

**Bangladesh Coast Guard  
Agargaon Administrative Area  
Sher-e-Bangla Nagar, Dhaka-1207**

**TENDER DOCUMENT  
FOR THE PROCUREMENT OF  
GOODS (NATIONAL)**

**(OTM)**

**Purchase of IP Phone set for Bangladesh  
Coast Guard  
01 Lot**

**Invitation for CGHQ Project IT & Computer Tender No: 44.08.2680.005.02.001.18.201  
Date: 20 September 2018.**

## Section 2. Tender Data Sheet

*Instructions for completing the Tender Data Sheet are provided, as needed, in the notes in italics and under lined mentioned for the relevant ITT clauses.*

ITT Clause	Amendments of, and Supplements to, Clauses in the Instruction to Tenderers				
<b>A. General</b>					
<b>ITT 1.1</b>	<p><b>The Procuring Entity is Project Director IT &amp; Computer, Bangladesh Coast Guard Headquarters, Agargaon Administrative Area, Dhaka-1207.</b></p> <p>The Name and identification number of Tender are: IP Phone Set , CGHQ IT &amp; Computer Tender No <b>44.08.2680.005.02.001.18. 201</b> Date: <b>20 September 2018.</b></p> <p>The number, identification and name of lots comprising the Tender are:</p> <p><b><u>Lot No:1</u></b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">(a) IP Phone (With Video Facility) - 20 Nos</td> <td rowspan="2" style="font-size: 3em; vertical-align: middle;">}</td> <td rowspan="2" style="vertical-align: middle;">As per Section-7</td> </tr> <tr> <td>(b) Basic IP Phone - 90 Nos</td> </tr> </table>	(a) IP Phone (With Video Facility) - 20 Nos	}	As per Section-7	(b) Basic IP Phone - 90 Nos
(a) IP Phone (With Video Facility) - 20 Nos	}	As per Section-7			
(b) Basic IP Phone - 90 Nos					
<b>ITT 3.1</b>	The source of public fund is <b>Government of Bangladesh. (GOB).</b>				
<b>ITT 3.3</b>	The name of the Development Partner is <b>Not Applicable.</b>				
<b>ITT 5.1</b>	Tenderers from the following countries are not eligible: <b>None</b>				
<b>ITT 6.1</b>	Goods and Related Services from the following counties are not eligible: <b>None</b>				
<b>B. Tender Document</b>					
<b>ITT 8.2</b>	The following are the offices of the Procuring Entity or authorised agents for the purpose of providing the Tender Document: Not Applicable				
<b>TT 9.1</b>	<p>For <b><u>clarification of Tender purposes</u></b> only, the Procuring Entity's address is:</p> <p>Attention: <b>Project Director IT &amp; Computer.</b></p> <p>Address: <b>Bangladesh Coast Guard, Headquarters, Agargaon Administrative Area, Dhaka-1207.</b></p> <p>Telephone: <b>02-9140601</b></p> <p><b>Mobile No: 01766690024</b></p> <p>Electronic mail address: <b>it@coastguard.gov.bd</b></p>				
<b>ITT 10.1</b>	A Pre- Tender meeting shall be held on : <b>NA</b>				
<b>C. Qualification Criteria</b>					
<b>ITT 14.1(a)</b>	The Tenderer shall have 02 years overall experience in the supply of similar goods and related services.				

ITT 14.1(b)	The minimum specific experience is supplier in supply of goods: Minimum 04 in No of supply for last years.
ITT 15.1(a)	The minimum amount of liquid asset or working capital or credit facility is  <b>Lot No – 1 - Tk. 25,00000/00</b>  (As supporting documents updated Bank Statement will be appreciated)  (For Bank Solvency Certificate: The email address of the Issuing Bank including telephone, Mobile & Fax Number to be mentioned with the tender document for official purpose).
<b>D. Preparation of Tender</b>	
ITT 21.1(i)	The Tenderer shall submit with its Tender the following additional documents asked vide ITT 28.1(f).
ITT 23.1	Alternatives Tenders shall not be permitted.
ITT 24.3	Tenders are being invited for <b>01</b> lots
ITT 26.6	Price quoted for each lot shall correspond at least to <i>100%</i> of the items specified for each lot and correspond at least to <i>100 %</i> of the total lot value.
ITT 24.8	The following particular item represents more than fifty percent (50%) of the estimated lot value is: <b>Not Applicable</b>
ITT 28.1(f)	Manufacturer's authorization Required only when the supplier is not the manufacturer. In that case manufacturers consent letter, i.e. the manufacturer will do the work for the supplier, if he gets the work order, should be attached.
ITT 29.1	The Tender validity period shall be <b>90 days</b> .
ITT 31.1	The amount of the Tender Security shall be :  <b>Lot –1. Tk. 50,000.00 ( Taka Fifty thousand only) Pay order</b>  (In favour of " <u>AYON O BAYON KORMOKORTA, COAST GUARD HEAD QUARTERS</u> ")  ( <u>আয়ন ও ব্যয়ন কর্মকর্তা- কোস্ট গার্ড সদর দপ্তর</u> )
ITT 36.1	In addition to the original of the Tender, <b>one</b> copy shall be submitted.
<b>E. Submission of Tender</b>	
ITT 37.2	The inner and outer envelopes shall bear the following additional identification marks: <b>a. CGHQ Project IT &amp; Computer Tender No: 44.08.2680.005.02.001.18.</b> <b>Date: September 2018.</b>

