

**GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
ISRO TELEMETRY TRACKING & COMMAND NETWORK (ISTRAC)  
BANGALORE**

**Tender for Supply & Installation of VoIP Intercom Unit**

**Bids to be submitted online**

**Tender No.: ISTRAC/ISTRAC PURCHASE/TR202400012901 dated 18-06-2024**

## A. Tender Details

Tender No :	<b>ISTRAC/ISTRAC PURCHASE/TR202400012901</b>
Tender Date :	<b>18-06-2024</b>
Tender Classification:	<b>GOODS</b>
Purchase Entity :	<b>ISTRAC PURCHASE</b>
Centre :	<b>ISRO TELEMETRY TRACKING &amp; COMMAND NETWORK (ISTRAC)</b>

## Supply & Installation of VoIP Intercom Unit

1) This is a Dual Part Tender. Please submit your Offers separately for Technical and Price Bid under relevant Template. Please upload Price Bid under Price Bid only and nowhere else. If price is mentioned anywhere other than Price Bid, your offer will not be considered.

2) Please provide your compliance separately for (a) Performance Bank Guarantee (b) Liquidated Damages (c) Security Deposit (d). Certificate of undertaking (e) MII Compliance.

3) The Technical Bid and Price Bid Opening Date and Time is tentative only. Actual bid opening date and time will be intimated separately.

### A.1 Tender Schedule

Bid Submission Start Date :	<b>18-06-2024 11:30</b>
Bid Clarification Due Date :	<b>02-07-2024 16:00</b>
Bid Submission Due Date :	<b>22-07-2024 14:00</b>
Bid Opening Date :	<b>22-07-2024 14:30</b>
Price Bid Opening Date :	<b>26-07-2024 12:00</b>

## **B. Tender Attachments**

### **Technical Write-up/Drawings**

**Document : Specs and Compliance Statement**

**Document : Annexure-B**

**Document : Annexure-A**

### **Instructions To Vendors**

#### **4. CERTIFICATE OF UNDERTAKING**

1. A certificate from the bidder shall be enclosed along with their quotation (Technical bid) as per the format enclosed.
2. An AGENT is a person employed to do any act for another, or to represent another in dealings with third person.
3. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. (Competent authority is : DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE (DPIIT)).
4. (b)Control shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.
5. Bidder from a country which shares a land border with India for the purpose means:
  - (a)An entity incorporated, established or registered in such a country; or
  - (b)A subsidiary of an entity incorporated, established or registered in such a country; or
  - (c)An entity substantially controlled through entities incorporated, established or registered in a such a country; or
  - (d)An entity whose beneficial owner is situated in such a country; or
  - (e)An Indian (or other) agent of such an entity; or
  - (f)A natural person who is a citizen of such a country; or
  - (g)A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

6. BIDDER (including the term tenderer, consultant or service provider in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

## 7. CERTIFICATE

8.

COMPANY NAME AND SEAL:

9. DESIGNATION:

10. Explanation:

(a) Controlling Ownership interest means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company;

11. GOVERNMENT OF INDIA

DEPARTMENT OF SPACE

ISTRAC, BENGALURU: 560 058.

12. iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.

13. (iii). I/We \_\_\_\_\_ hereby undertake that if the Certificate is found to be false at any given time ISRO/ISTRAC may treat this as a ground for immediate termination and further legal action in accordance with law can be initiated.

14. ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.

15. (ii).I/We hereby confirm that the country of origin of goods is \_\_\_\_\_

16. i)In case of a company or Limited Liability Partnership, the beneficial owner is a natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

17. (i).I/WE\_\_\_\_\_read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I / We\_\_\_\_\_Certify that this bidder is not from such a country.

18. iv)Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.

19. I / We\_\_\_\_\_Certify that this bidder is from such a country and registered with the Competent Authority (i.e. Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Copy of Registration Certificate is enclosed.

20. NAME:

21. OR\*

I/We \_\_\_\_\_ read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India.

22. Ref:Tender No\_\_\_\_\_ date\_\_\_\_\_

Our Quotation No.\_\_\_\_\_ date \_\_\_\_\_

23. REQUIREMENT OF REGISTRATION:

24. SIGNATURE:

25. ( \* Strike out whichever is not applicable).

26. Subject: Restrictions under Rule 144 (xi) of the General Financial Rules (GFRs) 2017 - reg.

27. The beneficial owner for the purpose of (6) above will be as under:

28. (TO BE PRINTED ON THE LETTER HEAD OF THE VENDOR)

29. v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

## **5. INSTRUCTIONS TO TENDERERS FOR ONLINE SUBMISSION OF TENDERS THROUGH E-PROCUREMENT SYSTEM**

1. a) Bidders shall arrange themselves all resources, including Digital signature certificates and Internet Connections at their own cost, for participating in online tendering.
- b) Vendors can download the tender details and submit their offers online using their vendor accounts (obtained during registration) in our portal. Help demos for tender download and bidding processes are given on home page.
- c) The tender should be submitted online in the ISTRAC link before the due date and time as specified in the tender schedule in the portal.
- d) Vendors shall also take note of other Instructions to tenderers indicated in the tender documents.

### 2. Conditions for online submission of tenders:

- a) It is mandatory for interested parties to register as vendors in our e-procurement portal <https://eproc.vssc.gov.in/home.html> for participating in online eProcurement process of ISRO. Only registered vendors can submit their offers online in our eProcurement portal.
- b) Vendors who are already registered in the existing EGPS software of ISRO, please register by clicking the link in the email you would have already received from 'eproc@vssc.gov.in'. After registration, do the profile update by login to this portal.
- c) For new vendors, who are not registered in the existing EGPS software, vendor registration will be released along with the portal release. To register as vendors please refer to the help demos listed on the home page of the e-procurement link mentioned above. They may approach help desk (contact details provided on the home page) for any technical help for registration and subsequent process.
- d) OEM details should be added in your E-Procurement profile under Add Agent/Principal without fail.

3. ISTRAC shall not be responsible for failure of vendors in submitting bids online caused due to technical reasons at vendor end such as network or power failures, computer failure, internet-browser, mistakes / errors in filling the bids on line by vendor etc.

### 4. Procedure for seeking clarifications/help for the tender:

- a) All enquiries regarding the tenders and submission of offers shall be online and only through our eProcurement portal.
- b) Vendors may approach help desk e-mail id and phone number given on the home page for any technical help (e-mail: [eproc@vssc.gov.in](mailto:eproc@vssc.gov.in) and Phone: +91471 2565454/4574/2527/3753/3289).

5. Queries by vendors on technical problems on the last day of tender will not be binding on

ISTRAC/ISRO for resolving/addressing. ISTRAC will not be responsible for non-submission of bids for those cases.

## **6. MAKE IN INDIA UNDERTAKING (VENDORS SHALL SUBMIT THE BELOW CERTIFICATE ON THEIR LETTER HEAD DULY SIGNED)**

1. The type of Class which the vendor belongs: Class-I or Class-II Local Suppliers as defined under DPIIT Order dtd 04/06/2020- Preference to Make in India Order-2017 Revision.( Class I local supplier means a supplier or service provider, whose goods, service or works offered for procurement, has local content equal to or more than 50% & Class II local supplier means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%). NOTE: Bidders offering imported products will fall under the category of Non-local suppliers. They cannot claim themselves as Class I Local suppliers/Class II Local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. as local value addition.

2. Percentage of local content for the quoted item.

3. Details of location (s) at which the local value addition is made

4. Provide self-certification that the item (s) offered meets the local content requirement for Class-I/Class-II Local Suppliers as the case may be.

## **7. PROFORMA FOR INSTRUCTIONS TO TENDERERS AND TERMS & CONDITIONS OF TENDER**

1. a) All available technical literature, catalogues and other data in support of the specifications and details of the items should be furnished along with the offer.

(b) Samples, if called for, should be submitted free of all charges by the tenderer and the Purchaser shall not be responsible for any loss or damage thereof due to any reason whatsoever. In the event of nonacceptance of tender, the tenderer will have to remove the samples at his own expense.

(c) Approximate net and gross weight of the items offered shall be indicated in your offer. If dimensional details are available the same should also be indicated in your offer.

(d) Specifications: Stores offered should strictly confirm to our specifications. Deviations, if any, should be clearly indicated by the tenderer in his quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples, wherever necessary, along with the quotations. Test Certificates, wherever necessary, should be forwarded along with supplies. Wherever options have been called for in our specifications, the tenderer should address all such options. Wherever specifically mentioned by us, the tenderer could suggest changes to specifications with appropriate response for the same.

2. ACCEPTANCE OF STORES: (a) The stores shall be tendered by the Contractor for inspection at

such places as may be specified by the purchaser at the Contractor's own risk, expense and cost. (b) It is expressly agreed that the acceptance of the stores Contracted for, is subject to final approval by the purchaser, whose decision shall be final. (c) If, in the opinion of the purchaser, all or any of the stores do not meet the performance or quality requirements specified in the Purchase Order, they may be either rejected or accepted at a price to be fixed by the purchaser and his decision as to rejection and the prices to be fixed shall be final and binding on the Contractor. (d) If the whole or any part of the stores supplied are rejected in accordance with Clause No. (c) above, the purchaser shall be at liberty, with or without notice to the Contractor, to purchase in the open market at the expense of the Contractor stores meeting the necessary performance and quality Contracted for in place of those rejected, provided that either the purchase, or the agreement to purchase, from another supplier is made within six months from the date of rejection of the stores as aforesaid.

