

## अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687777486468

अनुबंध तिथि | Generated Date : 27-Mar-2024

|  |   |   |  |                                     |   |   |
|--|---|---|--|-------------------------------------|---|---|
| संगठन विवरण   Organisation Details   |   | खरीदार विवरण   Buyer Details                      |  |                                     |   |   |
| प्ररूप   Type :  | Central PSU   | पद   Designation :                                | BUYER IT   |                                     |   |   |
| मंत्रालय   Ministry :  | Ministry of Railways  | संपर्क नंबर   Contact No. :                       | 011-23712787-203   |                                     |   |   |
| विभाग   Department :   | Railways Public Sector Undertakings   | ईमेल आईडी   Email ID :                            | buycon8.ircct.delhi@gembuyer.in                          |                                     |   |   |
| संगठन का नाम   Organisation Name   | Indian Railway Catering and Tourism Corporation   | जीएसटीआईएन   GSTIN :                              | 07AAACI7074F1ZM  |                                     |   |   |
| :  | Limited   |   | B 148 11th Floor Statesman House, Barakhamba Road, New   |                                     |   |   |
| कार्यालय क्षेत्र   Office Zone:  | Corporate Office  | पता   Address :                                   | Delhi,   |                                     |   |   |
|  |   |   | NEW DELHI, DELHI-110001, India                           |                                     |   |   |
|  |   |   |  |                                     |   |   |
| वित्तीय स्वीकृति विवरण   Financial Approval Detail   |   | भुगतान प्राधिकरण विवरण   Paying Authority Details |  |                                     |   |   |
| आईएफडी सहमति   IFD Concurrence :   | No  | Role:   | PAO  |                                     |   |   |
| प्रशासनिक अनुमोदन का पदनाम   | GGM/WZ  | भुगतान का तरीका                                   | Offline  |                                     |   |   |
| Designation of Administrative Approval:  |   | Payment Mode:                                     |  |                                     |   |   |
| वित्तीय अनुमोदन का पदनाम   | GGM/WZ  | पद   Designation :                                | Vijay Shrikant Kundle                                    |                                     |   |   |
| Designation of Financial Approval :  |   | ईमेल आईडी   Email ID :                            | pao86.mr.mh@gembuyer.in                                  |                                     |   |   |
|  |   | जीएसटीआईएन   GSTIN :                              | -  |                                     |   |   |
|  |   |   | IRCTC, 2nd floor, New Administrative Building, D.N.Road, |                                     |   |   |
|  |   | पता   Address:                                    | Central Railway, Mumbai,                                 |                                     |   |   |
|  |   |   | Mumbai, MAHARASHTRA-400001, India                        |                                     |   |   |
|  |   |   |  |                                     |   |   |
|  |   |   |  |                                     |   |   |
| विक्रेता विवरण   Seller Details  |   |   |  |                                     |   |   |
| जेम विक्रेता आईडी   GeM Seller ID :  | 5B1F180000091891  |   |  |                                     |   |   |
| कंपनी का नाम   Company Name :  | PIONEER INFOCOM   |   |  |                                     |   |   |
| संपर्क नंबर   Contact No. :  | 08826400702   |   |  |                                     |   |   |
| ईमेल आईडी   Email ID :   | pioninfocom@gmail.com   |   |  |                                     |   |   |
|  | 319, Third Floor,,Vardhman Dimond Plaza,,319, Vardhman Diamond Plaza, Desh Bandhu Gupta Road, paharganj, New Delhi-   |   |  |                                     |   |   |
| पता   Address :  | 110055,PAHARGANJ,   |   |  |                                     |   |   |
|  | New delhi, Delhi-110055, -  |   |  |                                     |   |   |
| एमएसएमई पंजीकरण संख्या   MSME Registration number :  | -   |   |  |                                     |   |   |
| जीएसटीआईएन   GSTIN:  | 07AUEPR5643J1Z9   |   |  |                                     |   |   |
| *जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा   GST / Tax invoice to be raised in the name of - Consignee |   |   |  |                                     |   |   |
| वितरण निर्देश   Delivery Instructions : NA   |   |   |  |                                     |   |   |
| उत्पाद विवरण   Product Details   |   |   |  |                                     |   |   |
| #  | आइटम विवरण   Item Description   | आइटम विवरण   Ordered Quantity                     | इकाई   Unit  | इकाई मूल्य (INR)   Unit Price (INR) | कर विभाजन (INR)   Tax Bifurcation (INR)                   | मूल्य (INR में सभी शुल्क और कर सहित)   Price (Inclusive of all Duties and Taxes in INR) |
| 1  | उत्पाद का नाम   Product Name : Matrix PABX System-EPABX COMPLETE AS PER DETAILED SPECIFICATION with extensions 192 analog trunk ( FXO) 4<br>ब्रांड   Brand : Matrix<br>ब्रांड प्रकार   Brand Type : Registered Brand<br>कैटलॉग की स्थिति   Catalogue Status: OEM verified catalogue<br>कैसे बेचा जा रहा है   Selling As : OEM verified Reseller<br>श्रेणी का नाम और चतुर्थांश   Category Name & Quadrant : PABX System - EPABX (V2) (Q2)<br>मॉडल   Model: MATRIX ETERNITY GENX12SAC<br>एचएसएन कोड   HSN Code: HSN not specified by seller | 1   | pieces   | 319,000                             | NA  | 319,000   |
| कुल ऑर्डर मूल्य   Total Order Value (in INR)   |   |   |  |                                     |   | 319,000   |
|  |   |   |  |                                     |   |   |
| परेषिती विवरण   Consignee Detail   |   |   |  |                                     |   |   |
| क्र.सं.   S.No   | परेषिती   Consignee   | वस्तु   Item                                      | लॉट नंबर   Lot No.                                       | मात्रा   Quantity                   | दिनांक के बाद डिलीवरी शुरू करना है   Delivery Start After | वितरण पूरा कब तक करना है   Delivery To Be Completed By                                  |
|  | पद   Designation : NAGESH<br>ईमेल आईडी   Email ID : buycon208.mr.mh@gembuyer.in<br>संपर्क   Contact : 022-22618066-   | Matrix PABX System-EPABX COMPLETE AS              |  |                                     |   |   |

