



BANKURA UNIVERSITY

(West Bengal Act XIX of 2013- Bankura University Act, 2013)

Main Campus, Bankura Block-II, P.O.: Purandarpur, Dist.:

Bankura, Pin- 722155, West Bengal

Office of the Registrar

No: RO/BKU/ 188/2025

Date: 24/03/2025

Tender Notice

Sealed quotations are invited from the reputed manufacturers, suppliers and vendors for supply and installation of EPABX intercom system for Bankura University.

The quotations are to be submitted to the Registrar, Bankura University, Bankura Block-II, P.O.- Purandarpur, Bankura, Pin- 722155. Last date of submission of quotation is on 02.04.2025 up to 3.00 p.m.

Eligibility criterion of participation in the tender:

- Bonafide, resourceful and reliable Vendors.
- An undertaking should be given stating thereby that the firm has not been debarred or penalized for any reasons out of work by any Government Department.
- Subletting of suppliers is strictly prohibited.
- The prospective bidders must have valid upto date clearance of Income Tax return / Professional Tax clearance certificate / P.T (Deposit Challan) / PAN Card / **GST registration certificate**.
- The prospective bidders must have valid Trade License/ Enlistment.
- The authorised Dealers/ Vendors must have authorization certificate of dealership.
- The suppliers who have been delisted or debarred by any government department shall not be eligible in any way.
- Past performance for vender will be judged (please attached three largest clients other than the Bankura University).
- Rate is to be inclusive of all taxes, transport charges and installation.
- The rates will be valid upto 30.06.2025.
- The University reserves the right to accept or reject any quotation without assigning any reason whatsoever.

Detail specifications of the items are given below:

Sl. No.	Item Name	Specification	Quantity
1	32-Channel EPABX (Siemens HiPath / Cisco Unified Communications Manager / Matrix)	1. System Capacity & Scalability <ul style="list-style-type: none">Total Extensions: Supports up to 32 analog/digital/IP extensionsTrunk Lines: Configurable for 8 analog CO (PSTN) lines, ISDN PRI, or SIP TrunksExpandable: Modular design allows future expansion with VoIP, GSM, and PRI connectivity 2. Advanced Call Routing & Management	1 Unit

- **Least Cost Routing (LCR):** Selects the most cost-effective route (GSM/VoIP/ISDN) for outgoing calls
- **Call Budgeting:** Limits calls per user to prevent excessive usage
- **Dynamic Call Privileges:** Assigns call restrictions based on user levels (Admin, Executive, Guest)
- **Auto-Attendant (IVR):** Multi-level interactive voice response system to guide callers

3. Smart Call Handling & Collaboration

- **Multi-Party Conferencing:** Supports up to 6-party voice conferencing per bridge
- **Call Forking:** Rings multiple devices (desk phone, mobile, softphone) simultaneously
- **One Number Reach:** Users can link desk and mobile numbers for seamless connectivity
- **Call Park & Pickup:** Allows users to transfer and retrieve calls from different locations

4. VoIP & Unified Communication Ready

- **VoIP Support:** Built-in SIP trunking for cost-effective VoIP calling
- **Softphone App:** Compatible with Matrix VARTA Softphone for mobile and desktop calling
- **Web-Based Management:** Remote configuration via web-based GUI

5. Security & Privacy Features

- **Encrypted Communication:** Secure SIP-based VoIP communication with TLS/SRTP
- **Call Recording:** Optional call recording for compliance and monitoring
- **Do Not Disturb (DND):** Configurable per extension to avoid disturbances
- **Hotline Configuration:** Assigns direct hotline calling to a predefined number

6. Power & Reliability

- **Redundant Power Supply:** Dual power input support (AC/DC) for reliability
- **Battery Backup Support:** Compatible with external 12V, 7Ah battery for uninterrupted operation
- **Auto Recovery:** Self-diagnostic and auto-reboot