3. ARBITRATION : All disputes, differences, claims and demands arising under or pursuant to or touching this agreement shall be referred to Arbitration of a sole Arbitrator to be appointed by the Director, ISTRAC, whose decision/award will be final and binding on both the parties. Such arbitration shall be held in Bangalore and shall be subject to and governed by the provisions of the Arbitration and Conciliation Act of 1996 or any statutory modification or re-enactment thereof. The language to be used in Arbitration is English only.

4. As a Government of India Department, this office is exempted from payment of Octroi and similar local levies. Tenderers shall ensure that necessary Exemption Certificates are obtained by them from the Purchase Officer concerned to avoid any payment of such levies.

5. a) Your offer should be valid for 120 days from the date of opening of the tender. b) Prices are required to be quoted according to the units indicated in the annexed tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.

6. CUSTOMS DUTY : This office is eligible for Concessional Customs Duty @ 5.5% against Ministry of Finance, Department of Revenue, Government of India, vide Customs Notification No.51/96-Cus Dated 23-07-1996 (Sl.No.1) and amended under Notification No.93/96 dated 11th December 1996 and 24/2002 dated 01-03-2002

7. DESPATCH: The Contractor is responsible for obtaining a clear receipt from the Transport Authorities specifying the goods despatched. The consignment should be despatched with clear Railway Receipt/Lorry Receipt. If sent in any other mode, it shall be at the risk of the Contractor. Purchaser will take no responsibility for short deliveries or wrong supply of goods when the same are booked on 'said to contain' basis. Purchaser shall pay for only such stores as are actually received by them in accordance with the Contract.

8. TAXES: GST is payable as per applicable rates.



9. **GUARANTEE & REPLACEMENT:** (a) The Contractor shall guarantee that the stores supplied shall comply fully with the specifications laid down, for material, workmanship and performance. (b) Warranty shall be for the period mentioned in the tender document. After the acceptance of the stores, if any defects are discovered therein or any defects therein found to have developed under proper use, arising from faulty stores design or workmanship, the Contractor shall remedy such defects at his own cost provided he is called upon to do so within the warranty period, by the purchaser who shall state in writing in what respect the stores or any part thereof are faulty. (c) If, in the opinion of the purchaser, it becomes necessary to replace or renew any defective stores such replacement or renewal shall be made by the Contractor free of all costs to the purchaser, provided the notice informing the Contractor of the defect is given by the purchaser in this regard within the said period of warranty from the date of acceptance thereof. (d) Should the Contractor fail to rectify the defects, the purchaser shall have the right to reject or repair or replace at the cost of the Contractor the whole or any portion of the defective stores. (e) The decision of the Purchaser notwithstanding any prior approval or acceptance or inspection thereof on behalf of the Purchaser, as to whether or not the Stores supplied by the Contractor are defective or any defect has developed within the said period of warranty or any other period or as to whether the nature of defects requires renewal or replacement, shall be final, conclusive and binding on the Contractor. (f) To fulfill guarantee conditions outlined in (a) to (e) above, the Contractor shall, at the option of the Purchaser, furnish a Bank Guarantee (as prescribed by the Purchaser)

10. If the IGST is applicable, the same will be reimbursed if it is reflected in Bill Of Entry. Proof shall be provided while claiming payment.

11. It is to be noted that either Customs Duty or GST is applicable ( any one)

12. **JURISDICTION :** The contract/ purchase order shall be governed by an interpreted and construed in accordance with the laws of India. The courts situated at Bangalore only shall have jurisdiction to deal with and decide any legal matter or dispute arising out of contract/ purchase order.

13. **PACKING FORWARDING & INSURANCE:** The Contractor will be held responsible for the stores being sufficiently and properly packed for transport by rail, road, sea or air to withstand transit hazards and ensure safe arrival at the destination. The packing and marking of packages shall be done by and at the expense of the Contractor. The purchaser will not pay separately for transit insurance, all risks in transit being exclusively of the Contractor and the Purchaser shall pay only for such stores as are actually received in good condition in accordance with the Contract.

14. Please provide your compliance for Security Deposit, Performance Bank Guarantee and Liquidated Damages Clause.

15. **PRICES:** Tender offering firm prices will be preferred. Where a price variation clause is insisted upon by a tenderer, quotation with a reasonable ceiling should be submitted. Such offers should

invariably be supported by the base price taken into account at the time of tendering and also the formula for any such variation/s.

16. REJECTED STORES: Rejected stores will remain at destination at the Contractor's risk and responsibility. If instructions for their disposal are not received from the Contractor within a period of 14 days from the date of receipt of the advice of rejection, the purchaser or his representative has, at his discretion, the right to scrap or sell or consign the rejected stores to Contractor's address at the Contractor's entire risk and expense, freight being payable by the Contractor at actuals.

17. Sales Tax and/or other duties/levies legally leviable and intended to be claimed should be mentioned in the price bid template. If nothing is mentioned, then it will be presumed that the rate quoted is inclusive of all taxes/duties.

18. SECURITY DEPOSIT: Wherever, the Purchase Order value is Rs. 5.00 Lakhs or more, on acceptance of the tender, the Contractor shall, at the option of the Purchaser and within the period specified by him, deposit with him, in cash or in any other form as the Purchaser may determine, security deposit not exceeding ten percent of the value of the Contract as the Purchaser shall specify. If the Contractor is called upon by the Purchaser to deposit, 'Security' and the Contractor fails to provide the security within the period specified, such failure shall constitute a breach of the Contract, and the Purchaser shall be entitled to make other arrangements for the re-purchase of the stores Contracted at the risk of the Contractor in terms of Sub-Clause (ii) and (iii) of clause regarding Delivery. (b) hereof and/or to recover from the Contractor, damages arising from such cancellation.

19. SETTLEMENT OF DISPUTES : Except as otherwise specifically provided in the contract, all disputes concerning question of fact arising under the Contract shall be decided by the Purchaser subject to a written appeal by the Contractor to the Purchaser whose decision shall be final to the parties hereto. Any disputes or differences including those considered as such by only one of the parties arising out of or in connection with the Contract shall be, to the extent possible, settled amicably between the parties. If amicable settlement cannot be reached, then all disputes shall be settled by arbitration.

## 20. TERMS & CONDITIONS OF TENDER

21. TEST CERTIFICATE: Wherever required, test certificates should be sent along with the despatch documents.

22. The authority of the person signing the tender, if called for, should be produced.

23. The Purchaser reserves the right to place order on the successful tenderer for additional quantity up to 25% of the quantity offered by them at the rates quoted.

24. The purchaser shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portions of the quantity offered and the tenderers shall supply the same at the rates quoted.

25. The tenderer should supply along with his tender, the name of his bankers as well as the latest Income-Tax clearance certificate duly countersigned by the Income-Tax Officer of the Circle concerned under the seal of his office, if required by the Purchaser.

26. The term Contractor shall mean, the person, firm or company with whom or with which the order for the supply of Stores is placed and shall be deemed to include the Contractor's successors, representative, heirs, executors and administrators unless excluded by the Contract.

27. The term Purchase Order shall mean the communication signed on behalf of the Purchaser by an Officer duly authorised intimating the acceptance on behalf of the Purchaser on the terms and conditions mentioned or referred to in the said communication accepting the tender or offer of the Contractor for supply of stores or plant, machinery or equipment or part thereof.

28. The term Purchaser shall mean the President of India or his successors or assigns.

29. The term "Stores" shall mean what the Contractor agrees to supply under the Contract as specified in the Purchase Order including erection of plants & machinery and subsequent testing, should such a condition is included in the Purchase Order.

## **8. TENDER TERMS AND CONDITIONS**

1. All information in Vendor Specified Terms shall be provided without fail to avoid unnecessary correspondence / delay in process. The same should reach before technical bid opening date and time without fail.

2. a) Order no: F.No.6/18/2019 PPD dated 23.07.2020 of Department of Expenditure), Ministry of Finance  
Under Public procurement division for the General Financial rule (GFRs).

3. As per Rule 144(xi) of General Financial Rules, 2017, any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority (i.e., Department for Promotion of Industry and Internal Trade) in line with Order (Public Procurement No. 1, 2 and 3) dated 23/07/2020 and 24/07/2020 or any amendments thereon issued by the Public Procurement Division, Department of Expenditure, Ministry of Finance. Hence, Vendors or Agents of a Vendor (Indian or Others) from a country sharing border with India shall submit the copy of Valid Registration made with DPIIT along

with the tender mandatorily, without which the offer will be treated as invalid.

4. A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible

for preference under this order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities, in the manner prescribed.

5. b) Class I local supplier means a supplier or service provider, whose goods, service or works offered for procurement, has local content equal to or more than 50%, as defined under order.

6. c) Class II local supplier means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.

7. d) Bidders offering imported products will fall under the category of Non-local suppliers. They cannot claim themselves as Class I Local suppliers/Class II Local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. as local value addition.

