

TENDER NOTICE

No: WEL/868/1/2021

Dated 1 June 2026

Subject: SUPPLY, INSTALLATION AND COMMISSIONING OF PBX SYSTEM at High Commission of India, 72 Pipitea Street, Wellington, New Zealand

High Commission of India in Wellington invites Tenders from reputed and interested companies/dealers having their establishment in Wellington, New Zealand in the form of two bid system (Technical and Financial) for "Supply and commissioning of digital PBX system having 12 SIP trunk lines expandable to 20 trunk lines, 40 normal extensions expandable up to 50 extensions and "Comprehensive Annual Maintenance Contract for 3 years after expiry of warranty period".

IMPORTANT DATES

S. No.	Events	Date
1.	Tender Publish Date	1 June 2026
2.	Bid Submission start date	8 June 2026
3.	Bid Submission end date	29 June 2026 (till 1400 hrs)
4.	Opening of Technical Bids	30 June 2026 (at 1600 hrs)
5.	Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	Date to be intimated later*

***Note: The bids will be opened in the O/o Head of Chancery, High Commission of India, Wellington**

2. The tender documents can be downloaded from the websites <http://www.hciwellington.gov.in> or <http://www.epublish.gov.in> from 1 June 2026 onwards. No tender fee will be charged for the tender documents.

3. Please note that any corrigendum/addendum in the above tender documents, if required, will be hosted on the website of the High Commission of India, Wellington, as given above.

4. Tender documents shall be received upto **1400 hrs on 29 June 2026** which shall be opened on 30 June 2026 at **1600 hrs** at the above address, in presence of interested bidders.

5. High Commission of India, Wellington reserves the right to accept or reject any or all the tenders or part thereof without assigning any reason.

GENERAL INSTRUCTIONS AND TERM AND CONDITION TO THE BIDDERS

1) The bidders should submit their bid detailing the name, postal address, telephone no, mobile no & email id etc. If the bidders are authorized of any original equipment manufacturer, they should also enclosed authorization certificate along with detailed information i.e name, address, telephone etc, otherwise bid will be summarily rejected.

2) Mode of preparation and submission of bid

Technical bid

- a) Cover 01 (**Technical Bid**) shall be super scribed as “Technical bid” duly indicating the Tender Reference for installation PBX system at High Commission of India, Wellington as per **Annexure-I**.
- b) Company’s Registration Certificates.
- c) GST Registration Certificates or GST Number.
- d) Details of experience in similar nature of work for installation of digital PBX system or similar equipment minimum 3 years should furnish.

Financial bid

- a) Cover 2 (**Financial Bid - as per Annexure II**) should contain Price only and shall be superscribed as “Price bid’ duly indicating the Tender Reference No. as per **Annexure-II**.
- b) The quoted rate shall include cost of equipment and taxes, as applicable.
- c) Cover 1 & 2 should be sealed and signed individually superscribed tender for installation of digital PBX system should be address to “**High Commission of India, 72 Pipitea Street, Wellington**”

3) Tender received after the deadline of receipt indicated in Tender notice, shall not be taken into consideration.

4) Envelop for technical bid and financial bid will be opened in stipulated date and time in High Commission of India, Wellington.

5) The bidder shall submit the original tender documents with seal and signature at each page within the stipulated period as a token of acceptance of terms and conditions.

6) The High Commission of India will not be liable for late in receipt of the tender after the due date/time due to any postal delay if sent by post.

7) Companies not submitted full information/documents at the first instance shall be rejected.

8) Payment will be released after successful supply of all the items, required for the digital system and successfully installation and commissioning and smooth functioning of the system.

- 9) Annual maintenance contract (AMC) provider should have facility within Wellington, New Zealand so as to provide prompt service as and when required detail terms and conditions for AMC should be given in the format Annexure-II.
- 10) During installation existing cables must be dressed and if new cabling work is required must be done by the bidder. Price for new cable per meter and its accessories must be quoted, if any, as per specifications.
- 11) No advance payment will be made. Only 75% payment on delivery, installation, and operationalization of the complete Solution (Supply installations & commissioning with its associated software) subject to satisfaction of the High Commission of India. 25% after one month of installation and operationalization.
- 12) High Commission of India is at liberty to relax the eligible criteria if feel necessary considering the nature of work.
- 13) **Disputes:** High Commission of India and the bidder shall make every effort to resolve any dispute/disagreement in connection with the bid amicably by direct negotiation. However, the decision of Head of Chancery, High Commission of India, Wellington will be final & binding in case the disagreement or dispute if not resolved through mutual negotiation.
- 14) **Miscellaneous:**
High Commission of India reserves the right to cancel any or all the tenders without assigning any reason. Conditional offer shall not be accepted.

