BHARATIYA RESERVE BANK NOTE MUDRAN (Pvt.) LIMITED
(Wholly own subsidiary of Reserve Bank of India)
Note Mudran Nagar, Mysuru- 570003
[T.E.No. 021/MYS/MMD/2026-27 Dated. 25/08/2026]
DESIGN, SUPPLY, INSTALLATION, COMMISSIONING, PERFORMANCE TESTING AND NON-COMPREHENSIVE AMC OF IP-PBX SYSTEM (WITH BUY BACK) AT BRBNMPL, MYSURU
MSTC EVENT NO. BRBNMPL/MYSURU PRESS/MMD/22/26-27/ET/45

OPEN E-TENDER ENQUIRY

CORRIGENDUM/AMENDMENT No. III - Date: 30/10/2026

Tender No.: 021/MYS/MMD/2026-27 dated 25/08/2026

Tender Name: "DESIGN, SUPPLY, INSTALLATION, COMMISSIONING, PERFORMANCE TESTING AND NON-COMPREHENSIVE AMC OF IP-PBX SYSTEM (WITH BUY BACK) AT BRBNMPL, MYSURU"

MSTC Event No.: BRBNMPL/MYSURU PRESS/MMD/22/26-27/ET/45

The following specifications, Terms & Conditions of the above tender are amended as per details given below.

I. CORRIGENDUM

S. No.	Original Tender Details	Revised details as per Corrigendum No. III dated 30/10/2026 - It should be read as
1.	**Section V: Special Conditions of Contract (SCC)- Service Level Agreement (SLA) for "Supply, Installation, Testing, Commissioning and Non-Comprehensive AMC of IP PBX System" at BRBNMPL, Mysuru-Part-B: Non-Comprehensive Annual Maintenance Contract-4-Details of Severity levels: [Page-56]** **a.3-Normal S3:** Calls that do not have much impact on the IP PBX system as a whole but one or more low level components failure that does not result in loss of communication services fall under this category. E.g. – Network Switch port issue, cable issues, unavailability of exchange features, unavailability of call billing & call logging facilities etc. **[Page No-56]**	**Section V: Special Conditions of Contract (SCC)- Service Level Agreement (SLA) for "Supply, Installation, Testing, Commissioning and Non-Comprehensive AMC of IP PBX System" at BRBNMPL, Mysuru-Part-B: Non-Comprehensive Annual Maintenance Contract-4-Details of Severity levels: [Page-56]** **a.3-Normal S3:** Calls that do not have much impact on the IP PBX system as a whole but one or more low level components failure that does not result in loss of communication services fall under this category. E.g. – Network Switch port issue, cable issues, unavailability of exchange features, unavailability of **call report** & call logging facilities etc. **[Page No-56]**
2.	**Section-V(SCC): Points under Service Level Agreement (SLA)** **Part-B: Non-Comprehensive Annual Maintenance Contract-4) Details of Severity levels: Uptime Calculation-Table [Page-57]**	**Section-V(SCC): Points under Service Level Agreement (SLA)** **Part-B: Non-Comprehensive Annual Maintenance Contract-4) Details of Severity levels: Uptime Calculation-Table [Page-57]**