8. Delivery Terms: FOR ISTRAC

9. e) Verification of local content:

i) The Class I local supplier/ Class II local supplier at the time to tender, bidding or solicitation shall be required to indicate percentage of local content and provide self certification that the item offered meets the local content requirement for Class I local supplier / Class II local supplier as the case may be. They shall also give details of the location(s) at which the local value addition is made.

10. GENERAL TERMS & CONDITIONS FOR BIDDERS: For this procurement, bids from Class I & class II Local Suppliers are admissible. hence provisions contained in Public Procurement (Preference to Make in India), Order 2017 issued by Department for Promotion of Industry and Internal Trade (DIPP), Ministry of Commerce & Industries vide letter No. P 45021/2/2017 PP(BE II) dated 04.06.2020 and subsequent amendment & directives shall be followed. Accordingly, offer will be evaluated & processed in conformation with above referred GOI order (Specially mentioned below). The bidder shall provide compliance and undertaking as per order and hereafter amendments:

11. If an agent submit bid on behalf of the principal/OEM, the same agent shall not submit a bid on behalf of another principal/OEM in this tender for the same item. If submitted, all offers will be liable for rejection.

12. iii) False declarations will be in breach of the code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules (GFR) for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the general Financial Rules along with such other actions as may be permissible under Law.

13. ii) In case bid value is in excess of Rs. 10 Cr., Class I local supplier/ Class II local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

14. In case the bidders propose any other payment terms in deviation with the standard terms mentioned in the tender enquiry, it may be noted that applicable cash flow implications will be loaded on the prices quoted for commercial comparison of the offers. If advance payments are insisted by the bidders, interest at the rate of MCLR (Marginal Cost Linked Rate) as notified by State Bank of India from time to time shall be loaded on the prices for price comparison.

15. In this tender either the Indian agent on behalf of the principal/OEM or the principal /OEM itself can bid, but both cannot bid simultaneously for the same item. Indian agents while quoting on behalf of their principals shall provide necessary latest authorisation letter obtained from their principals/manufacturers.

16. Liquidated damages: If the vendor fails to deliver the items on or before the delivery date, or any extension thereafter purchaser shall recover from the vendor as liquidated damages a sum of 0.5% of the contract price of the undelivered stores for each calendar week of delay. The total liquidated damages shall not exceed 10% of the contract price of the unit or units so delayed.

17. Model Certificate for Tenders:

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

18. Model Certificates for Tenders for Work involving possibility of sub contracting:

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub contracting to contracting from such countries I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub contract any work to a contract form such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

Provide Compliance for the above in Vendor Specified Commercial Terms.

19. NO EMD AND TENDER FEE.

20. Performance Bank Guarantee (PBG) to be furnished as a security for fulfilment of warranty obligations by the successful vendor after satisfactory execution of purchase order/Contract (3% of the value of the purchase order/Contract). Central SUs/PSE/Autonomous bodies are exempted from the production of Performance Bank Guarantee. Instead; an indemnity bond shall be furnished in lieu of PBG.

21. Product Scope: Class I local supplier/ Class II local supplier shall offer only standard and catalogued product for Equipment / Spares Cards / assemblies. If the above offered Equipment / Cards / Assemblies are under development / to be developed the bid will not be considered.

22. PUBLICITY: No publicity of any kind whatsoever in case of PURCHASE ORDER shall be given by the Supplier without prior permission of the Purchaser.

23. SECRECY: The technical information, drawings, specifications and other related documents, forming part of the CONTRACT, are the property of the Purchaser and shall not be used for any other purpose, except for execution of the CONTRACT. All rights, including rights in the event of grant of patent and registration of designs are reserved. The technical information, drawings, specifications, records and other documents shall not be copied, transcribed, traced or reproduced in any other form or otherwise in whole and/or duplicated, modified, divulged and/or disclosed to a third party nor misused in any other form whatsoever without Purchasers consent in writing except to the extent required for the execution of this CONTRACT. These technical informations, drawings, specifications and other related documents shall be returned to the Purchaser with approved copies and duplicates, if any, immediately after they have been used for the agreed purpose.

24. Senior Purchase and Stores Officer, ISTRAC, reserves the right to accept or reject any/or all the tenders in part or full without assigning any reasons thereof.

25. Submit the bid on or before due date.

26. Successful vendor has to submit the security deposit. (3 % of the value of the purchase order). Central PSUs/PSE/Autonomous bodies shall be exempted from the payment of security deposit, and instead, an indemnity bond shall be secured from them.

27. VENDORS HAS TO REFLECT THE POINT NO (4), (5) AND (6) IN THEIR BID.

28. TAXES: GST is payable as per applicable rates.

29. Foreign OEMs/Agents quoting on behalf of Foreign OEMs are not permitted to quote. High Sea

Sales quotes not permitted. The bids shall be in INR only.

## C. Bid Templates

### C.1 Technical Bid - Supply & Installation of VoIP Intercom Unit

**1. INTERCOM EQUIPMENTS Supply & Installation of the VoIP Package unit including PTT Microphone, Headset, stand and Accessories with onsite Warranty of three years at ISTRAC sites in Bangalore.**

#### Item specifications for INTERCOM EQUIPMENTS

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	1) Objective		-		
2	1.1) Proposals	ISRO Telemetry Tracking and Command Network (ISTRAC), here by termed as the "Purchaser", is issuing this Tender / Bid Enquiry document for purchase of VoIP Intercom unit and related services	Yes / No / Explain		
3	1.2) Scope / Objective	Supply, Installation and post-delivery on-site maintenance support for the realization of "VoIP Intercom unit" as an "Integrated Solution" of IP based digital voice communication system for ISTRAC. The detailed technical specifications are provided in Section-15.	Yes / No / Explain		
4	2) Introduction of System		-		



5	2.1) Introduction	An IP based Digital Software based Voice Intercommunication system called "VoIP Intercom" is proposed to be installed for two-way communication on LAN & WAN networks. The units are intended to be deployed at mission control centres and TTC ground stations for enabling voice communication. The voice communication is very important for supporting mission operations.	Yes / No / Explain		
6	2.2) Major elements	VoIP Intercom system comprises of major elements such as computing systems in SBC (single board computer) form factor with Linux Ubuntu OS, touch screen display, audio devices, internal speakers, termination of various interfaces, Power supply, external PTT Microphone, Headset, Accessories and compact package / enclosure unit as an integrated solution as per requirements provided by ISTRAC.	Yes / No / Explain		
7	2.3) Unit operation	The unit uses a VoIP Client application software along with other audio accessories that allows it to operate in Listen mode and enabled to transmit / talk mode with PTT (press- to talk) switch through Handheld microphone or GUI software based touch button.	Yes / No / Explain		

8	2.4) Over view	The overview of various elements of the VoIP Client Unit along with scope of work is shown in figure-1 (annexure-A).	Yes / No / Explain		
9	3) Technology		-		
10	3.1) Current system	Currently, ISTRAC is using an analog voice communication system which is on the verge of obsolescence. It is proposed to replace existing system with an IP based digital voice communication Intercom system.	Yes / No / Explain		
11	3.2) Requirements	This requirement summarizes the functional features including the hardware and software elements towards an Integrated VoIP intercom client unit. Accordingly the requirements logically are arranged to make customized product as: a) Functions & features required by both hardware and software b) Requirements of hardware specifications and software (OS & drivers) c) Proof of Concept (POC) d) General instructions e) Terms & Conditions	Yes / No / Explain		
12	4) Overview of the Unit		-		

13	4.1) Components	<p>The VoIP Intercom Unit primarily includes the following components:</p> <ul style="list-style-type: none"> <li>a) Hardware Components</li> <li>b) Software Components</li> <li>c) Package systems / Enclosure for housing the hardware components</li> <li>d) The conceptual hardware components, software elements and enclosure box are indicated in the figures-1 to 5 (annexure-A).</li> <li>e) Block diagram / over view of the system is shown in figure-2 (annexure-A)</li> </ul>	Yes / No / Explain		
14	5) Hardware Components		-		
15	5.1) Primary hardware components	<p>The primary hardware components of an Intercom unit comprises of Compute processing system in Single Board Computer (SBC) of a small form factor, audio device, touch screen display, Internal speakers, customized keypad, volume control, Power ON/Off, Power divider/ breakout board, audio IO interfacing Board, termination for IO interfaces like PTT Mic, Ethernet, Headsets, Power barrel jack, external speakers and other accessories.</p>	Yes / No / Explain		

16	5.2) Accessories	Accessories for the VoIP Intercom Unit are Press-to-talk (PTT) Handheld Microphone, Headset, Power adapter and accessories.	Yes / No / Explain		
17	5.3) Enclosure Box	Package unit / Box with mounting kit.	Yes / No / Explain		
18	6) Software Components		-		
19	6.1) Operating system	The unit shall work on preloaded Operating systems (OS) Linux Ubuntu of version 20.04LTS or latest.	Yes / No / Explain		
20	6.2) Unit compatibility	The unit compatibility shall be tested with open source voice communication applications such as Mumble / TeamSpeak software.	Yes / No / Explain		
21	6.3) Preloaded OS	OS shall be preloaded with all the necessary hardware device drivers for the intended voice communication.	Yes / No / Explain		
22	6.4) API support for internal hardware & interfaces	ISTRAC is in the process of developing in-house GUI software for the front end application for user friendly operations. The GUI will be on top of the VoIP Client application software. The Vendor shall provide the necessary drivers/API & support for ensuring the compatibility of hardware elements with GUI.	Yes / No / Explain		
23	7) Package systems / Enclosure for housing the hardware components	The drawing indicates the conceptual design of the VoIP package unit. Refer figure -3 (annexure-A).	Yes / No / Explain		