ITT 38.1	For <b>Tender submission purposes</b> ,the Procuring Entity's address is: Attention <b>Project Director IT &amp; Computer</b> Address: <b>Bangladesh Coast Guard, Coast Guard Headquarters, Agargaon Administrative Area, Dhaka-1207.</b> The deadline for submission of Tenders is <b>12.00 pm. on 08 October 2018.</b>
ITT 38.3	For <b>Tender submission purposes</b> ,the Procuring Entity's address is: <i>[Note:In case of <b>Multiple Dropping</b> sate below the addresses of the Primary Place and Secondary Places]</i> <b>Not Applicable</b>
ITT 38.4	The deadline for the hand-delivering of the Tenders at the <b>Primary Place</b> is: <b>Not Applicable</b>
<b>F. Opening and Evaluation of Tenders</b>	
ITT 44.1	The Tender opening shall take place at <b>Bangladesh Coast Guard Headquarters, Dhaka-1207.</b> <b>at 1230 pm. 08 October 2018.</b>
<b>G. Award of Contract</b>	
ITT 60.1	The maximum percentage by which quantities per item may be increased is <b>20%.</b> The maximum percentage by which quantities per item may be decreased is <b>20%.</b> <i>[in both instances the maximum percentage is between 15 and 20 %].</i>
ITT 62.1	The amount of Performance Security shall be ten [10%] percent of the Contract Price.
ITT 62.3	The security deposit shall be deducted @ ten (10) percent from the successful Tenderer's payable invoices during Contract implementation. If awarded the Contract.

## Section 4. Particular Conditions of Contract

<i>Instructions for completing the Particular Conditions of Contract are provided, as needed, in the notes in italics mentioned for the relevant GCC clauses.</i>	
<b>GCC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
<b>GCC 1.1(n)</b>	The Procuring Entity is <b>Project Director IT &amp; Computer, Bangladesh Coast Guard</b>
<b>GCC 1.1(s)</b>	The site(s)/ point(s) of delivery is/are: <b>Bangladesh Coast Guard , Headquarters, Dhaka-1207</b>
<b>GCC 3.1</b>	For <b>notices</b> , the Procuring Entity's contact details shall be: Attention: <b>Project Director IT &amp; Computer</b> Address: <b>Bangladesh Coast Guard Headquarters, Agargaon Administrative Area, Dhaka-1207.</b> Telephone: <b>02-9140601</b> Facsimile number: <b>02-9140092</b> Electronic mail address: <b>IT@coastguard.gov.bd</b>

	<p>For <b>notices</b>, the Supplier's contact details shall be:</p> <p>Attention:</p> <p>Address:</p> <p>Telephone:</p> <p>Facsimile number:</p> <p>Electronic mail address:</p>
<b>CC 7.1(i)</b>	<p>The documents to be furnished by the supplier shall be as follows:</p> <p>(a) Attested copy of Valid trade license</p> <p>(b) Attested copy of Latest Income Tax certificate</p> <p>(c) Attested copy of Latest VAT registration certificate</p> <p>(d) <b>Bank solvency (Original)</b></p> <p>(The minimum amount of liquid asset or working capital or credit facility to be mentioned)</p> <p>(e) Manufacturer authorisation letter/Certificate</p> <p>(f) Country of origin certificate</p> <p>(g) Suppliers Must be certified service partner of Manufacturer.</p> <p>(Note: The above requirements should be reviewed by a Procuring Entity on a case-by case basis. With amendments being made as necessary).</p>
<b>GCC 8.1</b>	<p>The scope of Supply shall be defined in: "<i>Section-6 Schedule of Supply</i>"</p>
<b>GCC 20.2</b>	<p>The packing, marking and documentation within and outside the packages shall be: A complete packing list indicating the content of each package shall be enclosed in a water proof envelope and shall be secured to the outside of the packing case. In addition, each package shall be marked with indelible ink/paint in bold letters, as follows:</p> <p>a. Contract Number</p> <p>b. Name and address of Purchaser</p> <p>c. Package number of total number of packages</p> <p>d. Brief description of the content</p> <p>e. Name of the Supplier</p> <p>f. Final Destination/Delivery Point</p> <p>g. Gross weight</p>