<table>
<tr>
<td></td>
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<table>
<tr><th>Sl. No.</th><th>Service Level Agreement</th><th>Target</th><th>Liquidated Damages imposed per percentage or any fraction thereof for not meeting the SLA commitment</th></tr>
<tr><td>1</td><td>Uptime of Severity level S1</td><td>99.00%</td><td>• 99.00% or better = NIL
• 98.00% to 98.99= 1% of quarterly bill amount
• 97.00% to 97.99= 2% of quarterly bill amount
• Less than 97.00%= 5% of quarterly bill amount</td></tr>
<tr><td>2</td><td>Uptime of Severity level S2</td><td>97.0%</td><td>• 97.00% or better = NIL
• 95.00% to 96.99= 1% of quarterly bill amount
• Less than 95.00%= 3% of quarterly bill amount</td></tr>
<tr><td>3</td><td>Uptime of Severity level S3</td><td>No Change</td><td>No Change</td></tr>
<tr><td>4</td><td>Maintaining minimum spares at site</td><td>No Change</td><td>No Change</td></tr>
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• Less than 97.00%= 7% of quarterly bill amount</td></tr>
<tr><td>2</td><td>Uptime of Severity level S2</td><td>97.0%</td><td>• 97.00% or better = NIL
• 95.00% to 96.99= 1.5% of quarterly bill amount
• Less than 95.00%= 2.5% of quarterly bill amount</td></tr>
<tr><td>3</td><td>Uptime of Severity level S3</td><td>As per Original tender</td><td>As per Original tender</td></tr>
<tr><td>4</td><td>Maintaining minimum spares at site</td><td>As per Original tender</td><td>As per Original tender</td></tr>
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Part-B: Non-Comprehensive Annual Maintenance Contract-4) Details of severity levels:
<u>a.10-Illustration on LD Calculation-</u> <u>[Page-58]</u>
<table>
<tr><th colspan="6">Calculation of Liquidated Damages as per SLA for the quarter</th></tr>
<tr><td>Availability in Hrs.</td><td>Downtime in Hrs.</td><td>Committed uptime</td><td>Actual Uptime</td><td>Liquidated Damages applicable</td><td>LD amount (Rs.)</td></tr>
<tr><td>2184</td><td>150</td><td>97%</td><td>93.13 %</td><td>3% of quarterly bill amount</td><td>7500</td></tr>
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<td>4.</td>
<td>Section VII: Technical Specifications-III-Scope of Work-2. Functional requirements-</td>
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</tr>
</table>

<table>
<tr><td></td><td>i) The proposed exchange should support any mix of analog trunk and SIP extensions with redundant server
[Page No-67]</td><td>i) The proposed exchange should support analog extensions and SIP extensions as per BOQ, with redundant server. [Page No-67]</td></tr>
<tr><td>5.</td><td>Section VII: Technical Specifications-III-Scope of Work-3. Telephony Features: (viii) 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. Minimum 20 such conference should be available. It should be possible to have one large conference upto 100 participants. One of the extension user or the attendant may set up the conference call.
[Page No-68]</td><td>Section VII: Technical Specifications-III-Scope of Work-3. Telephony Features: (viii) 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. Minimum 10 such conference should be available. It should be possible to have one large conference up to 24 participants. One of the extension user or the attendant may set up the conference call.
[Page No-68]</td></tr>
<tr><td>6.</td><td>Section VII: Technical Specifications-III-Scope of Work-5. Application Software for Centralized Management, Billing and Call Logging:
[Page No-69]</td><td>Section VII: Technical Specifications-III-Scope of Work-5. Application Software for Centralized Management, Call Report and Call Logging:
No change in content of the clause [Page No-69]</td></tr>
<tr><td>7.</td><td>Section VII: Technical Specifications-III-Scope of Work-5. Application Software for Centralized Management, Billing and Call Logging: (vi) System should generate reports of Call billing and accounting external and internal calls for defined time intervals.
[Page No-70]</td><td>Section VII: Technical Specifications-III-Scope of Work-5. Application Software for Centralized Management, Call Report and Call Logging: (vi) System should generate call reports accounting external and internal calls for defined time intervals.
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<tr><td>8.</td><td>Section VII: Technical Specifications: V- Final Acceptance Test (FAT) and Final Acceptance Certificate (FAC)-1. FAT shall include but not restrict to the following tests:
i. Checking activation and licenses of software as per the list provided by bidder.
ii. Testing of redundancy of Server in Active-Active mode
iii. Testing of Power supply working in Hot standby mode.
iv. Testing of activation of 800 analog and 50 IP licenses.
v. Testing of all functional and telephony features as per the tender specification.
vi. Testing of call recording and retrieval.
vii. Testing of report generation as per the tender specification.
viii. Testing of call billing software for its operation.
ix. Testing of operator console features.
x. Testing of UPS for its power backup.
xi. Testing of system security features.
xii. Any other test necessary / relevant for full functioning of the system
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v. Testing of all functional and telephony features as per the tender specification.
vi. Testing of call recording and retrieval.
vii. Testing of report generation as per the tender specification.
viii. Testing of operator console features.
ix. Testing of UPS for its power backup.
x. Testing of system security features.
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<tr><td>9.</td><td>Section VII: Technical Specifications-VII-BOQ-A-Supply Part
[Page No-76 & 78]
<table>
<tr><th>Sl. No.</th><th>Item Description</th><th>UOM</th><th>Qty.</th></tr>
<tr><td>1</td><td>IP PBX and UPS</td><td></td><td></td></tr>
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	I	IP PBX System with required controller and all other PCBs with in-built power supply and accessories which includes: a) SIP Session boarder controller (SBC) – 2 Nos. b) SIP interface 50 channel -2 Nos. c) In built IVR – 8port -1 No. d) Call Recording software (Voice logger 20 port) – 1 No. e) Call billing software – 1 No. (The total system should have hot redundancy i.e., Hot standby Server in Active-Active mode configuration and power supply unit) All components of the system including housing & fixtures shall be from the same OEM as per detailed tender specifications.	Lot	1
	3	**NETWORK COMPONENTS, Racks etc.,**		
	vii	9U wall mountable network rack as per detailed tender specifications.	Set	7
	4	**Cables & Conduits**		
	IV	100 pair armoured telephone cable (gateway patch panel to existing DB interconnection)	Mtrs.	1500
	VII	RJ45 patch panel fully loaded	Nos.	9

