

# Bharat Heavy Electricals Limited

(High Pressure Boiler Plant) Tiruchirappalli – 620014,

TAMIL NADU, INDIA An ISO 9001

CAPITAL PURCHASE /MATERIALS MANAGEMENT / MFG

<b>ENQUIRY – Corrigendum 1</b>	Phone: +91 431 257 7645 Fax : +91 431 252 07 19 Email : <a href="mailto:srchandran@bheltry.co.in">srchandran@bheltry.co.in</a> Web : <a href="http://www.bhel.com">www.bhel.com</a> / <a href="http://www.tenders.gov.in">www.tenders.gov.in</a>
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<b>NIT_10853</b>	<b>Enquiry Number:</b> 2651100022	<b>Enquiry Date:</b> 14.11.11	<b>Due date for submission of quotation : 17.12.11</b>
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You are requested to quote the Enquiry number date and due date in all your correspondences. This is only a request for quotation and not an order

## ITEM DESCRIPTION: ENTERPRISE TELEPHONY SYSTEM

Details of Corrigendum
<b>General Queries &amp; Clarifications (attached separate pdf file-6pages)</b>
<b>All other terms and conditions as published in the NIT_10853 remain unaltered.</b>

<b>Confirmation of acceptance for BHEL commercial terms &amp; conditions and Price Bid formats have been posted in BHEL Corporate web site <a href="http://www.bhel.com">www.bhel.com</a> or from the Government tender website <a href="http://tenders.gov.in">http://tenders.gov.in</a> (public sector units &gt; Bharat Heavy Electricals Limited page) under Enquiry reference “2651100022”.</b>
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Tenders should reach us before 14:00 hours on the due date Tenders will be opened at 14:30 hours on the due date Tenders would be opened in presence of the tenderers who have submitted their offers and who may like to be present	Yours faithfully, For BHARAT HEAVY ELECTRICALS LIMITED Sr Manager / MM / Capital Equipment
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Procurement of Enterprise Telephony System  
Clarifications to Queries

Slno	Tender Document Ref	Description	Question	Response / Clarification
1	1.1-	Leased line of 2 Mbps bandwidth is available between BHEL-Trichy and BHEL-Thirumayam, which will be used for providing interconnectivity.	Bandwidth between the two locations is 2Mbps only, In order to have real-time replication as well as support for simultaneous calling between the two locations it will require higher bandwidth	As of now 1 Mbps can be dedicated for Voice connectivity, which can be increased in the future. If additional bandwidth is required on Day 1, it shall be clearly mentioned.
2	3-	Documents related to Technical and Un-priced Commercial bid		Cross reference from technical specification to the documents/brochures shall be clearly highlighted.
3	3.0-5	User license policy	Need more clarity	1. Whether concurrent or user count 2. Whether bundled license will be given for all UM and UC capabilities or individual licenses will be given for each functionality
4	4.1-	Racks	Whose scope?	Supply of network racks shall be in the scope of Bidder
5	4.1-4	Integration with ADS, MS Exchange and Lync unified server	Necessary integration & implementation support in Ms Exchange side would be to whose scope?	Integration of telephone exchange with MS Lync with necessary middleware will be in the scope of Bidder. MS Lync will be installed and made available by BHEL. Configuration change required on MS Lync for integration will be in the scope of the bidder.
6	4.1-5	Supply and install a SMS gateway. (The SMS gateway shall have provision for mass messaging from console and for application-triggered SMS using API)	Use of SMS gateway (Is it only required for Emergency Notification or will it be required for any other application)	SMS gateway will also be used for sending meeting reminders, alert SMS from various applications/alarms and for publishing SMS to BHEL users. Minimum of 4 SIM Slots shall be provided in the SMS gateway.
7	4.1-12	Integrate with the existing Coral Iris exchange at Township over QSIG from Bldg 79 gateway	Is the E1 PRI trunk factored in the Bill of Material schedule? How many trunks would be required for this?	1. Yes. It is factored in BOM, Refer Slno 5.3 (Note). 2. Two trunks will be used for integration over QSIG