## Section 5. Tender and Contract Forms

<b>Form</b>	<b>Title</b>
	Tender Forms
PG3 – 1	Tender Submission Letter
PG3 – 2	Tenderer Information Sheet
PG3 – 3A	Price Schedule for Goods
PG3 – 3B	Price Schedule for Related Services (if requires).
PG3 – 4	Specifications Submission and Compliance Sheet
PG3 – 5	Manufacturer’s Authorisation Letter
PG3 – 6	Tender Security (Pay Order)/Bank Guarantee
	Contract Forms
PG3 – 7	Notification of Award
PG3 – 8	Contract Agreement
PG3 – 9	Pay order/ Bank Guaranty for Performance Security

Forms PG3-1 to PG3-6 comprises part of the Tender and should be completed as stated in ITT Clause 21.

Forms PG3-7 to PG3-09 comprises part of the Contract as stated in GCC Clause 5.



## Tender Submission Letter (Form PG3 – 1)

*[This letter shall be completed and signed by the Authorized Signatory  
Preferably on the Letter-Head pad of the Tenderer].*

To: [Contact Person] [Name of Procuring Entity] [Address of Procuring Entity]	Date: <b>20 SEP 2018.</b>
Invitation for BCGHQ Prject IT & Computer Tender No: 44.08.2680.005.02.001.18. 201	[indicate IFT No]
Tender Package No:	[indicate Package No]
Lot No: 01	[indicate number of Lots]

We, the undersigned, offer to supply in conformity with the Tender Document the following Goods and related Services:

In accordance with ITT Clauses 22 and 23, the following prices and discounts apply to our Tender:

The Tender Price is: (ITT Sub-Clause 23.1)	<i>Taka [state amount in figures]                  and Taka[state amount in words]</i>
The conditional/ unconditional discount for being awarded more than one lot in this package is: (ITT Sub-Clause 23.9)	<i>Taka [state amount in figures]                  and Taka[state amount in words]</i>
The methodology for Application of the discount is: (ITT Sub-Clause 23.10)	<i>[state the methodology]</i>
The advance payment is: (GCC Sub-Clause 27.1)	<i>[state the amount based on percentage of the Tender Price]</i>

and we shall accordingly submit an Advance Payment Guarantee in the format shown in Form PG3 - 10.

In signing this letter, and in submitting our Tender, we also confirm that:

- a) our Tender shall be valid for the period stated in the Tender Data Sheet (ITT Sub-Clause 27.2) and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- b) a Tender Security is attached in the form of a *[pay order / bank draft / bank guarantee]* in the amount stated in the Tender Data Sheet (ITT Clause 29) and valid for a period of 28 days beyond the Tender validity date;
- c) if our Tender is accepted, we commit to furnishing a Performance Security in the amount
- d) stated in the Tender Data Sheet (ITT Sub-Clause 60.2) in the form stated in Tender Data Sheet (ITT Sub-Clause 60.1) and valid for a period of 28 days beyond the date of completion of our

performance obligations;

e) we have examined and have no reservations to the Tender Document, issued by you on *[insert date]*;

including Addendum to Tender Documents No(s) *[state numbers]*, issued in accordance with the Instructions to Tenderers (ITT Clause 11). *[insert the number and issuing date of each addendum; or delete this sentence if no Addendum have been issued]*;

f) we, including as applicable, subcontractor for any part of the contract resulting from this Tender process, have nationalities from eligible countries, in accordance with ITT Sub-Clause 5.1;

g) we are submitting this Tender as a sole Tenderer

h) we are not a Government owned entity as defined in ITT Sub-Clause 5.3

or

we are a Government owned entity, and we meet the requirements of ITT Sub-Clause 5.3);

