

## अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687777486468

अनुबंध तिथि | Generated Date : 27-Mar-2024

## संगठन विवरण | Organisation Details

प्ररूप | Type : Central PSU  
मंत्रालय | Ministry : Ministry of Railways  
विभाग | Department : Railways Public Sector Undertakings  
संगठन का नाम | Organisation Name : Indian Railway Catering and Tourism Corporation Limited  
कार्यालय क्षेत्र | Office Zone : Corporate Office

## खरीदार विवरण | Buyer Details

पद | Designation : BUYER IT  
संपर्क नंबर | Contact No. : 011-23712787-203  
ईमेल आईडी | Email ID : buycon8.irctc.delhi@gembuyer.in  
जीएसटीआईएन | GSTIN : 07AACI7074F1ZM  
पता | Address : B 148 11th Floor Statesman House, Barakhamba Road, New Delhi, NEW DELHI, DELHI-110001, India

## वित्तीय स्वीकृति विवरण | Financial Approval Detail

आईएफडी सहमति | IFD Concurrence :  
प्रशासनिक अनुमोदन का पदनाम |  
Designation of Administrative Approval:  
वित्तीय अनुमोदन का पदनाम |  
Designation of Financial Approval :

No

GGM/WZ

GGM/WZ

## भुगतान प्राधिकरण विवरण | Paying Authority Details

Role: PAO  
भुगतान का तरीका | Payment Mode: Offline  
पद | Designation : Vijay Shrikant Kundle  
ईमेल आईडी | Email ID : pao86.mr.mh@gembuyer.in  
जीएसटीआईएन | GSTIN : -  
पता | Address : IRCTC, 2nd floor, New Administrative Building, D.N.Road, Central Railway, 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 : pionerinfocom@gmail.com  
पता | Address : 319, Third Floor, Vardhman Dimond Plaza,,319, Vardhman Diamond Plaza, Desh Bandhu Gupta Road, paharganj, New Delhi-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 ब्रांड   Brand : Matrix ब्रांड प्रकार   Brand Type : Registered Brand कैटलॉग की स्थिति   Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है   Selling As : OEM verified Reseller श्रेणी का नाम और चतुर्भास   Category Name & Quadrant : PABX System - EPABX (V2) (Q2) मॉडल   Model: MATRIX ETERNITY GENX12SAC 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 ईमेल आईडी   Email ID : buycon208.mr.mh@gembuyer.in संपर्क   Contact : 022-22618066-	Matrix PABX System-EPABX COMPLETE AS				

1	जीएसटीआईएन   GSTIN : - पता   Address : IRCTC, 2nd floor, New Administrative Building, D.N.Road, Central Railway, Mumbai, RAIGARH(MH), MAHARASHTRA-400001, India	PER DETAILED SPECIFICATION with extensions 192 analog 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>						
विवरण   Specification	उप-विवरण   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				
CONSOLE	Type of Epabx Artitecture implementation Gateways	NA				
	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)				

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)
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 charging 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/suporting document /reports etc to the buyer at the time of bidding or on demand (Buyer to check the availability of TEC (ER) Certificate under MTCCE 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
	Compliancee to STC of the product (hint: uploaded as QR/Specification)	YES
<b>विक्रेता विशिष्टा दस्तावेज़   Seller Specification Document:</b>		
1. <a href="#">Verified and Signed Tp document</a>		<a href="http://mfp.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-">mfp.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-</a>

## 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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