



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1675

Dated : 09 Feb 2026
Due date : 16 Feb 2026

The Institution of Engineers (India) invites Sealed quotation is invited from Authorised Dealer/Stockist of SIEMENS for AMC of Advanced Server based EPABX system of SIEMENS make HIPATH 3800 range (H-3800) with the following specifications:

a) Siemens HIPATH 3800 Communication Platform - IP Ready , PCM/TDM , ISDN , BRI, PRI System, Configuration Components (Trunk side-08 P&T lines ports and 30 Ch. PRI Card Subscriber Side - 120 Analog Extns. And 08 digital Extns.)

Expandable upto 384 Analog/Digital Ports & 500 IP Ports having features like:

- Facility for Remote Maintenance
- Call Grouping facilities
- Hunt Group ACD (linear/cyclic)
- Central Telephone Book
- Executive/Secretary function
- Music on Hold with announcement
- Multiparty Conferencing : 5 persons/group x 6 groups
- 100 % Non-Blocking
- Voice Over IP compliant
- Q-Sig compliant
- Built-in Least Cost Routing (LCR)
- CSTA/TAPI Open Standard

b) OPERATOR CONSOLE : Open Stage 40T

The following terms & conditions may be noted while submitting the tender.

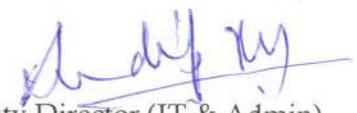
- i) The bidders should submit approval in respect of authenticity of dealership/stockist of M/S SIEMENS.
- ii) **Sealed Tender with name of the work and tender number on the top of the envelope shall be submitted to the Receiving Cell of IEI , 8 , Gokhale Road , Kolkata 700 020 within 16.00 hrs. on 16 Feb 2026 .**
- iii) The bidder shall submit the enclosed Price Part duly filled in along with forwarding letter.
- iv) In case of any discrepancy, the rates quoted by contractor in words shall be taken as correct.
- v) **10% of the bill value shall be kept as per security deposit / performance guarantee which shall be released after expire of the AMC.**
- vi) The bidder should agree for AMC as part of the rate quoted by him.
- vii) While quoting for above, the vendor must agree for assessing of reusability of existing MDF and Telephone units.
- viii) IEI reserves the right to cancel the tender without assigning any reason.

c) Scope of Work

- i) The vendor must provide single fully functional contact support centre with 24 X 7 support.
- ii) Any fault in the EPABX will need to be resolved by the vendor within 4 hours of fault booking.
- iii) The vendor must ensure Single point of contact for troubleshooting or a helpdesk team will function as a single point of contact for all sorts of problem for this system.
- iv) The vendor have to assist Institution with proper support, if required, in case there is any change in connectivity.
- v) Vendor has to mention the Escalation procedure and matrix for customer complaints
- vi) The vendor has to provide onsite support, when required.
- vii) The vendor has to ensure one year full support.
- viii) The contract includes Preventive maintenance on a quarterly basis subject to our mutual convenience.

Thanking you,

Yours faithfully,



Deputy Director (IT & Admin)

Financial Part

Sl. No.	Description	Amount (Rs.)
01	AMC for Siemens HIPATH 3800 Communication Platform - as mentioned in the notice.	
	GST	
	TOTAL	

(Rs.....)

We do hereby accept all the terms and conditions as mentioned in the notice (T-1675).

Signature of the bidder with date and seal

Company name :

Address :

Phone No. :

E-mail :