*(delete one of the above as appropriate)*

i) we, declare that we are not associated, nor have been associated in the past, directly or indirectly, with a consultant or any other entity that has prepared the design, specifications and other documents, in accordance with ITT Sub-Clause 5.5;

j) we, including as applicable subcontractor have not been declared ineligible by the Government of Bangladesh on charges of engaging in corrupt, fraudulent, collusive or coercive practices, in accordance with ITT Sub-Clause 5.6;

k) furthermore, we are aware of ITT Sub Clause 4.3 concerning such practices and pledge not to indulge in such practices in competing for or in executing the Contract;

l) we intend to subcontract an activity or part of the Supply, in accordance with ITT Sub-Clause 16.1 to the following Subcontractor(s);

Nature of the Supply or related service

Name and address of Subcontractor

m) we, confirm that we do not have a record of poor performance, such as abandoning the Supply, not properly completing contracts, inordinate delays, or financial failure as stated in ITT Sub-Clause 5.8, and that we do not have, or have had, any litigation against us, other than that stated in the Tenderer Information Sheet (Form PG3-2);

n) we are not participating as Tenderers in more than one Tender in this Tendering process. We understand that your written Notification of Award shall become a binding Contract between us, until a formal Contract is prepared and executed;

o) we understand that you reserve the right to accept or reject any Tender, to cancel the Tender proceedings, or to reject all Tenders, without incurring any liability to Tenderers, in accordance with ITT Clause 55.1.

Signature:

*[insert signature of authorized representative of the Tenderer]*

Name:

*[insert full name of signatory with National ID]*

In the capacity of:

*[insert designation of signatory]*

Duly authorized to sign the Tender for and on behalf of the Tenderer

*[If there is more than one (1) signatory add other boxes and sign accordingly].*

**Attachment 1:** Written confirmation authorizing the above signatory (ies) to commit the Tenderer, in accordance with ITT Sub-Clause 34.3;

## Tenderer Information Sheet (Form PG3-2)

*[The Tenderer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted]*

Invitation for Tender No: 44.08.2680.005.02.001.18.201      Date 20 September 2018  
 Tender Package No: -

### A. Individual Tenderers

<b>1. Eligibility Information of the Tenderer [ITT Clauses 5 &amp; 21]</b>	
1.1	Tenderer's Legal Name:
1.2	Tenderer's legal address in Country of Registration
1.4	Tenderer's Year of Registration
1.5	Tenderer's Authorised Representative Information
	Name
	National ID number
	Address
	Telephone / Fax Numbers
	e-mail address
1.6	<p>Attached are copies of original documents of: <i>[check box(es) of the attached original documents]</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Articles of Incorporation or Registration of firm named in 1.1, in accordance with ITT sub-Clause 5.1 and 5.2]</i></li> <li><input type="checkbox"/> <i>In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITT Sub-Clause 5.3</i></li> <li><input type="checkbox"/> <i>An affidavit confirming the legal capacity stating that there are no existing orders of any judicial court that prevents either the tenderer or employees of a tenderer entering into or signing a Contract with the Procuring Entity in accordance with ITT clause 5</i></li> <li><input type="checkbox"/> <i>An affidavit confirming that the tenderer is not insolvent, in receivership or not bankrupt or not in the process of bankruptcy, not temporarily barred from undertaking their business for financial reasons and shall not be the subject of legal proceedings for any of the foregoing in accordance with ITT Clause 5.</i></li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> A certificate issued by the competent authority of Bangladesh stating that the Tenderer is a Tax payer having valid Tax identification Number (TIN) and VAT registration number or in lieu any other document acceptable to the Procuring Entity demonstrating that the Tenderer is a genuine Tax payer and has a VAT registration number as a proof of fulfilment of taxation obligations in accordance with ITT Clause 5 .</li> <li><input type="checkbox"/> Documentary evidence demonstrating that they are enrolled in the relevant professional or trade organizations registered in Bangladesh in accordance with ITT Clause 5.</li> </ul>
<b>2. Litigation History:</b> [Number of arbitration awards against the tenderer over the period in accordance the ITT Clause 13.1] if no [state "None"]	
<b>3. Qualification Information of the Tenderer:</b>	
3.1	Number of years of overall experience of the Tenderer in the supply of goods and related services as stated under ITT Sub-Clause14.1(a):
3.2	Number of completed supply contracts in the supply of similar goods and related services within the period mentioned in TDS as stated under ITT Sub-Clause14.1(b):
3.3	The supply and/or production capacity of Goods, if applicable, as stated under ITT Sub-Clause 14. (c)
3.4	<p>Number of completed supply contracts in the supply of similar goods and related services of required value within the period mentioned in TDS as stated under ITT Sub-Clause 15.1(a):</p> <ul style="list-style-type: none"> <li>▪ Number of Contracts:</li> <li>▪ Value of the Contracts:</li> <li>▪ Period of the Contract:</li> </ul>
3.5	Available liquid assets or working capital or credit facility in accordance with ITT Clause 15.1(b)