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8	4.1-13	Integrate with the Polycom (EX H323, HDX 8000-720, HDX 4002) and Tandberg (990 MXP) Video conferencing solutions existing in the campus. Hardware and software required for fulfilling this requirement is under the scope of the bidder.	Integration with Video Endpoints of Polycom as some of the endpoints mentioned are very old and no longer supported by their OEM themselves it may not be possible to do the integration	POLYCOM HDX 8000-720, HDX 4002 and Tandberg 990MXP (1 No. each) are SIP compliant. Hence they need to be integrated. Polycom EX-H323 need not be integrated. It will be point to point video conferencing between VC equipment, Hard phone and soft phone.
9	4.1-17	Maintenance engineers	The maintenance engineers posted at site should be direct employee – Request you consider to amend the clause as direct employee / contract employee.	The maintenance engineers posted at site should be direct employee of the bidder. Accommodation will not be provided for the maintenance engineers.
10	5.2-	Trichy system should have full configuration of Thirumayam system	What is the meaning of Full configuration ? Is it that Trichy configuration shall also reside at Thirumayam ?	<ol style="list-style-type: none"> <li>1. In case the Thirumayam server fails, all functions at Thirumayam telephony network, should be made available from Trichy. To achieve this, the full configuration of Thirumayam server should be available in Trichy server.</li> <li>2. Trichy configuration need not reside at Thirumayam</li> </ol>
11	5.2-	One more server with full configuration shall be placed at BHEL Thirumayam. The configuration of this server shall be replicated in any of the servers at Trichy. In case the server at Thirumayam fails, the server at Trichy shall takeover.	<p>Should the endpoints in Thirumayam be SIP compatible?</p> <p>Should there be back-up SIP registration server at Thirumayam as well over and above the duplicated SIP registration servers at Thirumayam from day 1?</p> <p>Can the local server at Thirumayam be a full fledged back-up server in case the connectivity to the main site is lost or if the duplicated servers at Trichy fail? The back-up server at Thirumayam will be continuously synced with the Main servers at Trichy and will provide the complete feature functionality without any compromises.</p>	<ol style="list-style-type: none"> <li>1. Endpoints at Thirumayam shall be SIP compatible</li> <li>2. A SIP registration server is required at Thirumayam also.</li> <li>3. Thirumayam server shall be full fledged server to serve the local users.</li> </ol>

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12	5.2-	The secondary site shall be the true replica of the main site. The servers shall be in active-active or hot-standby mode to ensure redundancy and reliability of the proposed system.	Need to know whether the remote site, need to have similar setup < hot-standby mode proposed?	Active-active or hot-standby setup is not envisaged at Thirumayam.
13	5.3-	100 PSTN trunks	How we need to distribute the 100 Trunks? Only 2&4 and Bldg 35 should have PSTN connectivity or need to distribute across remaining Gateways? Consolidation of PSTN trunks (100) in an E1 for Trichy. Please confirm the interface type for these trunks.	1. 100 PSTN trunks will be only at Bldg 35 2.PSTN trunks will not be consolidated as E1-PRI
14	5.4-7	The system shall be scalable to a maximum of 15000 ports.	Please confirm the number of licenses to be provided on Day 1 as part of the Tender. Please confirm that BHEL would procure licenses for phones over and above the initially proposed 4500+500 phones separately. It is requested that the license cost be positioned separately in the price bid.	1. 4500 (SIP) + 2000 (Analog ) licenses on Day 1. 2. License cost for additional licenses need to be given.
15	5.4-14	API for XML/WML application development shall be provided.	For XML / WML application server would be whose scope. Kindly clarify. Also please share any specific application that BHEL may want to incorporate.	XML/WML application server will be in BHEL scope. Applications will be developed in-house by BHEL.
16	5.5-1	The system shall be Intel (Xeon or better) processor based main server. The servers shall be rack-mountable. The main servers shall have redundant power supply. Supply of suitable rack for the servers in 78 building, 2&4 Building and Thirumayam is under the scope of the bidder.	Is it mandatory for the for the server to appliance based and not card based, which would fit inside the gateway? What is the minimum RAM, no. of core processors and RAID resiliency required on the appliance based server?	The server shall not be a part of the gateway, it shall be separate and it shall be rack-mountable. Other parameters shall be chosen to meet the system requirement.