| 1  | जीएसटीआईएन   GSTIN : -<br>पता   Address : IRCTC, 2nd floor, New Administrative Building,<br>D.N.Road, Central Railway, Mumbai,<br>RAIGARH(MH), MAHARASHTRA-400001, India | PER DETAILED<br>SPECIFICATION with<br>extensions 192 analog<br>trunk ( FXO) 4  | - | 1 | 27-Mar-2024 | 11-Apr-2024 |
|--|--|--|---|---|-------------|-------------|
| <b>Product Specification for Matrix PABX System-EPABX COMPLETE AS PER DETAILED SPECIFICATION with extensions 192 analog trunk ( FXO) 4</b> |  |  |   |   |             |             |
| विनिर्देश   Specification  | उप-विनिर्देश   Sub-Spec  | मूल्य   Value  |   |   |             |             |
| MAIN DISTRIBUTION FRAME(MDF)   | MDF (Number of Pair)   | 400  |   |   |             |             |
|  | Integrated Protection Module (IPM)   | NO   |   |   |             |             |
|  | if yes,Number of Integrated Protection Module (IPM)  | NA   |   |   |             |             |
| EXTENSION AND TRUNK/JUNCTION   | EPABX system Implementation Technology/Architecture  | Hybrid ( Microprocessor based also supporting SIP extension )  |   |   |             |             |
|  | Number of Analogue Extensions /FXS ports   | 192  |   |   |             |             |
|  | Expandable upto(TDM ports/FSX ports)   | 256  |   |   |             |             |
|  | Number of Digital Extensions   | 8  |   |   |             |             |
|  | Number of Analogue Junction/FXO ports  | 4  |   |   |             |             |
|  | Number of SIP Extensions   | NA   |   |   |             |             |
|  | SIP Extensions Expandable upto   | 512  |   |   |             |             |
|  | Number of SIP Trunks (CHANNELS)  | NA   |   |   |             |             |
|  | Number of PRI TRUNKS   | NA   |   |   |             |             |
| CARDS SUPPORTED  | Type of Cards Supported  | PRI,E1,E&M,GSM   |   |   |             |             |
| GATEWAYS SUPPORTED   | Gateway Types supported  | FXS  |   |   |             |             |
| BUYER SPECIFIC REQUIREMENT   | Other Buyer specific Requirement   | Type of TEC Certificate(IR),Loop resistance interface (1200 ohm or better),Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest,conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 latest,conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9000/part-5/section-1 / 1991 latest |   |   |             |             |
|  | Type of Epabx Artitecture implementation Gateways  | NA   |   |   |             |             |
| CONSOLE  | Type of Operator Console   | Digital key phone based  |   |   |             |             |
|  | Number of Operator Console   | 16   |   |   |             |             |
|  | Number of Direct Station Console ( Selection Keys per Console)   | 16   |   |   |             |             |
|  | "Total Number of Servers Included in the Supply"   | NA ( for hybrid / Conventional EPABX)  |   |   |             |             |
|  | "Number of Hot Standby Servers out of Total Servers, included in the Scope of Supply"  | NA ( for hybrid / Conventional EPABX)  |   |   |             |             |
|  | Server Form Factor   | NA ( for hybrid / Conventional EPABX)  |   |   |             |             |
|  | Rack Size (RU) / Space Required for each Server  | NA ( for hybrid / Conventional EPABX)  |   |   |             |             |
|  | Processor Make   | NA ( for hybrid / Conventional EPABX)  |   |   |             |             |