### Price Schedule for Goods (Form PG3-3A)

Invitation for Tender No:	44.08.2680.005.02.001.18.201	Date:	20 September 2018
Tender Package No:	-	Package Description:	<i>[enter description as specified in Section 6]</i>
Tender Lot No:	01	Lot Description:	<i>[enter description as specified in Section 6]</i>

#### A: PRICE OF GOODS (Including Spare Parts, if any) AND DELIVERY SCHEDULE

1	2	3	3	4	5	6	7	8
Item No .	Description Of Item	Country of Origin	Unit of Measurement	Qty Of units Required	Unit price	Total price (col. 4 × 5)	Point of Delivery as per Schedule of Requirement	Delivery Period Offered as per Schedule of Requirement
					(Note1)		(Note2)	

Note 1: Price shall include all customs duties, VAT and other taxes already paid or payable if Contract is awarded and shall be delivered price in final destination or at point of delivery.

Note 2: The Tenderer will complete these columns as appropriate following the details specified in Section 6: Schedule of Requirements

Signature:	<i>[insert signature of authorized representative of the Tenderer]</i>
Name:	<i>[insert full name of signatory with National ID]</i>
In the capacity of:	<i>[insert designation of signatory]</i>
Duly authorized to sign the Tender for and on behalf of the Tenderer	

## Specifications Submission and Compliance Sheet (Form PG3-4)

Invitation for Tender No:	44.08.2680.005.02.001.18.201	Date:	20 September 2018
Tender Package No:	-	Package Description:	<i>[enter description as specified in Section 6]</i>
Tender Lot No:	01	Lot Description:	<i>[enter description as specified in Section 6]</i>

Item No.	Name of Goods or Related Service	Country of Origin	Make and Model <i>(when applicable)</i>	Full Technical Specifications and Standards
1	2	3	4	5
	<b>FOR GOODS</b>			Note 1
	<b>FOR RELATED SERVICES</b>			

*[The Tenderer should complete all the columns as required]*

Signature:

<i>[insert signature of authorized representative of the Tenderer]</i>
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Name:

<i>[insert full name of signatory with National ID]</i>
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In the capacity of:

<i>[insert designation of signatory]</i>
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Duly authorized to sign the Tender for and on behalf of the Tenderer

# Manufacturer's Authorisation Letter (Form PG3 - 5)

*[The Tenderer shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Tenderer shall include it in its tender, if so indicated in the TDS as stated under ITT Sub-Clause 26.1 (b)]*

Invitation for Tender No:	Date:
Tender Package No:	
Tender Lot No:	
To: Name and address of Procuring Entity]	

WHEREAS

We *[insert complete name of Manufacturer]*,

who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby

authorize *[insert complete name of Tenderer]* to supply the following Goods, manufactured by us *[insert name and or brief description of the Goods]*.

We hereby extend our full guarantee and warranty as stated under GCC Clause 33 of the General Conditions of Contract, with respect to the Goods offered by the above Tenderer.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Address: *[insert full address including Fax and e-mail]*

Title: *[insert title]*

Date: *[insert date of signing]*

## Bank Guarantee for Tender Security (Form PG3 – 6)

*[this is the format for the Tender Security to be issued by a scheduled bank of Bangladesh as stated under ITT Clauses 29 and 30]*

Invitation for BCGHQ Project IT & Computer Tender No: 44.08.2680.005.02.001.18.201 Date: 20 SEP 2018

Tender Package No: -

Tender Lot No: 01

To:

[Name and address of Procuring Entity]

### TENDER GUARANTEE No:

We have been informed that *[insert name of Tenderer]* (hereinafter called “the Tenderer”) intends to submit to you its Tender dated *[insert date of Tender]* (hereinafter called “the Tender”) for the supply of *[description of goods and related services]* under the above Invitation for Tenders (hereinafter called “the IFT”).