SCOPE OF WORK, SYSTEM REQUIREMENT & TECHNICAL SPECIFICATIONS

High Commission of India, Wellington, invites bid for the latest technology PBX system to provide seamless internal/external communication for the Chancery cum Residence Building. Bidders are advised/free to visit location to analyse the location at 72 Pipitea Street, Wellington, New Zealand and then quote the necessary required system, accessories / cables / as a package.

1. Scope of work

- a) Supply, installation, testing & commissioning of the new PBX System as specified in the detailed system specification below, with third party Analog/SIP phone integration capability.
- b) The company/vendor, with prior permission of this office, may inspect the site for preparing the plan and layout.
- c) Monitor performance of the new PBX System for three months and provide the necessary training to the operators and staff of HCI, Wellington.
- d) The voice in telephone instruments should be clear without any disturbance.
- e) The firm should supply the operation and maintenance manual, electric /electronic circuit diagrams, battery and battery charger information in two sets along with the PBX System.
- f) The firm should maintain the PBX and accessories ordered herewith in full working condition during the warranty period of *three year and should repair / replace the parts free of charge during this period.*
- g) The firm shall confirm in their offer that the spare parts for PBX System will be available for 5 years for direct replacement, if ordered by High Commission of India.
- h) The firm must quote the rate for supply of standard analogue, digital and IP telephone instruments. Actual number of each type of phone instruments if any to be supplied will be placed in the purchase order.
- i) Supply of any other hardware / accessories needed for installation of the ISDN/PBX system will be quoted for with details. All wirings and interconnections shall be done in a professional way and shall be of standard quality.

2.. DETAILED SPECIFICATION FOR PBX SYSTEMS

2.1 GENERAL:

Under the scope of this project High Commission of India, Wellington intends to procure an PBX system with 40 extension lines expandable to 50. The proposed systems shall be a fully smart system that supports Time Multiplexing (TDM), employ Stored Program Control (SPC) using Pulse Code Modulation (PCM), IP switching and conforming to latest ITU-T (earlier CCITT) standards. The PBX should be able to integrate with public telecom network infrastructure (PSTN/ISDN). The system shall be fully modular and fully non-blocking type with distributed architecture and should have provisions for redundancy for main system controls.

The other specific features as listed below shall be satisfied.

- a) It should have facility to connect Computer Terminal, Telephones and FAX through suitable Interface common to all such devices. Tenderers shall indicate full details of the system offered including CPU speed.

- b) The system shall be capable of working in a suitably ventilated non-air-conditioned environment. System design shall be immune to noise from various sources like power supplies, lighting system etc.
- c) The System shall ensure a very high degree of availability and maintainability through use of highly reliable components and appropriate structural & functional units.
- d) All components should be rated for continuous operation of the system. It should be designed in such a way that any damage in any circuit/Subassembly / assembly should be self-containing and should not be spread to other parts of the system.
- e) Fuses used shall have a suitable marking for the different rating to enable easy identification and replacement.
- f) Flexibility of opening & closing of limits & modification in class of service will be provided.
- g) There must be protection of PBX System from high voltage/current transient occurring on junction lines to the Exchange.
- h) Connecting cables between jacks shall be marked in their extremities with identical designation as on the fixed connecting flanges.
- i) Cabinet design shall provide for adequate ventilation to dissipate heat due to energy loss.
- j) The points for connecting supplies, the power supply to the different plug-in cards shall be standardized & mechanically non-interchangeable to prevent damage due to accidental interchange of connectors.
- k) Sub-assemblies & printed cards in the equipment shall be suitably marked. Identification of a type of card in its connector shall be possible without necessitating its removal. Any plug-in component shall be marked with sufficient information for its complete identification.
- l) All instructions labels or any other marking on the equipment shall be perfectly legible.