24	8) Description of the hardware elements / components		-		
25	8.1) Compute systems in SBC small form factor	<p>Compute processing systems is a mini computing module with complete function of small computer comprises of Microprocessor / CPU, Memory, Ethernet interfaces, software, I/O ports, device drivers etc. Compute system design should be robust, modular and reliable to operate on 24x7 basis.</p>	Yes / No / Explain		
26	8.2) Touch Screen Display Panel	<p>A touch screen (size between 7 to 8 inches) is the assembly of both an input ('touch panel') and output ('display') device. The touch panel shall be layered on the top of the compute system. The touchscreen shall enable the user to interact directly with what is displayed by the compute system / SBC through display signal (HDMI/DP out), rather than using a mouse, touchpad or other such devices. A user shall give input or control the compute system / SBC through simple or multi-touch gestures. In the VoIP Intercom unit, the touch screen panel shall be connected to the compute system / SBC via HDMI/DP and the user can interact with the GUI of the SBC via the touch interface.</p>	Yes / No / Explain		

27	8.3) Customizable keypad	The unit shall include user defined configurable keys interface with SBC. The functionality of these keys shall be tested with open source voice communication application software such as Mumble / TeamSpeak. Compatibility will be tested by assign different functions (like selection of channels, mute/unmute, SOS/Paging and others) to different keys.	Yes / No / Explain		
28	8.4) Volume Control Key and Power ON/OFF	Volume control keys shall be provisioned in the package unit for volume control of the internal speaker. The volume levels of the internal speakers shall also be controllable. Power On/Off switch shall be a soft switch with indicator to turn the unit ON or OFF.	Yes / No / Explain		

29	8.5) Audio IO Interfacing breakout board with amplifier & internal speakers	The Internal speaker shall have excellent sound quality, high fidelity as part of solution. The sound needs to be loud and clear. There shall be two speakers configured for stereo audio of each two (min.) wattage power. Audio IO breakout board shall have built in drivers to interface with compute system / SBC and speaker and for the volume control. Audio IO Interfacing breakout board and audio amplifier device board shall be powered with a separate power source from the Power Distribution board enclosed within the chassis to ensure isolation in the Audio signal.	Yes / No / Explain		
30	8.6) Audio amplifier device for External Speaker	Provision shall be made within the Audio IO Interfacing breakout board to provide audio signals for the external speakers to drive through Line-output in stereo mode to connect two speakers. The audio IO Interfacing breakout board shall include the interfacing hardware to support Handheld PTT Microphone and Headsets using lockable type connectors.	Yes / No / Explain		

31	8.7) Handheld Microphone	The Handheld Microphone shall be a microphone with press-to-talk (PTT) switch and coiled cord. This handheld microphone shall operate as "PRESS & HOLD" to talk and release to mute. The microphone should have good sensitivity. It shall be interface with the VoIP Intercom client unit using XLR type connector. The indicative picture and appearance of the handheld microphone is shown in figure-4 (annexure-A).	Yes / No / Explain		
32	8.8) Headset	The Headset / Earphone comprises of earphones (speakers) and microphone with a cord / cable and a XLR connector. It is used for hands-free "Talking" and "Listening". While talking, the user should use the "Press-To-Talk" switch / button on the customized key pad. The indicative picture and appearance of the headset is shown in figure-5.	Yes / No / Explain		



33	8.9) Power supply	<p>The power supply unit shall comprise of External Power Adaptor (AC to DC) and Internal DC-DC Power board. A Suitable power supply / adapter shall be supplied to drive all the devices with efficiency rating of at least 80%. Detail design requirements of the power source to drive all the devices / components are indicated in the specifications. The DC power source shall be highly reliable and efficiency. There shall be power splitter / divider to deliver isolated power to the SBC and audio devices to avoid the loading and interference.</p>	Yes / No / Explain		
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34	8.10) Package unit / Box	<p>The package unit shall be sleek, slim, compact, elegant, and aesthetic as these units will be deployed in mission control operations. Thus the dimensions shall not exceed the maximum boundary dimensions as mentioned in specifications.</p> <p>Enclosure case shall comprise of Process unit (SBC), Power supply/ Power splitter, audio IO interfacing breakout board, internal speaker with amplifier, interface cables, Touch Panel Display, connectors, terminations, Volume Control, Power Switch, power status indicator, Customizable key pad etc. The power and network interface connectors shall be located at rear side and function keys, indicators and Audio Interface connectors shall be positioned in the front as shown in the figure-3 (annexure-A). The unit shall be designed keeping in mind the mounting kit assembly suitable for a standard 19 inch instrument racks. The drawings provided are only indicative for the understanding the requirements and vendor shall produce the design drawings as per requirements.</p>	Yes / No / Explain		
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35	8.11) Integration & Accessories	All the modules, components and cables are to be tested individually and integrated in a package unit / box to realize fully functional unit. Highly professional / skill resources with excellent soldering techniques to be used to avoid any dry soldering and loose contacts. All the cables, components, connectors etc. are to be labelled for easy identification and trace.	Yes / No / Explain		
36	9) Proof of Concept (PoC)		-		
37	9.1) Demonstration	It is mandatory for the vendor to demonstrate the capabilities through a proof of concept (PoC). The PoC shall demonstrate operational functions and performance of the unit.	Yes / No / Explain		
38	9.2) Evaluation criteria	The following criteria/parameters are the benchmark to evaluate the prototype product.	Yes / No / Explain		
39	9.2) (a )	Overall aesthetic and elegance	Yes / No / Explain		
40	9.2) (b )	Functional performance	Yes / No / Explain		
41	9.2) (c )	Package unit size and compactness for less than 8 Inch touch panel display	Yes / No / Explain		
42	9.2) (d )	Type of PTT Handheld Microphone, suitability to operate and quality of voice signal pickup from mouth (at distance of 6 Inch)	Yes / No / Explain		

43	9.2) (e )	Type of Headset and quality of microphone to pickup of voice signal from the mouth and fidelity / loudness of hearing through ear phone	Yes / No / Explain		
44	9.2) (f )	Clarity / Fidelity & loudness of the Speaker and volume control operations	Yes / No / Explain		
45	9.2) (g )	Interface connectors termination position and their finish	Yes / No / Explain		
46	9.2) (h )	Type of Indicators and operations	Yes / No / Explain		
47	9.2) (i )	Design of power adapter and isolated power the SBC & other devices.	Yes / No / Explain		
48	9.2) (j )	Workmanship towards integration of components & cable assembly	Yes / No / Explain		
49	9.2) (k )	Network interface to communicate via LAN & WAN	Yes / No / Explain		
50	9.2) (l )	Touch display screen interaction with SBC and display quality	Yes / No / Explain		
51	9.2) (m )	Performance of OS software, client application software and drivers for the devices & peripherals	Yes / No / Explain		
52	9.2) (n )	Overall System performance	Yes / No / Explain		
53	9.3) Suggestion & improvements	The suggestion made by ISTRAC towards improving the performance of unit shall be duly incorporated by the vendor	Yes / No / Explain		
54	10) Design Consideration and Improvements		-		

55	10.1) System improvement	The requirements are addressed in the above paragraphs & specifications are indicative. Vendor should consider all the specified parameters / specifications/ requirements and can design & provide equivalent or a better product.	Yes / No / Explain		
56	10.2) Minor changes / modifications during PoC	Vendor shall bring out the improvements / enhancement in design of the product during demonstration / PoC. Vendor shall accept any minor changes / modifications / improvements suggested during PoC should incorporate without any price implication.	Yes / No / Explain		
57	11) Bidder's Scope		-		
58	11.1) Consideration for product development	Design, develop, manufacture, POC, testing, delivery, installation and support for post-delivery maintenance of the delivered items. Vendor shall consider all the specified parameters / specifications/ requirements and can design and offer a technically suitable product ensuring specified performance, reliability, durability and aesthetics.	Yes / No / Explain		
59	11.2) Assembly	Manufacture / assemble of all the devices & peripherals	Yes / No / Explain		

60	11.3) Loading of OS	Loading of operating software (OS) of Linux Ubuntu with version 20.04LTS or latest for long term support with necessary drivers of the devices / peripherals	Yes / No / Explain		
61	11.4) Prototype unit	Shall demonstrate the functioning of the prototype unit in line with specifications provided in this document.	Yes / No / Explain		
62	11.5) Firmware updates	Providing the firmware updates of the OS & drivers as and when releases new versions during the warranty period	Yes / No / Explain		
63	11.6) O & M manual	Providing operation & maintenance (O & M) manual including schematic, functional block drawings, mechanical drawings of enclosure box, procedures, fault tracing etc.	Yes / No / Explain		
64	11.7) Test reports	Testing at factory in all respects and providing test reports / documents	Yes / No / Explain		
65	11.8) Supply, installation & Acceptance	Supply & installation and acceptance test at site	Yes / No / Explain		
66	11.9) Minor changes	Shall accept to carry out any minor changes in the designs / development for improvement in the system performance during the design & production of the units	Yes / No / Explain		
67	11.10) Post-delivery support	Vendor shall provide Post-delivery On-Site maintenance support during the warranty period as described in warranty clause.	Yes / No / Explain		
68	12) Scope of ISTRAC		-		