Furthermore, we understand that, according to your conditions, Tenders must be supported by a Bank Guarantee for Tender Security.

At the request of the Tenderer, we *[insert name of bank]* hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Tenderer is in breach of its obligation(s) under the Tender conditions, because the Tenderer:

- a. has withdrawn its Tender after opening of Tenders but within the validity of the Tender Security; or
- b. refused to accept the Notification of Award (NOA) within the period as stated under Instructions to Tenderers (ITT); or
- c. failed to furnish Performance Security within the period as stipulated in the NOA; or
- d. refused to sign the Contract Agreement by the time specified in the NOA; or
- e. did not accept the correction of the Tender price following the correction of the arithmetic errors in accordance with the ITT; or

This guarantee will expire:

- (a) if the Tenderer is the successful Tenderer, upon our receipt of a copies of the contract signed by the Tenderer and the Performance Security issued to you in accordance with the ITT; or
- (b) if the Tenderer is not the successful Tenderer, twenty-eight (28) days after the expiration of the Tenderer’s Tender validity period, being *[date of expiration of the Tender validity plus twenty-eight (28) days]*

Consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

Signature

Seal



## Section 6. Schedule of Requirements

Invitation for Tender No: 44.08.2680.005.02.001.18. 201      Date      20 September 2018  
 Tender Package No: -      Lot. No: 01

### A. List of Goods and Delivery Schedule

When completing Form PG3-2 the Tenderer shall quote prices and contract delivery dates for each item against each lot and show each Lot separately, as specified in the List of Goods and Delivery Schedule.)

Item No.	Description of Item	Unit of Supply	Quantity of Units required	Point of Delivery	Date Required (in weeks)
1	2	3	4	5	6
Procuring Entity's Option for delivery terms is: <i>[note 1]b</i>					
<b>Lot No: 1</b>					
<b><u>IP PHONE SET</u></b>					
	(a) IP Phone (With Video Conference Facility)	20 Nos		<b>CGHQ</b>	<b>30 Days from signing of contract.</b>
	(b) Basic IP Phone	90 Nos			

Note 1: The delivery date required at will start Column 6.

## SECTION-7

### Technical Specifications

#### 1. Specification of IP Phone

1.1	<b><u>Name of Item:</u></b>	IP Phone (With Video Conference Facility & Basic IP Phone)	
1.2	<b><u>Purpose:</u></b>	To be used for IP PBX.	
1.3	<b><u>Quantity:</u></b>	20 in No Video Conference Facility	90 in No Basic IP Phone
1.4	<b><u>Manufacture:</u></b>	Bidder should mention	
1.5	<b><u>Scope of Supply:</u></b>	IP Phone (With Video Conference Facility) is to be supplied complete in all respect fulfilling the technical specifications with all required standard accessories/attachments and ready for immediate Use.	

#### 1.6 Technical Specifications of IP Phone (With Video Conference Facility)

1.6.1	Brand Name	To be mentioned
1.6.2	Model	To be mentioned
1.6.3	Country of origin	To be mentioned
1.6.5	Software	Uses the Android 4.2+ operating system and support voice and video communication.
1.6.5	Hardware	Adapts the 8-inch multi-touch color screen with 1280 x 800 resolution; provides GUIs for easy use.
		Provides a built-in Bluetooth 3.0 module, an HDMI port, and a MicroSD card slot, and supports Wi-Fi access (IEEE 802.11 a/b/g/n).
		Supports software control of enabling/disabling Wi-Fi, Bluetooth 3.0, MicroSD card, and USB.
		Supports two 10/100/1000 Mbit/s Ethernet ports.
		Provides a shutter for the camera that has a dual-color (red and blue) LED.
		Adopts the integrated portable structure, with a built-in microphone and a camera that supports 2.0 megapixel.
		Provides an angle-adjustable (-25° to +15° relative to the screen) camera and an angle-adjustable (ranging from 55° to 80°) base.
1.6.6	Voice codecs	Supports voice codecs including G.711a, G.711μ, G.729AB, G.722, iLBC, and Opus (with a sampling rate as high as 48 kHz).
1.6.7	Video codec	Supports video codecs such as H.264MP/BP and supports 1080p @ 30 fps HD video.
1.10.8	Security	Supports secure sessions (TLS/SRTP). The video phone shall support 802.1x (EAP-MD5 and EAP-TLS) to ensure network security.
1.6.9	QoS	Supports QoS mechanisms such as 802.1p/q and ToS/DSCP.
1.6.10	Network protocols	Supports network protocols such as TCP/IP, SIP, SDP, UDP, RTP, RTCP, DHCP, DNS, HTTP, HTTPS, SNTP, and XCAP.