2.2 SYSTEM FEATURES:

- a) The system should comply with the latest technology used by the leading telecom companies in New Zealand.
- b) The system should be flexible and upgradeable.
- c) The equipment and circuits for tones and ringing shall form part of main PBX equipment.
- d) The equipment should have Automatic Route Selection facility to determine least cost route automatically based on class of service.
- e) **Call Queuing:** The system should have call queuing facility for incoming calls.
- f) **Call Centre:** The system should have Built-in Call Centre features
- g) **Auto Attendant:** The system should have programmable auto attendant system
- h) **Channels of Voicemail:** The system should have voicemail capabilities
- i) **Call recoding:** The system should have facility to record calls

- j) **Call Reporting software:** The system should have a software which can monitor all calls and can generate reports.
- k) **Extension-to-Extension Dialling:** It shall be possible to establish internal calls automatically by dialling any number without assistance of the attendant.
- l) **Direct Outward Dialling:** It shall be possible to establish external calls automatically by dialling any number without the assistance of the attendant (subject to class of service).
- m) **Provision of DID & DISA:** It shall have facility for direct inward dialling and direct inward station access.
- n) **Access To Exchange Network:** It shall be possible for an extension to get access to public network with or without the attendant in such cases, facility shall exist for the attendant to either dial the required number or to merely extend the junction to the extension and permit the subscriber to dial the number.
- o) **Privacy of Call:** Full privacy of conversation shall be available on all calls whether established directly or by the attendant. A warning tone of a specified frequency shall be applied when the attendant exercises trunk-offering facility on an extension user.
- p) **Class of Service:** It shall be possible to exercise control on an extension over the telephone usage by providing suitable class of service.
- q) System should have provision for Automatic Last Number Redial up to 20 number on Junction Line.
- r) During night, when the board is shut, external lines should be linked to any pre-defined extensions.
- s) Provision for connecting recorded voice / answering to make available extensions to an incoming call without the help of operator.
- t) **Flexible Numbering Scheme:** System should have provision for flexible numbering plan up to four digits for extensions.
- u) **Universal Port Configuration:** All ports of the System should be identical to facilitate flexible configuration of the System as per user needs.
- v) **Discriminate Ringing:** The System should support discriminate ringing to indicate internal & external calls.
- w) **Calling Line Identification (CLIP):** This is an optional feature and when ordered it enables the incoming calling number is displayed on Key/ Analog Phone.
- x) **Remote Maintenance:** The System programming can even be done from remote locations.

2.3 In addition to the above the undermentioned features should be part of the system: -

- a) Built-in Auto Attendant & 8 Channel Voicemail for 2 Hrs.
- b) Built-In Communications Assistant Licenses for all Users
- c) Multi-Party Conference
- d) Flexible Numbering Plan 1, 2, 3, & 4 digits
- e) Single Digit Numbering for Imp. Services
- f) DECT/E-1/ISDN /VoIP Compatible

3. EXTENSION FEATURES:

- a. **Call Forwarding:** An extension with this class of service shall be able to transfer all incoming calls, temporarily to another pre-selected extension. Such requests shall be registered by dialling a code followed by the extension number. Facility shall also exist for cancellation of a request registered earlier.
- b. **Consultation Hold:** An extension engaged on an external call (incoming or outgoing) shall be able to hold the call while making internal call for private consultation. The external subscriber shall not overhear such consultation. There must be facility of music during hold condition.
- c. **Brokers Call:** An extension engaged on an external call (incoming or outgoing) shall be able to hold the call while making another call and then alternate between the two. The other party shall not overhear such consultation. There must be facility of music during hold condition.
- d. **Automatic Call Transfer:** It shall be possible for an extension user to transfer incoming calls to another extension with or without help of the attendant.
- e. **Executive/Secretary:** A combination of call-forwarding, consultation
- f. Hold provisions to be there for executive to selectively answer calls.
- g. **Executive Over-Ride:** There must be facility offering priority to minimum five extensions to over-ride ongoing conversations.
- h. **Conference Call:** It shall be possible for an extension user (up to a maximum number of 6) to talk to each other at the same time on a conference circuit. One of the extension user or the attendant may set up the conference call.
- i. **Call Pick-Up:** It shall be possible for an extension user to pick-up incoming calls ringing on another extension without the help of the attendant.
- j. **Call Re-Routing:** It shall be possible for a call to be re-routed, without help of the attendant, to other pre-defined extensions when certain conditions apply.
- k. **Dynamic STD Lock:** The System should support that individual extension can lock outward dialling (STD/ISD/LOCAL) by a personal secret pass code to prevent misuse by others.
- l. **Background Music:** The Key Phone user can enjoy the light background music channelled from System When Voice DISA Card is incorporated.
- m. **Auto-Answer/ Auto-Off:** Key Phone can be programmed for auto-answer after pre-set number of incoming rings. The Key Phone is automatically disconnected when caller disconnects.