		<p>feature in case of failure</p> <p>7. Compliance & Certifications</p> <ul style="list-style-type: none"> • Standards: TEC, ISO, CE Certified for quality and safety • Integration: Compatible with SIP-based third-party applications and CRM software 	
2.	Telephone Set	<p>Type: Corded / Cordless Landline Telephone Display: 7 to 12-digit LCD screen for Caller ID CLI Support: DTMF & FSK (Dual Mode) Memory: Stores last 10-30 received/missed calls (varies by model) Keypad Type: Soft-touch / Rubber keys Mounting: Desktop or Wall Mount</p> <p>Caller ID Display : Shows incoming caller's number (if service enabled by provider) Call Waiting Display : Alerts during an ongoing call Redial Function : Quick redial of last dialed number Mute & Hold Function : Temporarily mute or hold calls Flash Button : Used for call transfer in EPABX systems</p> <p>Line Interface : RJ11 Telephone Jack Power Supply : Operates on Telephone Line Power (some models may need batteries for CLI screen) Battery Backup : 2x AA or AAA batteries for CLI memory retention (optional).</p> <p>Speakerphone (Hands-Free Talking)</p> <p>Speed Dialing & Phonebook Storage (10–50 numbers) Ringer Volume Control & Different Ringtone Options</p> <p>Time & Date Display</p> <p>Compatible With: PSTN, EPABX, VoIP Adapters Certifications: TEC, BIS</p>	10 unit
3.	2 Pair Cable (HFCL/Finolex/STL)	<p>Conductor: Electrolytic grade annealed tinned copper Conductor Diameter: 0.5mm (Typical) Insulation: High-density polyethylene (HDPE) No. of Pairs: 2 (4 cores) Color Code: As per standard telephone cable color coding Shielding: Unshielded / Optional shielding available Sheath: PVC outer jacket Operating Voltage: 300V Impedance: 100 ± 15 ohms Capacitance: ≤ 56 nF/km</p>	6 coil

4.	6 Pair Cable (HFCL/Finolex/STL)	<p>Conductor: Electrolytic grade annealed tinned copper Conductor Diameter: 0.5mm Insulation: High-density polyethylene (HDPE) No. of Pairs: 6 (12 cores) Color Code: Standard telephone color coding Shielding: Unshielded / Optional shielding available Sheath: PVC outer jacket Operating Voltage: 300V Impedance: 100 ± 15 ohms Capacitance: ≤ 56 nF/km</p>	2 coil
5.	Insulation Displacement Connection	<p>Type: 10-Pair IDC module Material: Flame-retardant plastic housing with phosphor bronze contacts Mounting: DIN Rail / Back mount frame / Distribution Box Termination Type: Insulation Displacement Connection (IDC) Contact Life: ≥ 200 reterminations Wire Compatibility: 0.4mm to 0.8mm conductor diameter Insulation Resistance: > 1000 MΩ at 500V DC Operating Temperature: -10°C to +60°C Standards Compliance: IEC 60352-4, RoHS Compliant</p>	4 unit
6.	EPABX Configuration	<p>System Setup</p> <ul style="list-style-type: none"> • Assign extension numbers for users (e.g., 100-199 for Sales, 200-299 for Support). • Configure trunk lines (PSTN, PRI, VoIP, GSM) for external connectivity. <p>Call Routing & Permissions</p> <ul style="list-style-type: none"> • Set incoming call routing (direct to IVR, operator, or specific extensions). • Define outgoing call restrictions (local, STD, ISD, mobile call limits). • Configure Least Cost Routing (LCR) to select the cheapest call route. <p>Call Handling Features</p> <ul style="list-style-type: none"> • Enable call forwarding, transfer, and conferencing options. • Set up IVR (Auto-Attendant) for automated call handling. • Configure Do Not Disturb (DND) and call waiting features. 	

		<p>Security & Access Control</p> <ul style="list-style-type: none"> • Enable PIN-based dialing for restricted calls. • Secure VoIP trunks using encryption (SIP TLS, SRTP). <p>Set auto-lock on inactive extensions to prevent misuse.</p> <p>VoIP & Remote Connectivity</p> <ul style="list-style-type: none"> • Configure SIP trunks & softphones for remote access. • Enable mobile extension (One Number Reach) for on-the-go connectivity. <p>Call Logging & Monitoring</p> <ul style="list-style-type: none"> • Set up call recording for compliance and training. • Enable live call monitoring & reports for analytics. <p>Backup & Power Settings</p> <ul style="list-style-type: none"> • Ensure redundant power supply & battery backup. • Configure failover trunk settings for uninterrupted calling 	
7.	Fittings and Other required Accessories	As per requirement	

Sd/-
Dr. Saurabh Dutta
Registrar (Addl. Charge)
Bankura University

Memo No. RO/BKU/188/1(5)/25

Date:24/03/2025

Copy Forwarded to:

1. The Finance Officer, Bankura University.
2. System Administrator, Bankura University with a request to upload the notice in the university website
3. Central Store, Bankura University
4. Office Notice Board.
5. Guard file

Sd/-
Dr. Saurabh Dutta
Registrar (Addl. Charge)
Bankura University