1.6.11	Management	Supports remote management and maintenance based on TR069, and supports remote automatic upgrade.
1.6.12	Functional requirements	Supports UC services including corporate directory, calling name and department display, profile picture display, extension mobility, and IP phone linkage.
		Provides at least 24 line buttons using icons on the screen.
		Supports multi-registration.
		Supports local six-party conferences. A user engaged in an ongoing call can call a third party without ending the current call. After a three-party conference is set up, this user can add more participants (at most six participants in a conference), mute participants, remove participants, or end the conference.
		Provides quality voice with technologies such as anti-clipping (ACLP), acoustic echo cancelation (AEC), automatic gain control (AGC), adaptive jitter buffer (AJB), automatic noise restraint (ANR), comfort noise generation (CNG), hearing aid compatibility (HAC), packet loss concealment (PLC), voice activity detection (VAD), sidetone cancelation, voice quality monitoring (VQM), and buzz cancelation.
		Provides at least 24 system ringtones and supports import of custom ringtones in mid/wav/mp3/wma/ogg/3gp format.
		Supports picture-in-picture (PiP), full-screen display of the peer party, and local video preview.
1.6.13	Power	Supports at least 1000 contacts in the directory. Contacts can be queried and imported or exported in .csv/vcf format using USB, SDCard, web.
1.6.14	Quality & Certificate	The power adapter must be provided from day 1.
1.6.15	Touch Button	RoHS/WEEE/REACH/CE/SASO/NRTL (UL)/FCC/IC certification. Must be listed in the latest Gartner report "Magic Quadrant for Unified Communications"
1.6.16	Warranty & Support	At least 20 in No one touch button or display setting for direct calling
1.6.16	Warranty & Support	3 Years OEM warranty with support
<b>Basic IP Phone</b>		
1.6.17	Brand Name	To be mentioned
1.6.18	Model	To be mentioned
1.6.19	Country of origin	To be mentioned
1.6.20	Software	Supports the Linux operating system and voice calling.
1.6.21	Hardware	Provides an at-least-2.83-inch LCD color screen.
		Features low power consumption (at most 3.84 W).
		Provides at least two 10/100/1000 Mbit/s Ethernet ports.
		Provides at least 10 programmable buttons and four softkeys.
		Provides the RJ9 port.
		Provides PoE and complies with the IEEE 802.3af standard.

		Supports multi-registration.
1.6.22	Voice codecs	Supports common voice codecs, including G.711a, G.711 $\mu$ , G.729AB, G.722, iLBC, AAC-LD, G.722.1, G.722.2, and Opus.
1.6.23	Security	Supports level-based password management. Administrators and common users shall have different account numbers and passwords.
		Provides TLS-based SIP signaling encryption.
		Provides media encryption using the 128-bit AES to avoid unauthorized listening.
		Provides encryption of XML configuration files and encryption and delivery of commands for configuring services in web mode using HTTPS.
		Supports X.509-compliant digital certificates.
		Supports network access control and authentication protocol 802.1x (EAP-MD5/EAP-TLS).
1.6.24	QoS	Supports QoS mechanisms such as 802.1p/q and ToS/DSCP.
1.6.25	Network protocols	Supports TCP/IP, SIP, SDP, UDP, RTP, RTCP, DHCP, DNS, PPPoE, HTTP, HTTPS, SNTP, and XCAP.
1.6.26	Management	Supports remote management and maintenance based on TR069.
		Provides unified deployment, automatic software upgrade, and web-based management and configuration.
		Supports automatic deployment. That is, numbers and passwords are automatically delivered to IP phones.
1.6.27	Functional requirements	Provides PBX services, including but not limited to call waiting, call hold, call transfer, call forward, DND, BLF, advanced secretary (SCA), distinctive ring tone, designated pickup, group pickup, and call park.
		Supports UC services, including calling name, department, and profile picture display, corporate directory, extension mobility, IP phone linkage, contact synchronization, and instant conferencing.
		Supports local six-party conferences. A user engaged in an ongoing call can call a third party without ending the current call. After a three-party conference is set up, this user can add more participants (at most six participants in a conference), mute participants, remove participants, or end the conference.
		Provides server conference control capabilities. Users can join a scheduled conference or start an instant conference using their IP phones. The IP phone shall be able to display the participant list. As the chair in a conference, the IP phone shall be able to add, remove, mute, or unmute participants, or end the conference.
		Allows users to initiate a voice conference within a contact group.
		Supports caller ID and call history, including received, placed, missed, and transferred calls.