4. ATTENDANT'S CONSOLE FEATURES:

Stand-alone Attendant Console with the following features:

- a. The operator console should have soft/feather touch keys with easy to view display and busy lamp field for extensions. It will have easy handling facility for all internal & external calls.
- b. **Answering an Incoming Call:** Facility should exist for answering an incoming call, whether from an internal extensions or external junction.
- c. It should be possible to identify the type of call that is internal, external line etc., from the call indicator.

- d. **Call Queuing:** All incoming calls should be presented to the console in order of the arrival. Facility should exist for giving preference to junction calls and from tie lines over calls from internal extensions.
- e. **Serial Call:** Facility should exist to extend an incoming call as serial call which should come back to attendant on completion of call permitting the attendant to route the call to another extension and so on.
- f. **Call Waiting Display:** An indication should be given when there is an unanswered call waiting in the queue. The lamp shall flash if number of calls waiting in the queue are two or more or if a call has been waiting for more than a predetermine time.
- g. **Call Selection:** Facility should exist to the attendant to select which incoming call to be answered first.
- h. **Call Hold Facility:** It shall be possible for the attendant to place an incoming junction call on hold pending further processing.
- i. **Setting Up External Calls:** Facility shall exist for enabling the attendant to set up the external calls for the extensions, which are allowed to access the public network. The attendant may either dial the number himself or merely extend the junction to the authorized extension user.
- j. **Trunk Offering:** The attendant shall be able to offer an incoming call to busy extension. A tone shall however, alert the talking parties when the attendant barges-in on a connection.
- k. Provision for Remote Supervisor Control to be there.
- l. **Position Busy:** When more than one console is in use, it shall be possible for a console to prevent further incoming calls from being assigned to it by busying itself. When a console is so busied all the waiting calls queued for the particular console shall be transferred to other console/extensions. Incoming calls in cases where two consoles exist shall be equally distributed. Facility shall exist during absence of the attendants for incoming external calls to be forwarded to one common or several individual extensions.
- m. **Night Service:** It should be possible for all incoming calls to be transferred to certain predefined extensions; in case this option has been exercised during the night.
- n. **Headphone Connectivity:** The operators can plug-in headphone to handle the call traffic efficiently while keeping her/his hands free for other jobs.

5. Digital Phone/ Handsets

- **Type-1:** Desk Phone with 3-line Backlit Display (or better) & 24 Programmable Keys.
- **Type 2:** Desk Phone with 3-line Backlit Display (or better) & 16 or more Programmable Keys.
- **Type 3:** Desk Phone with 3-line Backlit Display (or better) & 8 or more Programmable Keys.

All types of digital phone mentioned above must have the following features:

- a) Multi Level Handset / Headset Volume Control
- b) Multi Level Speaker Phone Volume Control etc.
- c) mbers Call Log
- d) Hearing Aid Compatibility
- e) Multi Level Ringer Volume Control
- f) Station History Redial

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
(CAMC)

1. The CAMC shall be normally for a period of one year, after the expiry of warranty period, and may be extended upto 3 years subject to satisfactory performance. The decision of High Commission of India in this regard will be final. No demand for revision of rates of any account whatsoever shall be entertained under any circumstances during currency of the contract.
2. The company should have experience of at least three years in Government, private, international organizations in respect of maintenance of PBX System and Extensions of different configurations are eligible for applying in tender along with other eligibility conditions mentioned in Terms and Conditions. Bid will be valid for 120 days from the date of submission of bid. The contract shall ordinarily be awarded to the lowest evaluated technically qualified bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
3. The company shall depute trained mechanic(s) only having wide experience of repairing the PBX System on monthly basis for preventive checks & maintenance and the complaint received during the day shall be attended to promptly and rectified on the same day. The company should have to their representative available on holidays in case of emergencies.
4. The company is liable to replace the defective parts of the machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of one year from the date of replacement. The defective parts will be taken over by the company and the new parts provided will become the property of the High Commission of India.
5. In the case of major repair where the PBX system or any part of the system has to be taken to company's workshop, the standby arrangement from the company side will be mandatory without disruption of work of the High Commission of India. The equipment being taken to the workshop for repair would be at the company's expenses.
6. The payment will be made only on completion of service to the satisfaction of the High Commission of India on submission of bill along with satisfactory work done reports and other formalities as may be requested by the High Commission of India.
7. The interpretation of the contractual terms & conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the High Commission of India.