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|--|--|---|
| SERVER SPECIFICATIONS / REQUIREMENTS (applicable only in case of Sever Based Category EPABX , Not for Hybrid & Conventional EPABX) | Processor Configuration & Description                                    | NA  |
|  | Total Number of processor  | NA ( for hybrid / Conventional EPABX)   |
|  | Number of Redundant Processors Included in the Total Number of Processor | NA ( for hybrid / Conventional EPABX)   |
|  | Number of Cores per Processor  | NA ( for hybrid / Conventional EPABX)   |
|  | Type of RAM  | NA ( for hybrid / Conventional EPABX)   |
|  | RAM Size (in GB)   | NA ( for hybrid / Conventional EPABX)   |
|  | Type of Hard Disk Drive  | NA ( for hybrid / Conventional EPABX)   |
|  | Capacity of Hard Disk Drive (in TB) (Hint:SAS, NL SAS, SSD, SATA, etc)   | NA ( for hybrid / Conventional EPABX)   |
|  | Capacity of Flash Drive (in GB) (Hint: for Flash Drive)                  | NA ( for hybrid / Conventional EPABX)   |
|  | Hot Swap Components  | NA ( for hybrid / Conventional EPABX)   |
|  | Network Interface  | NA ( for hybrid / Conventional EPABX)   |
| SOFTWARES  | Application Software Type / Capabilities                                 | Call Server Software,Unified Communication Server Software  |
|  | Type of Licence  | Perpetual   |
|  | Name of Softwares  | SARVAM UCS SME  |
|  | Name of the OEM  | MATRIX  |
|  | OEM Model  | ETERNITY GENX   |
|  | OEM Part Number of offered Model   | ETERNITY GENX12SAC  |
|  | Software Description   | Software for GENX   |
|  | Software Version   | V1R5  |
|  | Date of Launch of Version  | 2018  |
|  | Free supports/updates during validity of license                         | YES   |
| SOFTWARE FEATURES  | SALIENT SOFTWARE FEATURES  | Analog Extention/FXS with Number of Software / Licences Commensurate / Equal to the Number of Analog Extension/FXS Offered under "EXTENSION AND TRUNK / JUNCTION",Digital Extension with Number of Software / Licences Commensurate / Equal to the Number of Digital Extension Offered under "EXTENSION AND TRUNK / JUNCTION",Analog Junction/FXO with Number of Software / Licences Commensurate / Equal to the Number of Analog Junction/FXO Offered under "EXTENSION AND TRUNK / JUNCTION",SIP extension with Number of Software / Licences Commensurate / Equal to the Number of SIP Extension Offered under "EXTENSION AND TRUNK / JUNCTION",SIP trunk with Number of Software / Licences Commensurate / Equal to the Number of Offered under "EXTENSION AND TRUNK / JUNCTION",PRI Trunk with Number of Software / Licences Commensurate / Equal to the Number of PRI Trunk Offered under "EXTENSION AND TRUNK / JUNCTION",Radio Interface with Number of Software / Licences Commensurate / Equal to the Number of Radio Interface Offered under "EXTENSION AND TRUNK / JUNCTION",GSM with Number of Software / Licences Commensurate / Equal to the Number of GSM Offered under "EXTENSION AND TRUNK / JUNCTION",E1 Trunk with Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under "EXTENSION AND TRUNK / JUNCTION",E &M with Number of Software / Licences Commensurate / Equal to the Number of E&M Offered under "EXTENSION AND TRUNK / JUNCTION" |
|  | Any other features of Software   | NA  |
|  | Number of Audio Conference Participants Supported                        | 16  |
|  | Number of Media Channel/Ports  | NA  |
|  | Number of IP-TDM Concurrent Calls(2 users per call) Supported            | 128   |
|  | Call Buffer Memory System  | Yes   |
|  | If Call Buffer Memory  |   |