		Supports the directory function including local directory, group directory, and XML directory, and provides the LDAP interface.
		Provides quality voice with technologies such as anti-clipping (ACLP), acoustic echo cancelation (AEC), automatic gain control (AGC), adaptive jitter buffer (AJB), automatic noise restraint (ANR), comfort noise generation (CNG), hearing aid compatibility (HAC), packet loss concealment (PLC), voice activity detection (VAD), sidetone cancelation, voice quality monitoring (VQM), and buzz cancelation.
1.6.28	Power	The power adapter must be provided from day 1.
1.6.29	Quality & Certificate	FCC/CE/ROHS/WEEE/REACH/UL certification. Must be listed in the latest Gartner report "Magic Quadrant for Unified Communications"
1.6.30	Touch Button	At least 10 in No one touch button for direct calling
1.6.31	Warranty & Support	3 Years OEM warranty with support

2. **Port of Shipment:** to be mentioned.

3. **Standard Accessories.** Standard accessories must include all items and accessories which are essential to operate the Servers, whether those are mentioned in the specification or not. The accessories items list has to be provided with the quotation. All hardware (major and minor) must be compatible to each other.

4. **Installations.** All phone set are to be installed in all Zone & respective area as required by BCG. All facilities to the telephone sets to be activate. The telephone no to be programmed at last 4 digit of official mobile number apart form this 110 telephone set (20 Video phone + 90 normal phone) Arrangement to be made to connect with the existing IP PBX.

5. **Test, Trial and Acceptance.** The Supplier will carry out test and trial of the supplied equipment at buyer's premises and hand over the items fully operational condition. An acceptance certificate will be signed between representatives of buyer after satisfactory test/trail.

6. **Documents.** Original operating, care/manufacturer for all repair manual one (01) set each in English is to be provided with the Equipment trolley.

7. **Warranty and Support.** Warranty is to be given provided by the manufacturer for all the supplied items for a period of 3 Years 24x7 Support with 4 Hours Response Time (both for accessories and equipment) from the date of acceptance by the buyer.

8. **Validity of Offer.** The offer should remain valid until 90 Days.

9. **Condition for Acceptance of Quotation.** Quotation has to have supporting documents (booklets, leaflet, catalogue, brochure etc) having detailed particulars of the offered items in English. If detailed information regarding specifications, maker's book and catalogue about the same model of the Offered item, accessories, scope of supply etc are not provided, the quotation will not be accepted.

10. **Compliance Statement.** A compliance statement fulfilling all the requirement of the tender is to be submitted for evaluation of the quotations. Stating mere 'Yes' or 'No' will not suffice and detailed

description/information as required is to be given. An incomplete compliance statement may attribute to cancellation of the offer.

11. **Training.** Training for the operator and maintainer is to be conducted for at least 2 days for 02 CG personnel CGHQ at the supplier's cost in Bangladesh, detail of which is to be mentioned.
12. **Delivery Schedule.** Procure quantity is to be delivered in full within 30 days from the date of issuing work order.
13. **Inspection by CI&QC.** CI&QC will inspect the Equipment at CGHQ Premises. CI&QC will consider the following point:
  - a. Quality of Material.
  - b. Design and outlook.
  - c. Testing of all option telephone set
  - d. sound and video quality of telephone set.
  - e. Technical details as per contact
  - f. Other points mentioned in the agreement.
  - g. Final acceptance for overall performance.
14. **Supplier's Service and Responsiveness.** Supplier must reply to buyer's query within 03 days of raising the query.
15. **Financial Offer.** Price of individual items and total price to be quoted including VAT and IT.
16. **Video Conference and audio System.** All user should be capable of group calling and audio system should be compatible with the IP PBX system.
17. **Payment:** Payment will be made in BDT as per BCG Policy/PPR-2008 after satisfactory test, trial and final acceptance by CI&QC.
18. **Packaging.** All items are to be delivered in standard commercial packaging. Following information are to be printed/written on each package: Name of Items.
  - a. Consignee.
  - b. Work Order No. and date.
  - c. Supplier's name and address.
  - d. Quantity in each package.