TECHNICAL BID PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID ON THE
COMPANY/AGENCY LETTER HEAD

1.	Name of the Bidder Agency/Company	
2.	Address of the Bidder Agency/Company	
3.	Contact details of the Bidding Agency/Company Name of the authorised person (Mobile & email address)	
4.	Registration and incorporation particulars of the Agency/ Company	
5.	Period of Bid validity	120 days
6.	Experience in dealing with security gadgets (No. of years).	
7.	Any other information	

Declaration:

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

The self-attested copies of required documents as mentioned the Tender Notice have been submitted.

We understand that in case of non-submission of required documents, the bid shall stand rejected.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____ Seal of

the firm

(Technical Bid)

BID SUBMISSION FORM

To be submitted on Company's/vendor's letter head

Offer No.:.....

Date :.....

Head of Chancery
High Commission of India
72 Pipitea Street,
Wellington, New Zealand

Dear Sir,

In response to your Tender No: _____ dated ----- for Supply, Installation & Commissioning of PBX System for High Commission of India, we hereby submit our offer.

1.	Bidder Name	
2.	Website Address	
3.	Email Address	
4.	Address for Communication	
5.	Telephone Number	
6.	Fax/Tele fax Number	
7.	Authorized Person	
8.	Alternate Person Name, Designation, Mobile No., Email ID	
9	IRD/GST Number	

10. Details of similar work / order executed during last 3 years

(Please submit copy of Purchase Order or completion certificate from the client.)

Description of the Work/Order Executed	Value of Work/Order Executed	Name of the Client	Start Date	Finish Date

11. Country of Origin of Goods offered (Item wise) _____

12. Additional Documents are submitted to substantiate other eligibility criteria (if any).

DECLARATION

(Technical Bid)

To be submitted on Company's/vendor's letter head

1) We have read and understood the terms & conditions of the above-mentioned tender and comply with all Terms & Conditions of your Tender.

(In case of any deviation the Bidder must attach a separate sheet clearly mentioning the Clause No. of the Tender and Deviation thereto)

2) We certify that the information mentioned above are true and correct to best of our knowledge.

3) In case of receipt of order, we confirm that payment shall be received through e-Banking /Electronics Transfer.

Place:

Signature of Authorized Signatory Date:

Name:

Designation:

Seal:

Annexure II

FINANCIAL BID

Subject: SUPPLY, INSTALLATION AND COMMISSIONING OF PBX SYSTEM at High Commission of India, 72 Pipitea Street, Wellington, New Zealand

S. No	Item Description	Qty	Rate	Amount
1.	PBX system equipped with minimum 40 User/Extensions# (expandable up to 50 extensions) with Built-in Call Centre features, Auto Attendant, 8 (minimum) Channels of Voicemail and 12 SIP trunks. Preferably Avaya/Zultys/ Mitel/Panasonic/NEC	01		
2.	POE managed Gigabit switch (if required for the PBX system preferably rack mountable Cisco/Netgear/HP/Fortinet/Linksys (24 port switch)	01*		
3.	SIP Licence (the cost of each additional licence in addition to the 12 mentioned above)	01*		
4.	User/Extension Licence (the cost of each licence in addition to the 40 mentioned above)	01*		
5.	Voicemail Licence (cost of each licence in case the voicemail access is capped or not included in the parent software)	01*		
6.	Call recording (cost of licence in case not included in the parent software)	01*		
7.	Call Centre Licence (cost of licence in case not included in the parent software)			
8.	Call reporting Software (cost of licence in case not included in the parent software)	01*		
9	Desk Phone with 3-line Backlit Display (or better) & 24 Programmable Keys. **	01*		
10.	Desk Phone with 3-line Backlit Display (or better) & 16 or more Programmable Keys. **	01*		
11.	Desk Phone with 3-line Backlit Display (or better) & 8 or more Programmable Keys. **	01*		
12.	Installation, Programming & Training Charges	01		
13.	Freight (if not included in the price)	01		

14.	Supply & Laying of Cables, PVC Conduit Pipe/Channel (Bidder to visit the site and provide itemised schedule of quantity and price thereon.)			
15.	Charges for Warranty period of three year and including repair / replace the parts free of charge during this period. <i>If not included in the above price.</i>			
	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT			
16.	Annual Charge for maintenance.	01		

* The bidder would need to provide the rate/price for each item. The exact /total quantity will be conveyed after the award of tender.

** We require total of 35 to 40 handsets which will a combination of two or three types.