	I	IP PBX System with required controller and all other PCBs with in-built power supply and accessories which includes: a) SIP Session boarder controller (SBC) – 2 Nos. b) SIP interface 50 channel -2 Nos. c) In built IVR – min. 8 concurrent channels/sessions -1 No. d) Call Recording software (Voice logger min. 20 concurrent channels/sessions) – 1 No. e) Call Report software – 1 No. (The total system should have hot redundancy i.e., Hot standby Server in Active-Active mode configuration and power supply unit) All components of the system shall be from the same OEM as per detailed tender specifications.	Lot	1
	3	**NETWORK COMPONENTS, Racks etc.,**		
	vii	15U wall mountable network rack as per detailed tender specifications	Set	7
	4	**Cables & Conduits**		
	IV	100 pair armoured telephone cable (gateway patch panel to existing DB interconnection) **Removed BOQ item and not to quote in Price Schedule (Section-XI)**	Mtrs.	1500
	VII	24 port RJ45 Cat6A patch panel, fully loaded with I/O jacks	Nos.	9

10. **Section VII: Technical Specifications-Part-A-Compliance Statement (Technical)-I- IP PBX System:**
[Page No-82, 83 & 84]

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/supporting document
1	No. of subscriber lines	The IP PBX system with capability for 850 subscriber lines supporting any mix of analog trunk and SIP extensions		

Section VII: Technical Specifications-Part-A- Compliance Statement (Technical)-I- IP PBX System:
[Page No-82, 83 & 84]

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/supporting document
1	No. of subscriber lines	The IP PBX system with capability for 850 subscriber lines supporting **analog extensions and SIP extensions as per BOQ, scalable up to 1200 extensions via software licenses without core server hardware upgrade.**		

	7	IVR	Inbuilt IVR 8 ports (Inbuilt with call server) IVRS software module must be an integral part of the PBX and must be from same OEM.			7	IVR	Inbuilt software-based IVR supporting minimum 8 concurrent IVR call sessions/channels. IVRS software module must be an integral part of the PBX and must be from same OEM	
	8	Voice logger	Voice logger 20 ports (Inbuilt with call server)			8	Voice logger	Inbuilt Voice Logger software supporting minimum 20 simultaneous call recording channels/sessions.	
	9	Mounting	PBX system should be mountable on standard 19" industrial rack. System should be housed in a single Equipment rack with appropriate number of shelves. User ports to be provided using appropriate cards mounted in universal slots of the shelf.			9	Mounting	The IP PBX application software shall be hosted on standard 19" rack-mountable enterprise server housed in a standard 42U rack. All subscriber user ports (analog extensions) shall be derived through 19" rack-mountable IP Media Gateways.	
	11	Hardware	i. Hardware shall be modular in design with standardised modules. The hardware shall be housed in a suitable cabinet with front & back door. ii. The system shall have universal slots where various types of peripheral cards like line, junction and other type of cards can be inserted in any slot without any specific slot nomination. iii. Hardware for IVR, Voice logger and call			11	Hardware	Removed Clause	