69	12.1) Network & Configuration	Providing Network connectivity, configuration, definition and management	Yes / No / Explain		
70	12.2) Client application software	The VoIP client application software over the OS (Ubuntu v20.04LTS or latest) for the voice communication (such as Mumble, Teamspeak)	Yes / No / Explain		
71	12.3) Channels configuration	Requirements of channel grouping & configuration	Yes / No / Explain		
72	12.4) GUI software	GUI software for the user friendly operations & configuration	Yes / No / Explain		
73	12.5) Deployment at different locations	ISTRAC is responsible for deployment at different locations like Lucknow, Shriharikota, Trivandrum and outside country.	Yes / No / Explain		
74	13) Evaluation Criteria of PoC / Prototype		-		
75	13.1) POC is mandatory	It is mandatory for the vendor to demonstrate the capabilities and operational functions and performance of the unit through the PoC.	Yes / No / Explain		
76	13.2) Demonstration at ISTRAC	Vendor shall demonstrate the proper functioning of the product at site as part of technical evaluation / qualification. The prototype product should be demonstrated within 15 days of bid submission date or intimation from ISTRAC. Non submission of the demo / prototype product by bidder for evaluation is liable to reject and leads to non-compliances.	Yes / No / Explain		

77	13.3) Evaluation criteria	The criteria / parameters which are the benchmark to evaluate the prototype products are provided in Annexure-B.	Yes / No / Explain		
78	14) General Terms & Conditions and Instructions		-		
79	14.1) Past experience & installations	Vendors shall have past experience in development and realization of similar compute systems / SBC and electronic packaged products. Documentary proof in terms of work completion certificate and Purchase order for successful completion of the same shall be submitted along with offer.	Yes / No / Explain		
80	14.2) Quality System	Vendor / OEM shall have certification towards product realization in accordance with the requirements of ISO-9001:2015 Quality Management System or equivalent. Vendor shall submit the documentary proof of the same.	Yes / No / Explain		
81	14.3) Site visit	If vendor wish to visit ISTRAC for understanding the requirements, it is permissible during tender within 20 days from the date tender published. Vendor shall provide prior information to PURCHASE, ISTRAC at least two working days in advance for enabling the entry permission.	Yes / No / Explain		
82	14.5) Miscellaneous charges	All transportation / miscellaneous charges are the responsibility of the vendor.	Yes / No / Explain		



83	14.6) Clarifications	During technical evaluation and comparison of bids, ISTRAC may, at its discretion, ask the vendor for clarification based on submitted offer.	Yes / No / Explain		
84	14.7) Delivery period	Shall deliver minimum 250 numbers within 8 weeks and remaining within 12 weeks from the date of release of purchase order.	Yes / No / Explain		
85	14.8) Tender submission in two part	The tender is to be submitted in Two Bid System. The "Techno - Commercial Bid" and "Price Bid" prepared by the vendor.	Yes / No / Explain		
86	14.9) Technical Evaluation		-		
87	14.9.1) Evaluation of technical offer	Vendor is required to submit a detailed technical/techno-commercial compliance statement. Evaluation of the technical compliance statement will be done for validating the offered specifications / parameters based on the submitted documents & data sheets. Any disclosure of price information in techno-commercial bid will result in disqualification of the offer.	Yes / No / Explain		
88	14.9.2) Commercial bids	Technically suitable & qualified offers will be considered for the price bid opening.	Yes / No / Explain		
89	14.9.3) Computation of commercially Lowest-1 offer	Lowest-1 offer will be derived based on the total solution which includes deliverables (VoIP package unit, PTT Microphone, Headset & Accessories) with Warranty.	Yes / No / Explain		

90	14.1) Delivery schedules	Vendor shall comply with the delivery schedule as per below mentioned points	Yes / No / Explain		
91	14.10.1) (a )	Date of demonstration of the prototype during technical evaluation, should provide for testing & evaluation within 15 days from the date of bid / tender submission date or intimation from ISTRAC.	Yes / No / Explain		
92	14.10.2) (b )	Delivery schedule of the all items with in stipulated period of 8 to 12 weeks (250 numbers within 8 weeks & remaining within 12 weeks) from the date of receipt of Purchase order by vendor. It is mandatory in view of supporting very critical ISRO mission operations.	Yes / No / Explain		
93	14.10.3) Sample unit before actual supply	Delivery of the sample unit for test & qualify within 30days from the date of placement of Purchase Order for qualifications before actual supply of all the units. Vendor shall accept any improvements / modifications suggested by ISTRAC based on the sample unit for actual units.	Yes / No / Explain		
94	14.11) Terms and conditions for on-site Warranty		-		

95	14.11.1) Period	Vendor shall provide minimum 3 years 24x7, with advanced replacement comprehensive warranty, including onsite service, labour and replacement of faulty parts at no cost to ISTRAC from the date of acceptance of delivered items.	Yes / No / Explain		
96	14.11.2) Service level agreement		-		
97	14.11.2) (a )	Warranty of three year shall start from the date of acceptance of total configuration.	Yes / No / Explain		
98	14.11.2) (b )	Vendor preferably ensure availability of service center with required skill set at Bangalore.	Yes / No / Explain		
99	14.11.2) (c )	Vendor should attend the fault within 01 Hour of reporting of the fault either at Peenya or Byalalu.	Yes / No / Explain		
100	14.11.2) (d )	Vendor should support all Sites at ISTRAC, Bangalore including Peenya (Pin code 560058) and Byalalu (pin code 562130) Campuses.	Yes / No / Explain		
101	14.11.2) (e)	Service engineer should be a qualified engineer with min. 01 year of experience.	Yes / No / Explain		
102	14.11.3) Scope of Work		-		

103	14.11.3) a) Details of on-site system maintenance / repair services	Shall provide on-site system maintenance / repair services at all the campuses of ISTRAC, Bangalore for systems repair, replacement, fault trace, trouble shooting, network configuration, monitoring the systems status, logging the information and maintenances to ensure 100% availability of the systems for 24x7 operations	Yes / No / Explain		
104	14.11.3) b) Hardware and Software troubleshooting	The On-site system maintenance team shall be aware of the Hardware and general Software troubleshooting, audio, network elements, interfaces and accessories of the system.	Yes / No / Explain		
105	14.11.4) Malfunction	In case of any malfunction of the system during the warranty period due to fabrication / manufacture / component defects / failures, vendor has to repair/replace the system without any additional cost.	Yes / No / Explain		
106	14.11.5) Transportation & repair charges	Transportation cost for sending defective parts for repairs and return back or replaced at ISTRAC site, shall be borne by vendor itself.	Yes / No / Explain		
107	14.11.6) Details of compliant / service center	The vendor shall provide the details of its Compliant / service Center meant for booking the complaints along with the contact numbers like mobile / phone number, mail address and names etc. of its service engineers.	Yes / No / Explain		

108	14.11.7) No cost for on-site services	Vendor shall not quote any additional cost for the deployment of manpower (if required to meet the SLA-Service Level Agreement) at both campuses for on-site maintenance / services during warranty period.	Yes / No / Explain		
109	14.12) Confidentiality		-		
110	14.12.1) ISTRAC Property	All documents supplied by ISTRAC are the exclusive property of ISTRAC and shall not be used for any purpose other than agreed upon. Any changes carried out in the design, drawings or documents during the contract tenure, done by vendor or ISTRAC shall be exclusive property of ISTRAC and shall not be used for any purpose other than agreed upon.	Yes / No / Explain		
111	14.12.2) Prohibition	The party is prohibited from further utilizing or passing on any of the design details or details of the drawing in whatever form to any third party for use by them for any exploitation, commercial or otherwise without written permission from ISTRAC. If any digression from confidentiality will be found at any stage, agreement will no longer be valid and appropriate action against vendor will be initiated	Yes / No / Explain		

112	14.13) Inspection and Reviews	Inspection can be carried out by ISTRAC team at any stage of design & production, to ensure adherence to the guidelines, quality levels and procedures, if required. After Acceptance of Purchase Order, ISTRAC Will conduct Technical Reviews/Meetings as and when required at various stages of development and realization.	Yes / No / Explain		
113	14.14) Acceptance Tests		-		
114	14.14.1) Acceptance & functional tests	Vendor shall submit the functional, performance, power drawing and quality assurance (QA) test reports to ISTRAC. System will be accepted only after successful completion of functional tests by ISTRAC.	Yes / No / Explain		
115	14.14.2) Test acceptance duration	ISTRAC will be the final authority for acceptance of the VoIP package unit. After successful completion of functional testing at ISTRAC, all the units will be subjected to Burn-in test for 120 hours (5 days) under room temperature. In case of any failure during Burn-in test, vendor has to repair/replace component/card without any additional cost.	Yes / No / Explain		
116	14.15) Compliance Statement		-		