|   |  |   |
|---|--|---|
| GENERAL FEATURES of EPABX SYSTEM            | Available,Number of Records  | 2000  |
|   | Voice Mail Support   | Yes   |
|   | If Voice Mail facility required, Number of Voice Mail Channels for concurrent calls  | NA  |
|   | Number Voice Mail Users  | NA  |
|   | Available for Voice Mail, Number of Hours of Recording                               | NA  |
|   | Auto Attendant Facility  | Yes   |
|   | If Auto Attendant facility, Number of Auto Attendant Channels for concurrent calls   | NA  |
|   | ASMDR/CDR ( hint : Automatic Station Message Detailed Record / Call Detailed Record) | Yes   |
|   | Voice Logger   | NA  |
|   | If YES, Number of Simultaneous Calls that can be Recorded in Voice Logger            | NA  |
|   | Security Feature(for server based)   | NA  |
|   | Supported Functionalities (for server based)   | NA  |
|   | Supported Codecs   | G711,G729,G723  |
|   | Any other features (Minimum 100 characters limit)                                    | EXP. 240SLT+999IP   |
| SYSTEM/EXTENSION/ATTENDANT CONSOLE FEATURES | System Features  | Automatic Route Selection facility,DID facility(Direct inward dialing),DOD facility(Direct outward dialing),DISA facility(Direct inward station access),Multi Level Voice DISA facility,Privacy of Call,ASMDR/CDR,Programmable class of service for (STD/ISD/LOCAL) dialing as per need,Caller ID information for both internal and external callers (over Analogue, ISDN PRI),unique authorization codes for every users,Automatic call back,Call waiting,Music-on-hold facility,Call budgeting,Least cost routing,Mix-mode dialing,Provision for remote logins,Extension to Extension dialing |
|   | Extension Features   | Call forwarding,Consultation Hold,Brokers Call,Automatic call transfer,Conference call,Call pick up,Call re routing,Auto call disconnection,Dynamic STD Lock,Paging on key phone>Password control,Virtual Telephony,Howler Tone,Call parking,Auto answer/Auto off,Emergency call facility,Missed/Dialed/Received Call Lists,Last Caller Call back>Password display suppression,Personal Identification Number,Hotline,Preset Conference Calls,Direct Call billing in rupees,Call billing printout,Calling line identification(CLI),Remote Maintenance,Other Extension features                  |
|   | Attendant Console Features   | Answering an incoming call,Call queuing,Serial Call,Call waiting display,Automatic Call Distribution,Call Hold,Trunk offering,Night service,Head phone connectivity,Other Attendants console Features   |
|   | Voice Prompts and Announcement   | Yes   |
|   | If yes, Number of Levels of IVRS   | 8   |
| POWER SOURCE                                | Supply Voltage   | 230V AC,50Hz  |
|   | Supply Voltage for Media Gateway (For Server based)                                  | 230V AC,50Hz  |
|   | Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup      | NA  |
|   | FCBC   | NA  |
|   | If yes, minimum current Rating of FCBC at chrging voltage of 48V                     | NA  |