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17	5.5-4	The server shall have Symantec Endpoint Protection antivirus software installed in it and shall be updated automatically throughout the leased period and the subsequent AMC period, if any.	Symantec Anti-Virus protection clause (Not Relevant for Linux Systems)	All servers should be either hardened OS or with Symantec Endpoint Protection. If it is hardened OS, and if any vulnerability arises in future, the bidder should undertake to rectify.
18	5.5-11	A separate server shall be provided at Thirumayam for local call processing requirement. However the configurations shall be mirrored at any of the servers in Trichy complex, which is located at a distance of 100 Km.	Both site system configurations mirror image of each other.	Servers at Trichy shall be In DC - DR mode. Configuration of server at Thirumayam shall be replicated in Trichy servers. In case of Thirumayam server failure, Trichy server shall handle all the calls in Thirumayam.
19	5.6-	Gateway	Should all the gateways be of the same OEM make?	All gateways supplied shall be of the same OEM make.
20	5.12-36	Meet-Me conferencing: The system shall provide meet-me multi-party conference from any communication device internal or external. The meet-me conference system shall be of same OEM make. It shall be possible to assign personal meet-me bridge numbers to end users, or to conference rooms allowing conferencing on demand.	Is password protection required as well for added security? Can these functionalities provided through API integrations with CUCM or should it be natively delivered by the IP PBX? Esp. Call Recording, E-mail Scheduling. Securing Meet-me conferences cannot be natively supported by the IP PBX, although integration to the IP PBX can bring about these functionalities. Securing Meet-me conferences, something that the RFP has not requested, can also be done with API Integration with the IP PBX	1. Yes. Password protection is required. 2. Meet-me-conferencing shall be of the same OEM make. The given features can be delivered by API integration.
21	5.12-38	Station lock	Outbound Calling Restriction (Lock/Unlock) is typically provided through the FAC or feature access code for the user. Is the same acceptable as an alternative esp. for Analog Phones	Facility locking is required for all types of phones. FAC is acceptable for analog phones.
22	5.13-	Call billing software	Please confirm scope of Billing Software	Reporting facility for individual / group / department consolidation is required.

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23	5.14-5	Necessary hardware for voice mailboxes is in the scope of the supply of the bidder.	If Unified Messaging is desired, Voice mails are stored on the Exchange Server as well in addition to being stored locally on the Voice mail server. This said, Exchange Server Sizing must be taken care of by BHEL, per recommendations provided by the bidder, which will be based on Industry Standards guidelines and recommendations.	1. Voice mail shall be stored in Voice mail server. The server shall be sized to store 30 min for each mailbox. 2. Voice mail will not be stored in Mail Exchange server
24	5.14-8	The offered UM platform shall be capable of supporting applications like caller applications and subscriber options for enabling customizations and personalization of the standard TUIs -	Need clarification	The UM solution shall provide customisation like redial facility, contact list etc. in the User Interface.
25	5.15-	Software and hardware (including any intermediate server) shall be provided to integrate the Enterprise Telephone System with MS Lync Server (50 users), to provide unified communication features like Instant Messaging, Presence, Video conferencing and Click to dial.	Does this mean that only “click-to-dial” is under the scope of the bidder? Is presence, IM and Video Conferencing required for interoperability with the Soft phone client and video phones as well?	Only click-to-dial is to be integrated by the bidder. Presence and Video conferencing need not be integrated to MS Lync UC.
26	5.16-	Soft client on desktop	Make of soft client	Soft client on desktop shall be of the same OEM make
27	5.17-	Mobile based soft client	Breakup of Mobile Clients quantity based on smartphone type. BADA not supported as of today	1. Breakup of mobile clients can be finalised at the time of delivery 2. BADA need not be supported

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28	5.21-	Emergency Notification	In addition to one-way audio and text Notifications, should the Notification Services Solution must support "Polling Notifications" where recipients are prompted to select an option in response to a notification? Should the Notification Services Solution include it's own ad-hoc conferencing service, so that at no additional cost third party "ad hoc" conferencing is utilized? How many total number of users must be administered in the solution? We understand that concurrently only 10 users must be notified. How many party ad-hoc conferencing must be supported by the Notification Services solution for the future? Do you require Text-to-Speech (translation of text messages to speech) for audio broadcasting?	<ol style="list-style-type: none"> <li>1. 20 port conference bridge shall be available exclusively for Emergency notification service.</li> <li>2. Conference group shall contain any type of end point , viz, SIP/IP phone, analog phone or GSM</li> <li>3. Auto answer is required on SIP/IP phones 30 at a time, covering all the phones in the incident area.</li> <li>4. Polling notification and Text-to-speech are not required</li> <li>5. 100 users shall be administered in the solution</li> <li>6. Emergency notification can be a third party solution</li> </ol>
29	5.22-	Telephone instrument	Type 2 - 4 XML support is sufficient?	Type 2, Type 3 and Type 4 endpoints shall support XML/WML
30	5.22-3	Operator console		Headset shall be supplied for operator console
31	5.25-	Power Supply		UPS/FCBC batteries shall be SMF batteries.
32	General			Any PC or server required as part of the solution other than Software based operator console and XML/WML application server shall be supplied by the bidder and it shall be protected by Symantec Endpoint Protection