117	14.15.1) Filled compliance statement	The vendor shall submit detail point-by-point compliance statement (for all specs & clauses) of this tender mentioning full detail with reference Para, Clause and reference page number for each parameter along with reasons for compliance/ non-compliance, if any.	Yes / No / Explain		
118	14.15.2) Non-compliance	Silence on any paragraph or simply making a statement 'complied' without proper justification or reference will be considered as non-compliance.	Yes / No / Explain		
119	14.15.3) Support document	All the claims with respect to any specification shall be supported by document along with bid document otherwise same may be treated as non-compliance. Compliance matrix should be filled in at all points of tender document individually.	Yes / No / Explain		
120	14.16) Submissions along with Bid		-		
121	14.16.1) Design drawings	Shall provide the Design drawings in 2D & 3D form (Isotropic) for better understanding and technical validation. Both 2D & 3D rendering drawings should be submitted along with offer for technical validation.	Yes / No / Explain		
122	14.16.2) Completely filled compliance statement	Shall Submit the completely filled compliances, it is mandatory for technical validation otherwise liable to non-compliances	Yes / No / Explain		

123	14.16.3) Demo unit for technical evaluation	Shall submit the prototype demo unit for testing & technical validation for the technical suitability during technical evaluation.	Yes / No / Explain		
124	14.16.4) Completed projects documents	Documentary proof in terms of work completion certificate for successful completion of the projects	Yes / No / Explain		
125	14.17) Rejection Clause		-		
126	14.17.1) Rejection of unit	If Supplied VoIP Intercom unit has any of the following issues, then it will result in rejection of that unit:	Yes / No / Explain		
127	14.17.1) (a)	Non-conformance in terms of workmanship / EMI-EMC standards etc.	Yes / No / Explain		
128	14.17.1) (b)	Non-conformance of functionality	Yes / No / Explain		
129	14.17.1) (c)	Any deviation from the provided specifications of the system	Yes / No / Explain		
130	14.17.1) (d)	Any violations/non-compliance from this tender/bid document	Yes / No / Explain		
131	14.17.2) Replacement for faulty unit	The root cause of rejection shall be analyzed and corrective action shall implement by vendor. Rejected units shall be re-fabricated by the vendor without any extra cost and to be supplied within 30 days after receiving information from ISTRAC. The rejected material will be handed over to the vendor against replacement.	Yes / No / Explain		
132	14.18) Delivery Location	The delivery of items shall be at ISRO Telemetry Tracking and Command Network (ISTRAC), Peenya, Bangalore.	Yes / No / Explain		



133	15) Technical Specifications of VoIP Intercom Package Unit		-		
134	15.1) Introduction		-		
135	15.1.1) Intercom Client System	<p>This system shall be used for 24x7 mission critical operations. The system consists of:</p> <p>a) Hardware based on SBC, running Linux platform and required interfaces</p> <p>b) Software based Intercom Client application such as Mumble/TeamSpeak</p> <p>c) Required accessories and device drivers.</p> <p>Point (a) and (c) shall be provided by the vendor to ensure high fidelity audio input and output for smooth operations of the overall system as per the detailed specifications provided in this document. However point b. will be provided by ISTRAC using open-source software</p>	Yes / No / Explain		
136	15.1.2) Item Description		-		
137	15.1.2) a) System	<p>A Small form factor (Tablet), touch enabled display, compact, reliable, 24x7 operations, mission critical Linux based System.</p>	Yes / No / Explain		
138	15.1.2) b) Accessories	<p>Power Adaptor, Push-To-Talk (PTT) Hand Held Microphone, Headset with Microphone, Mounting assembly kit for both Table top and rack mount</p>	Yes / No / Explain		

139	15.1.2) c) Interfaces type	Shall be of lockable XLR / Circular type (as indicated in respective interfaces)	Yes / No / Explain		
140	15.1.2) d) Aesthetics	Premium finish (with powder coating), robust design of box & fixtures, Design shall be for desktop & rack mountable	Yes / No / Explain		
141	15.2) Primary Components		-		
142	15.2.1) Single Board Computer (SBC)	Small form factor Printed Circuit Board (PCB) including all the necessary components like CPU, Integrated Graphics, memory, storage, expansion slots, network interfaces, etc.	Yes / No / Explain		
143	15.2.2) Touch enabled display	Responsive multi touch enabled display with resolution support as per specification number 15.3.15	Yes / No / Explain		
144	15.2.3) Audio Components	High fidelity stereo internal Speakers, PTT hand held microphone connected using lockable XLR connector, Headsets with microphone connected using XLR connector	Yes / No / Explain		
145	15.2.4) Customizable Keys	Four user defined configurable keys that shall be accessible in the software based intercom client application which is provided by ISTRAC.	Yes / No / Explain		

146	15.2.5) Enclosure & Mounting accessories	All the electronics shall be integrated and enclosed in a aesthetically pleasing, light weight, premium finish, sturdy and minimal designed functional metal casing. It shall support table top and rack mounting using mounting accessories with suitable thermal management.	Yes / No / Explain		
147	15.2.6) Power Supply and Heat Management	Shall be sufficient to drive all the components ensuring isolation, over-current protection, short-circuit protection, RF & EMF interference protection	Yes / No / Explain		
148	15.2.7) Accessories	Power Adaptor, Mounting Kit and required fixtures	Yes / No / Explain		
149	15.3) Single Board Computer (SBC)		-		
150	15.3.1) Processor		-		
151	15.3.1) a) CPU	Celeron N5105 / Pentium Silver N6005 or better	Yes / No / Explain		
152	15.3.1) b) Frequency	Base Frequency: 2.0 GHz or higher	Yes / No / Explain		
153	15.3.1) c) L2 Cache	min. 4 MB	Yes / No / Explain		
154	15.3.1) d) Chipset	Integrated in SoC	Yes / No / Explain		
155	15.3.2) Memory		-		
156	15.3.2) a) Technology	Dual-channel Memory DDR4 or better	Yes / No / Explain		
157	15.3.2) b) Required Memory Capacity	8 GB or Higher	Yes / No / Explain		
158	15.3.2) c) Scalability	Up to 32 GB or more	Yes / No / Explain		
159	15.3.2) d) Socket	min. 2 x SO-DIMM slot	Yes / No / Explain		

160	15.3.3) Display		-		
161	15.3.3) a) Controller	Intel UHD Graphics	Yes / No / Explain		
162	15.3.3) b) HDMI Port	min. 1x HDMI 2.0	Yes / No / Explain		
163	15.3.3) c) DP Port	min. 1x DP 1.2	Yes / No / Explain		
164	15.3.3) d) Multiple Display driving capability	min. two independent display driving capacity	Yes / No / Explain		
165	15.3.4) Ethernet Ports	min. 2 x 1Giga bit Ethernet ports	Yes / No / Explain		
166	15.3.5) Audio out	min. 2-Pin Audio Out	Yes / No / Explain		
167	15.3.6) Smart Fan	min. one number of noiseless smart fan for active heat management shall be provided as per device peak load requirements	Yes / No / Explain		
168	15.3.7) TPM controller	TPM enabled	Yes / No / Explain		
169	15.3.8) I/O Interface		-		
170	15.3.8) a) USB	min. 2 x USB 2.0 Type A	Yes / No / Explain		
171	15.3.8) b) Serial	min. 1 x UART	Yes / No / Explain		
172	15.3.8) c) GPIO	min. 2 x 12 pin IO Ports	Yes / No / Explain		
173	15.3.9) Expansion Slot	min. 1 x 128GB M.2 NVMe storage	Yes / No / Explain		
174	15.3.10) Storage		-		
175	15.3.10) a) SATA	min. 2 x SATA 3.0 ports	Yes / No / Explain		
176	15.3.10) b) eMMC Capacity	Shall support eMMC up to 128 GB	Yes / No / Explain		
177	15.3.11) Power Supply		-		
178	15.3.11) a) DC	max. 60W or better efficiency	Yes / No / Explain		

179	15.3.11) b) Connector Type	Barrel	Yes / No / Explain		
180	15.3.12) Environment		-		
181	15.3.12) a) Operating Temperature	5 to 45 deg. C	Yes / No / Explain		
182	15.3.12) b) Operating Humidity	10 to 90%, non-condensing	Yes / No / Explain		
183	15.3.12) c) Storage Temperature	-10 to + 60°C	Yes / No / Explain		
184	15.3.12) d) Storage Humidity	10 to 90%, non-condensing	Yes / No / Explain		
185	15.3.13) Certification (EMC)	FCC/CE/RoHS or equivalent as per Gol guideline as applicable	Yes / No / Explain		
186	15.3.14) Software Platform (OS)	Linux Ubuntu 20.04 LTS or latest LTS release	Yes / No / Explain		
187	15.3.15) Touch Enabled Display		-		
188	15.3.15) a) Display Type	2 in 1 touch plus display combo	Yes / No / Explain		
189	15.3.15) b) Touch panel Type	5 finger capacitive touch input	Yes / No / Explain		
190	15.3.15) c) Resolution	1024x600 (Hardware resolution), configurable by software (Upto 1920 x 1080) with min. 190 ppi or better	Yes / No / Explain		
191	15.3.15) d) Screen Dimensions (W x H x D)	not more than 200 x 190 x 30 mm including buttons and connectors	Yes / No / Explain		
192	15.3.15) e) Wide Viewing angle (in degree)	Left :- 75 degree,	Yes / No / Explain		
193	15.3.15) f) Power consumption	800 mA / 5 Volt or less than 5W	Yes / No / Explain		
194	15.3.16) Internal Speakers		-		
195	15.3.16.1) Frequency Response	50 Hz - 20 KHz	Yes / No / Explain		