|   |  |   |
|---|--|---|
|   | (Ampere)   |   |
|   | Protection against over current and accidental reversal of polarity on the input side and against over current and over voltage on the output side   | NA  |
| OPERATING CONDITIONS  | Minimum Operating Temperature (°C)   | 0   |
|   | Maximum Operating Temperature(°C)  | 45  |
|   | Operating Humidity (RH) @ 40 °C (%)  | 95  |
| TEST REPORT/ CERTIFICATION                                    | TEC approval as per the latest TEC specifications  | Yes   |
|   | Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification   | Govt Lab  |
|   | Agree to provide all relevant documents Test Report / TEC/suuporting document /reports etc to the buyer at the time of bidding or on demand (Buyer to check the availability of TEC (ER) Certificate under MTCTE for the model procured) | YES   |
| INSTALLATION AND COMMISSIONING                                | Installation and Commissioning   | Yes (Covered under Scope of supply)   |
|   | Chemical Earthing to achieve resistance < 2ohm   | No  |
|   | Recommendation / Information regarding Supporting Hardware Required to meet the Performance / Capabilities of the System   | PROPER VENTILATION  |
| OPERATION & MAINTENANCE SUPPORT                               | The scope of supply include one set of operation and maintenance manual for each equipment   | YES   |
|   | Operation & Maintenance Terminal   | NA  |
|   | Training provided to buyers  | YES   |
|   | If YES,Details of training   | On site training for 3 days   |
|   | Packing List   | 240SLT+AS PER BOQ   |
| SERVICES  | Comprehensive Warranty (YEARS)   | 1 year  |
|   | Compliance to STC of the product (hint: uploaded as QR/Specification)  | YES   |
|   |  |   |
| विक्रेता विशिष्टता दस्तावेज़   Seller Specification Document: |  |   |
| 1. <a href="#">Verified and Signed Tp document</a>            |  | mkp.gem.gov.in/uploaded_documents/cms/tp/home_info_data_tele_pa74534564/51/16/877/CategorySc hema/tp_document/2021/4/27/stc-of-epabx-27-04-2021-final-pdf_2021-04-27-22-29- |

ईपीबीजी विवरण | ePBG Detail

NA

नियम और शर्तें | Terms and Conditions

1. Special terms and conditions- Version:2 effective from 02-11-2022

1.1 This category pertains to the products covered under Mandatory Testing and Certification of Telecom Equipment (MTCTE) by TEC, DoT([www.tec.gov.in](http://www.tec.gov.in)) notified vide Indian Telegraph (Amendment) Rules, 2017. Sellers to ensure compliance of the MTCTE certificate against Essential Requirement (ER) for the model offered on GeM Portal. Procuring Authorities to check compliance of model procured against the applicable ER issued by TEC under MTCTE.

In addition, procuring entities should also ensure that if the product is covered under Public Procurement (Preference to Make in India (PPP-MII )) Policy of DOT notified vide Gazette Notification dated 29th August 2018 as amended from time to time, it should also comply to the certification against applicable Generic Requirement (GR)/ Interface Requirement (IR) if issued by TEC.

2. General Terms and Conditions-

2.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.

2.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

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