications for Basic IPphone Graphical LCD display mentioned but where as in Section VIII Quality Control requirements Basic IP Phone specifications are of Operator IPPhone specs.                                                                                                                                               | Heading may be read as <b>IP Phone (Operator Console)</b><br><br><b>Clarification:</b> Section VIII is a compliance sheet for specifications provided in Section VII. It is important for bidder to conform to the specifications provided in Section VII (or) subsequent revisions/amendments in Corrigendums.                                                                                                                                                                               |
| 23   | <b>Preference under Make-in-India</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Requesting you to consider/Incorporate following clause. The products should qualify under CLASS- I LOCAL SUPPLIER as per Preferential Market Access (PMA) and Public Procurement Policy (PPP) Make In India (MII) scheme of the Govt. of India dated. 04.06.2020 & 16.09.2020 with 50% or latest applicable local content as per the Govt. norms. | BNPM <b>reserves the right</b> to grant benefits to eligible bidders under Public Procurement (Preference to Make in India) Order, 2017 - Notification of Telecom Products, Services or Works.<br><br>Eligible bidders willing to avail preference under PPP-MII Order, 2017, should indicate percentage of local content and provide self-certification that, the item offered meets the local content requirement and details of the location(s) at which the local value addition is made. |