196	15.3.16.2) Amplifier	Shall include a Built-in audio amplifier with an audio breakout board/PCB that drives the internal speakers and other audio components.	Yes / No / Explain		
197	15.3.16.3) Isolation	The amplifier/ Audio breakout board shall be powered with a separate power source from the Power Distribution board enclosed within the enclosure to ensure isolation in the Audio amplifier	Yes / No / Explain		
198	15.3.16.4) Stereo / dual channel	Amplifier shall have the dual channel amplifications to support stereo input & stereo speakers	Yes / No / Explain		
199	15.3.16.5) Form Factor of speaker	Small & miniature firmly placed within the enclosure	Yes / No / Explain		
200	15.3.16.6) Quality of speaker	Delivery audio/speech very clearly with good fidelity and loud	Yes / No / Explain		
201	15.3.16.7) Type of speaker	Stereo Speaker	Yes / No / Explain		
202	15.3.16.8) Output of speaker	min. 2 watts each	Yes / No / Explain		
203	15.3.16.9) Volume Control	Shall support volume control from the OS level as well as the volume up down keys	Yes / No / Explain		
204	15.4) PTT Hand held Microphone		-		
205	15.4.1) Type	Omnidirectional Handheld Push-To-Talk Microphone	Yes / No / Explain		
206	15.4.2) Application	shall be suitable for close talking applications	Yes / No / Explain		
207	15.4.3) Speech	shall have an excellent speech reproduction	Yes / No / Explain		
208	15.4.4) Body Construction	shall have rugged metallic body construction and easy to handle	Yes / No / Explain		

209	15.4.5) Connector	shall have XLR-5 connector for interfacing with the processing system	Yes / No / Explain		
210	15.4.6) Microphone drivers	shall be plug-and-play with Linux and windows based OS for the offered processing system	Yes / No / Explain		
211	15.4.7) Switch	An ON/OFF Switch acting as a Push-To-Talk Switch	Yes / No / Explain		
212	15.4.8) Polar Pattern	Omnidirectional	Yes / No / Explain		
213	15.4.9) Frequency range	300 Hz to 6 KHz or better	Yes / No / Explain		
214	15.4.10) Sensitivity	3.1 mV/Pa (+/- 4dB) or better	Yes / No / Explain		
215	15.4.11) Rated output impedance	500 ohm or suitable with XLR interface audio device	Yes / No / Explain		
216	15.4.12) Cable type	Coiled	Yes / No / Explain		
217	15.4.13) Cable length	min. 1 Meter	Yes / No / Explain		
218	15.4.14) Mounting	Clip Type mounting bracket	Yes / No / Explain		
219	15.4.15) Certifications	CE/FCC or equivalent	Yes / No / Explain		
220	15.5) Headsets with Microphone		-		
221	15.5.1) Type	Stereo (dual band) Professional corded headset. Comfortable light weight padded headband with ear cushion and on-ear design for long duration comfort.	Yes / No / Explain		
222	15.5.2) Headset form factor	On-ear headband for Fit & Comfort	Yes / No / Explain		
223	15.5.3) Microphone type	Noise cancelling unidirectional microphone	Yes / No / Explain		
224	15.5.4) Microphone Boom Arm	Mic boom arm rotation of minimum 270 degrees or more	Yes / No / Explain		
225	15.5.5) Microphone frequency range	100 Hz-10.000 Hz or equivalent or better	Yes / No / Explain		

226	15.5.6) Speaker size	min. 25mm and not more than 35mm (diameter) / suitable to on-ear design	Yes / No / Explain		
227	15.5.7) Speaker sensitivity	Better than 93.6 dB	Yes / No / Explain		
228	15.5.8) Speaker impedance	32 +/- 5.0 $\Omega$ or equivalent	Yes / No / Explain		
229	15.5.9) Speaker bandwidth	100 Hz- 20 KHz or better	Yes / No / Explain		
230	15.5.10) Distortion	less than 3%	Yes / No / Explain		
231	15.5.11) Material	Headband cushion ultra-soft foam and ear cushion soft audio foam covered	Yes / No / Explain		
232	15.5.12) Connectivity	XLR-4/5 lockable connector, no converters shall be used in the Cable, compatible with the connector provided on the Intercom Unit	Yes / No / Explain		
233	15.5.13) USB cord length	min. 1 Meter	Yes / No / Explain		
234	15.5.14) Certifications	Regulatory approvals CE / FCC and Industrial certifications or equivalent	Yes / No / Explain		
235	15.6) Customizable Key Pad		-		
236	15.6.1) Number of keys	minimum Four	Yes / No / Explain		
237	15.6.2) Key Type	Tact switch	Yes / No / Explain		
238	15.6.3) Drivers	Drivers shall be implemented such that the key strokes are recognised in intercom client application software provided by ISTRAC	Yes / No / Explain		
239	15.6.4) Configurable	The key pad shall be configurable via the intercom client application software provided by ISTRAC	Yes / No / Explain		



240	15.6.5) Compatibility	To ensure appropriate functionality and compatibility with the Intercom client application software. Vendor will be provided with the open source version of the same Intercom client application software such as Mumble/TeamSpeak for compatibility checks	Yes / No / Explain		
241	15.6.6) Key Labelling	Key Surface shall be blank and shall be permanently labelled as per ISTRAC requirements at the time of delivery.	Yes / No / Explain		
242	15.6.7) Test Report	Vendor shall provide the test report demonstrating following functionalities of the keys while configuring it via open source version of the Intercom Software	Yes / No / Explain		
243	15.7) Enclosure & Mounting Kit		-		
244	15.7.1) Enclosure Case	Enclosure case shall comprise of Process unit (SBC) , Power supply/ Power splitter, audio breakout board, internal speaker, interface cables, Touch Panel Display, connectors, terminations, Volume Control, Power Switch, power status indicator, Customizable key pad etc.	Yes / No / Explain		
245	15.7.2) Mounting Kit	The mounting kit & enclosure shown in drawing is indicative.	Yes / No / Explain		

246	15.7.3) Design of enclosure box	Design of package units shall be sleek, slim, compact, elegant, and aesthetic as these units will be deployed in mission control operations. Thus the dimensions shall not exceed the maximum boundary dimensions provided in specification number 15.7.7 and 15.7.8	Yes / No / Explain		
247	15.7.4) Tilt mount mechanism	The unit shall be designed along with an adjustable type of rack mounting kit that support adjustment mechanism upto 10 degrees tilt adjustment or more to adjust the unit mounting angle on the standard 19 inch rack .	Yes / No / Explain		
248	15.7.5) Finish	The product shall be finished with powder coating and colours as per specification 15.7.9 to 15.7.11	Yes / No / Explain		
249	15.7.6) Termination of Interface connectors	All terminations of interface connectors & power connector shall be at rear side while the microphone and headset interfaces shall be in the front	Yes / No / Explain		
250	15.7.7) Dimensions For Screen Bezel Frame (W x H x D)	Max. 300 x 200 x 50 mm (considered up to 8 Inch display)	Yes / No / Explain		
251	15.7.8) Dimensions for Base Electronics Mounting Chassis (W x H x D)	Max. 300 x 50 x 200 mm (considered up to 8 Inch display)	Yes / No / Explain		
252	15.7.9) Material	Electronics Grade Aluminium - Aluminium 6061-T6 , equivalent or better	Yes / No / Explain		
253	15.7.10) Coating	Powder coating 45-60 microns as per ISO 8130	Yes / No / Explain		
254	15.7.11) Colour	Grey or black as per ISTRAC Clearance from ISTRAC	Yes / No / Explain		

255	15.7.12) Accessories	All necessary accessories required for full functionality of the entire solution for rack mount units or table-top units along with user manual shall be provided by the vendor	Yes / No / Explain		
256	15.8) Power Supply and Heat management		-		
257	15.8.1) Power Supply	Within the chassis/ client unit only DC-DC conversion shall be done to power the components like SBC, Display Touch panel combo, audio breakout board, IO breakout board, internal speakers and others.	Yes / No / Explain		
258	15.8.2) External Power Adaptor		-		
259	15.8.2.1) Input Voltage Range	The power supply shall accept input voltages within the range of 230V AC (+/- 10V) making it compatible with Indian power outlets	Yes / No / Explain		
260	15.8.2.2) Output Voltage	Vendor shall size the output voltage such that it is able to provide stable DC output voltage suitable for powering the SBC, Touch-Display panel, Audio breakout board, IO breakout board, Internal speakers and other components	Yes / No / Explain		
261	15.8.2.3) Output Current	The power supply should be capable of delivering sufficient current to power the SBC, touch display panel, internal speakers, and any other peripherals. Calculate the total current requirement by summing up the individual current requirements of each component.	Yes / No / Explain		

