

TENDER SPECIFICATION- MAINTENANCE OF NHQ PABX SYSTEM AND TELEPHONE NETWORK

General.

1. **Purpose.** Maintenance of PABX system and telephone network of Naval Headquarters.
 2. **Location.** Naval Headquarter, Banani, Dhaka-1213.
 3. **PABX System.** IP/Digital/Analog PABX, Brand: NEC, Model: SV9500.
 4. **Telephone Networks.**
 - a. All junction lines and subscribers connection with the PABX within Naval Headquarter, BNS HAJI MOHSIN, Navy house, NU SHAHEENBAG, Sailor's residential area and ESKATON.
 - b. Presently 100 IP connections are running and more 300 connections may be added in future.
 5. **Technical Specification of the Existing System:** Proper maintenance required for following items which are kept in NHQ PABX:
 - a. 01 x Complete PABX systems (NHQ).
 - b. 800 x CLID subscriber's line.
 - c. 200 x Digital subscriber's line.
 - d. 100 x IP subscriber's line (Including additional 300 lines, when connected).
 - e. 56 x CO lines.
 - f. 05 x PC based Attendant Console.
 - g. 08 x UPS/Inverter.
 - h. 01 x AVR (Auto voltage regulator).
 - j. 10 x Backup batteries.
 - k. 02 x PC for PABX system with printer.
 - l. 08 x E-1 Trunk.
 - m. 01 x Rectifier.
 - n. 02 x AC.
 - p. 01 x MDF.
 6. **Qualification of the Bidder.** The Bidders are to meet following qualifications:
 - a. Have experience in selling and maintenance of PABX system.
 - b. Bidders should have an office in Dhaka.
 - c. Bidder should be capable to render service/ defect repair at all times.
 7. **Duration of the Contract.** The duration of the maintenance contract will be for a period of 7 months and 17 days (effective from 14 November 2022 to 30 June 2023). The contract period can be extended by mutual understanding.
- Obligation of the Bidder.**
8. **Maintenance and Repair Schedules.** The bidder is responsible to carry out maintenance/repair/restoration works of the PABX system. Bidder has to maintain essential accessories of the PABX system and telephone/ cable networks etc as and when required as per following time schedules:
 - a. **Maintenance (Preventive).** The bidder is to give highest priority for maintenance/ repair of PABX system. He shall be responsible to carry out periodical routine checks and system tuning as recommended by the manufacturer to ensure smooth, efficient and continuous operation of the system.



- b. **Repair/ Restoration.** If any defect arises to the said PABX systems, it is to be repaired/ restored at the earliest. However maximum time frame allowed completing the work as follows:
- (1) **Minor Defect.** **6 hours** (for replacement of Line/ Trunk Cards, Power Supply Cards, Cable Strip etc including minor software adjustments).
 - (2) **Major Failure.** **24 hours** (In case of total system shutdown for whatever reason like failure of hard-disk, CPU, Power-Supply units etc).
- c. **Installation.** The bidder is responsible to install or add any accessories of the PABX system for up-gradation or re-installation at free of cost. In that case BN will pay for new items required for up-gradation.
- d. **Telephone & Cable Network.** The bidder will carry out maintenance/repair works in respect of the telephones and cable networks of the said PABXs as follows:
- (1) Maintenance of existing Optic Fiber, Copper and others cable network (underground, overhead and in-house wiring) as and when required.
 - (2) Maintenance of existing IP/ Digital/ Analog telephone sets connected through the PABX system.
 - (3) Installation, removal and shifting of telephones (PABX extensions and BTCL lines) from offices and residence as directed by Naval Authority.
 - (4) The bidder will carry out minor repair of defective telephone sets as required. However, if a telephone set becomes BER (Beyond Economic Repair) without any fault attributable to the bidder, BN will provide its replacement.
 - (5) Cleaning and painting of PABX switch room, MDF room, IDF room, operators room, all telephone poles, external & internal cabinets and DP boxes once in a year (during Annual Inspection).
 - (6) Bidder is responsible for joining of Optic Fiber, Copper and others cable inside naval premises. Cable joint materials will provided by Navy.
 - (7) The PABX are connected with Joint Services Integrated Communication Network. In case of any problem in the said network, bidder will check his portion of network and extend all necessary help for rectification of defect.
 - (8) Bidder should have splicing machine, fault finding tools for various component including OFC & copper cable, necessary tools for repair work and experienced technician to effect the repair work including joining of OFC and other cables.
 - (9) Bidder is responsible for configuring IP telephone sets for connection.
 - (10) The bidder will carry out minor repair of defective telephone sets (CLID/Digital/IP) as required.
- e. **Protection.** Bidder shall suggest precautionary measures to protect PABX from lighting, over voltage and other faults. The Navy will provide necessary equipment as suggested by the supplier and the supplier will arrange for its installation. In case of any damage to the PABX due to lack of proper protection (which was not previously notified), the cost of repair shall bear by the supplier.



f. **Essential Accessories of PABX System.**

- (1) These include following items:
 - (a) Power Supply arrangements like Rectifier, switchboards, cables, plug-sockets etc.
 - (b) Back-up Batteries for PABX system.
 - (c) Back-up Batteries for UPS.
 - (d) Computer (PC) and its accessories like Printer, AVR, UPS etc.
 - (e) Air Conditioning Unit fitted in the PABX Room.
 - (f) Operator Console Board and its accessories.
- (2) The works to be performed by the bidder are:
 - (a) Preventive Maintenance (such as routine checks, cleaning etc) as per manufacturer's directives.
 - (b) Repair or replacement of any of the above items mentioned in Para 8.f(1) becoming defective. However, if an item becomes BER without any fault attributable to the Maintainer, Bangladesh Navy will bear the cost of its replacement.