262	15.8.2.4) Efficiency	The vendor shall aim for high efficiency to minimize power loss and maximize energy savings. An efficiency rating of at least 80%.	Yes / No / Explain		
263	15.8.2.5) Adaptor to VoIP Intercom Unit Connector	Adaptor to VoIP Intercom Unit Connector shall be using the barrel jack connector that powers the DC-DC conversion board that is included within chassis of the VoIP Intercom Unit	Yes / No / Explain		
264	15.8.3) Internal DC-DC Power Board		-		
265	15.8.3.1) Input Voltage Range	Vendor shall size the required input voltage range such that it is able to provide stable DC output voltage suitable for powering the SBC, Touch-Display panel, Audio breakout board, IO breakout board, Internal speakers and other components	Yes / No / Explain		
266	15.8.3.2) Output Voltage	Vendor shall design the DC-DC power board in such way that it shall power the internal components like SBC, Touch-Display panel, Audio breakout board, IO breakout board, Internal speakers and other components as per their Individual requirements	Yes / No / Explain		

267	15.8.3.3) Output Current	The DC-DC power board shall be capable of delivering sufficient current to power the SBC, touch display panel, internal speakers, and any other peripherals. Calculate the total current requirement by summing up the individual current requirements of each component.	Yes / No / Explain		
268	15.8.3.4) Efficiency	The vendor shall aim for high efficiency to minimize power loss and maximize energy savings. An efficiency rating of at least 80% is desirable.	Yes / No / Explain		
269	15.8.3.5) DC-DC board to component Connector	The DC-DC power board shall designed in such a way that it will have individual compatible connectors connecting it with the SBC, touch display panel, internal speakers, and any other peripherals.	Yes / No / Explain		
270	15.8.3.6) Protection Features	Vendor shall include overvoltage protection, overcurrent protection; short-circuit protection, and over-temperature protection to safeguard both the power supply and the connected devices from damage.	Yes / No / Explain		
271	15.8.3.7) Size and Form Factor	The power supply shall be compact and lightweight, suitable for integration into the tablet form factor without adding excessive bulk or weight.	Yes / No / Explain		

272	15.8.3.8) Cooling	Vendor shall ensure effective thermal management to prevent overheating, especially during extended operation conditions and shall be Noise free	Yes / No / Explain		
273	15.8.3.9) Noise level	Vendor shall minimize electromagnetic interference (EMI) and audible noise to ensure a quiet operation.	Yes / No / Explain		
274	15.8.4) Certifications	CE/FCC/CB/EMC/TUV/UL or equivalent Indian certification compliance to ensure regulatory compliance and safety standards.	Yes / No / Explain		

### Supporting Documents required from Vendor

**1. Completely Filled compliance statement**

**2. Certificates**

**3. Test cases of prototype unit**

**4. Demo Unit for Technical Evaluation**

**5. work completion certificate**

**6. Drawings**

**7. Product Datasheet**

5 additional documents can be uploaded by the vendor

## C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	Shall supply, test & install the units.	Yes / No / Explain	
2	Payment Term (Our normal terms of payment is 100% within 30 days from the date of receipt and acceptance of the item at our site)	Yes / No / Explain	
3	Taxes and other costs, if any	Yes / No / Explain	
4	Delivery Period	Yes / No / Explain	
5	Delivery Term	Yes / No / Explain	
6	Security Deposit: FD or BG for 3% of PO value to be submitted after receipt of PO and valid till supply & acceptance.	Yes / No / Explain	
7	Performance Bank guarantee : BG for 3% of PO value to be submitted while claiming payment valid till end of warranty period with a claim period of 60 days.	Yes / No / Explain	
8	SD-cum-Warranty (PBG) (in lieu of SD & PBG as a single instrument): BG for 3% of PO value to be submitted after receipt of PO valid till end of warranty period with a claim period of 60 days.	Yes / No / Explain	
9	<p><b>DELAY IN COMPLETION / LIQUIDATED DAMAGES :</b> If the Contractor fails to deliver the stores within the time specified in the Contract or any extension thereof, the Purchaser shall recover from the Contractor as Liquidated Damages a sum of one-half of one per cent (0.5%) of the Contract price of the undelivered stores for each calendar week of delay. The total liquidated damages shall not exceed ten percent (10%) of the contract price of the unit or units so delayed. Stores will be deemed to have been delivered only when all their component parts are also delivered. If certain components are not delivered in time, the stores will be considered as delayed until such time as the missing parts are delivered.</p>	Yes / No / Explain	

10	Warranty	Yes / No / Explain	
11	Validity	Yes / No / Explain	
12	Name and Address of the company on whom purchase order to be placed (OEM if any should be added in your E-Procurement profile under Add Agent/Principal without fail). Address indicated here must be available in your profile as a Principal/Agent failing which PO will be placed on the e-procurement address available in the profile.	Yes / No / Explain	
13	Certificate of Undertaking: Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods or services (including consultancy services and non consultancy services) or works (including turn-key projects) only if the bidder is registered with the Competent authority (i.e. DPIIT). Hence, it is mandatory to furnish Certificate of Undertaking as indicated in the tender document.	Yes / No / Explain	
14	Foreign vendors are not permitted to quote. 1. Only Class -I and Class-II Local suppliers as per make in India policy are eligible to participate in the bid. 2. The percentage of local content should be specifically mentioned in the offer, without which will be summarily rejected 3. Preference will be given to class-I Local Supplier and in their absence, class-II Local supplier will be considered.	Yes / No / Explain	



15	<p>This tender is restricted only to Class-I and Class-II Local Suppliers as defined under DPIIT Order dtd 04/06/2020- Preference to Make in India Order-2017 Revision. Non-Local Suppliers need not quote. Foreign OEMs/Agents quoting on behalf of Foreign OEMs are not permitted to quote. High Sea Sales Quotes not permitted. The bids shall be in INR only.</p> <p>Purchase preference to eligible vendors are applicable as per extant notifications issued by the Government of India.</p> <p>The Class-I/Class-II Local suppliers, at the time of submitting their offer, shall also indicate percentage of local content and provide self certification that the item (s) offered meets the local content requirement for Class-I/Class-II Local Suppliers as the case may be. They shall also give details of location (s) at which the local value addition is made.</p> <p>In cases if the item(s) offered exceed Rs. 10 Crores, the Class-I/Class-II Local Suppliers shall provide a Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. False Declarations will be in breach of the Code of Integrity under Rule 175 (1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.</p>	Yes / No / Explain	
16	Percentage of local content for the quoted item.	Yes / No / Explain	
17	Details of location (s) at which the local value addition is made	Yes / No / Explain	
18	Foreign OEMs/Agents quoting on behalf of Foreign OEMs are not permitted to quote. High Sea Sales quotes not permitted. The bids shall be in INR only.	Yes / No / Explain	

19	GeM Seller ID: As per Gol OM No. 6/9/2020-PPD dated 24.08.2020 and DO No. 170/CEO-GeM/2020, sellers providing Goods and Services to Central Government Organizations shall be registered on GeM and obtain a unique GeM registered ID. Hence please get registered in GeM and furnish your GeM Seller ID.	Yes / No / Explain	
20	Any other terms	Yes / No / Explain	
21	Micro and Small Enterprises [MSEs] a. In order to avail the benefits extended by Government of India to the Micro and Small Enterprises [MSEs] in respect of Goods and Services as per provision of the policy, MSEs registered with District Industries Centre [DIC] or Khadi and Village Industries Commission [KVIC] or Khadi and Village Industries Board [KVIB] or Coir Board or National Small Industries Commission [NSIC] or Directorate of Handicrafts and Handlooms or Udyog Aadhar Memorandum, or any other Body specified by Ministry of MSME have to submit a copy of Valid Certificate with self-attestation along with the Techno-commercial bid. No Certificate claiming exemption will be entertained after Tender due date.	Yes / No / Explain	
22	b. MSEs are entitled for [i] issue of Tender documents Free of Cost [ii] Exemption of Earnest Money Deposit [EMD]. However, Performance Security is mandatory for Goods and Services.	Yes / No / Explain	
23	c. If the MSE Tenderer[s] is/are SC/ST/Woman entrepreneur owned MSEs, specific mention for the same should be there in the valid certificate submitted by the tenderer.	Yes / No / Explain	
24	d. Tenderers claiming MSME benefit shall furnish copy of UAM no. as uploaded on CPP portal to avail benefit	Yes / No / Explain	

25	In case a bidder is an MSE, registered under NSIC or any other Government Agencies and would like to avail exemptions, offer should be accompanied with necessary registration certificate with declaration to consider their offer. Quotation received without such declaration and valid registration certificate will not be considered for exemptions under the Public Procurement Policy.	Yes / No / Explain	
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### C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	INTERCOM EQUIPMENT S Supply & Installation of the VoIP Package unit including PTT Microphone, Headset, stand and Accessories with onsite Warranty of three years at ISTRAC sites in Bangalore.	1.0 - 275.0 Nos.		-		
		276.0 - 550.0 Nos.		-		

### Common charges (Applicable for all items)

<b>P&amp;F Charges</b>	
<b>Freight Charges</b>	
<b>Installation Charges</b>	
<b>Documentation &amp; Handling Charges</b>	
<b>Other Charges (If any)</b>	