9. **Spares for PABX System.** The bidder is responsible to provide/ supply of spares (cards, modules, unit or sub-units etc) that may be required for repair/ restoration of the PABX system in full efficiency at free of cost. The bidder will keep sufficient amount of spares in ready stock within BN premise/ bidders premise at Dhaka.

10. **Maintenance Staff.** The Bidder will deploy following maintenance staffs. Penalty may be deducted from maintenance bill as desired by BN for negligence or absence of maintenance staff.

- a. **1 x System Engineer (On Call).** System engineer will attend the PABX once in a month and carryout preventive maintenance. All calibrations repair and adjustment of the systems are to be carried out during his routine visit. Besides, he has to remain on call for the remaining periods of the month to render support in any unforeseen situation.
- b. **2 x System Technician (On Site).** One System technician will remain on site 24 hours alternately and carry out routine maintenance, repair and services described in above. Bangladesh Navy will provide suitable accommodation (free) and messing (on payment) facilities for the technicians in work premises.
- c. **6 x Line Men (On Site).** They will remain on site and carry out the maintenance of telephone and cable network as described in above. At least 4 x lineman should be available on duty from 0800 to 1600 hrs on working days, and at least 2 x lineman shall be on duty during off working hours. Bangladesh Navy will provide suitable accommodation (free) and messing (on payment) facilities for the linemen in the work premises.

11. **Price Quotation.** Bidders shall quote itemized price list mentioning the unit price for the items/ services demanded. Bidder may offer optional items required for the maintenance of the PABX with unit price separately. Besides, Bidder has to mention all types of service charges including recruitment of manpower for maintenance of PABX. Maintenance charges of whole period to be mentioned separately. All prices should be quoted in taka including govt tax and dues normally applicable.



12. **Compliance Statement.** A compliance statement fulfilling all the requirement of the tender is to be submitted for evaluation of the quotations. An incomplete compliance statement may attribute to disqualification of the offer. If any clause of this specification is not commensurate with the work, the deviation has to be spelt out clearly.

13. **Security Aspects.** The Bidder has to submit the Bio-Data of his staffs to Navy, at least 30 days prior his/their planned deployment in the PABX. The concerned person will only be employed after obtaining security clearance from appropriate Naval Authority. However, the Bidder will be solely responsible for a 'Breach of Security' by any of his employees.

14. **Non-performance by the contractor.**

a. All complaints/defects will be recorded in a complaint register maintained by the Bidder. The maintenance staff of the Bidder will be intimated about the complaints immediately and he will have to address them instantly including holidays.

b. If the Bidder fails to comply any of his obligations described above, the user will immediately notify the Bidder about the specific failure through the quickest means (verbally by telephone or any other means).

c. If the Bidder still fails to respond within reasonable time, the user will then notify the Bidder in writings.

d. In case of repeated non-performance by the Bidder, Naval Headquarters will impose penalty by deducting an appropriate amount from his dues as yearly maintenance charge and decision of Naval authority will be final in this respect.

Responsibility for Loss or Damage.

15. **Natural Calamities.** If any damage occurs to the PABX system or Network components due to natural calamities e.g. earthquake, fire, cyclone, flood including heavy lightning and thunder storm, the user will bear the cost of spares and the Bidder will provide the required services for the said repair/ restoration.

16. **Other Causes.** If any damage occurs to the PABX system or network components due to personal negligence or accident the responsibility of damages will be assessed by a Joint Board of Enquiry comprising BN Officers and Bidder's representative. The repair cost will be finalized according to the recommendation of the board.

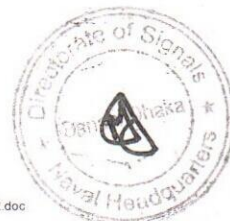
Terms of Payment

17. On completion of maintenance schedule, Officer-In-Charge NHQ telephone exchange will render a performance certificate (stating that the performance of the Bidder has been satisfactory or not during the maintenance period) to the Bidder. In any case of unsatisfactory performance, payment will be held up/appropriate penalty will be imposed as decided by Naval Authority.

18. Upon receipt of the performance certificate from the user, the Bidder will submit bill and Naval Headquarters will arrange the payment of maintenance charge through SFC (Navy).

Settlement of Dispute

19. If any dispute arises between the user (BN) and the Bidder, the decision of the user will be considered paramount. All matters of dispute or differences arising out of this contract between Bangladesh Navy (First Party) and the Bidder (Second Party), the decision of Naval Headquarters shall be final.



Cancellation of the Contract

20. The user is empowered to cancel this maintenance contract at any time, for which a "60 days notice" shall be served to the Bidder. The Bidder also empowered to cancel the contract for which a 90 days' notice shall be served to the user. In such case, the Bidder may be paid part of the maintenance charge (proportionately for the duration he has carried out the maintenance).



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BN

Member Secy

Director of Signals/

Naval Headquarters

Date: 21.11.22



Rep of DNW&EE

Member

Date: 21.11.2022



TAUHID AHMED

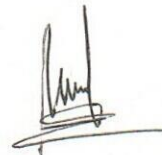
Lt Commander BN

Staff Officer (Repair)

Naval Engineering

Naval Headquarters

Date: 21.11.22



MEHRAB HASSAN

Lt Commander BN

Staff Officer (NS-2)

Naval Headquarters

Date: 21.11.22



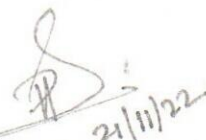
MEHEDI HASSAN

Captain BN

Director of Signals

Naval Headquarters

Date:



M RASHED SATTAR

Comd BN

Director of Operations

Naval Headquarters

Date: 21.11.22



MAHMUDUL HAKIM

Comd BN

Director of Plans

Naval Headquarters

Date: 23.11.2022