		billing should be in-built of IPBX			
14	Standards	i. System shall comply with latest type test Certificate (GR Spec No : TEC/GR/SW/ PBX-005/01/SEP -issued by TEC authority (Telecommunication Engineering Centre, Department of Telecommunications, Govt. of India) tested with IPv4 & Ipv6 with SIP Trunk & SIP terminals. ii. System shall conform to the latest revision of all Essential Requirement issued by TEC under Mandatory Testing and Certification of Telecom Equipment as notified vide Indian Telegraph (Amendment) Rules, 2017.			

14	Standards	i. System shall comply with latest type test Certificate GR Spec No : TEC 60030:2023 (formerly- GR Spec No : TEC/GR/SW/ PBX-005/01/SEP-16) or its latest amendment/revision issued by TEC authority (Telecommunication Engineering Centre, Department of Telecommunications, Govt. of India) and tested with IPv4 & IPv6 with SIP Trunks & SIP terminals. ii. System shall conform to the latest revision of all Essential Requirement issued by TEC under Mandatory Testing and Certification of Telecom Equipment as notified vide Indian Telegraph (Amendment) Rules, 2017.		

11. **Section VII: Technical Specifications-Part-A- Compliance Statement (Technical)-IV- Application Software for Centralized Management, Billing and Call Logging:**

[Page No-86]

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/ supporting document
1	Software	**vii.** System should generate reports of Call billing and accounting of external and internal calls for defined time intervals		

Section VII: Technical Specifications-Part-A- Compliance Statement (Technical)-IV- Application Software for Centralized Management, Call Reporting and Call Logging:

[Page No-86]

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/s upporting document
1	Software	**vii.** System should generate reports of external and internal calls for defined time intervals.		

	2	Call Billing	Integrated Call Billing feature should enable the administrator to monitor the phone usage and billing and generate the reports as far as call charges are concerned. i. It shall be possible to capture above data for Analog, IP and SIP trunks and extensions ii. Option of downloading various reports in PDF/Excel iii. Incoming and Outgoing real time Traffic analysis iv. Call billing feature should support multi-type bills format like .txt, .xls etc. v. Min. one year of previous call data records should be available.			2	Call Report	Integrated call reporting feature should enable the administrator to monitor the phone usage and generate the reports. i. It shall be possible to capture above data for Analog, IP and SIP trunks and extensions ii. Option of downloading various reports in Excel iii. Report essential information such as call date and time, call duration, ring duration, caller and callee details, locations, and associated incoming and outgoing trunks. iv. Min. one year of previous call data records should be available.	

12.	**Section VII: Technical Specifications-Part-A-Compliance Statement (Technical)-** **XIV. Network Rack (9U-600W x 600D)** **[Page No-97]**	**Section VII: Technical Specifications-Part-A- Compliance Statement (Technical)-** **XIV. Network Rack (15U-600W x 600D)** ***No change in content of the clause*** **[Page No-97]**
13.	**Section VII: Technical Specifications-Part-A-Compliance Statement (Technical)-XVII- CAT 6A, F/UTP (shielded) Un-armoured cable:1:Type** **[Page No-100]**	**Section VII: Technical Specifications-Part-A- Compliance Statement (Technical)-XVII- CAT 6A, F/UTP (shielded) Un-armoured cable:1.Type** **[Page No-100]**

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/supporting document
1	Type	Unarmoured CAT 6A UTP or F/UTP		

Sl. No.	Parameter	Specification	Compliance (Yes / No)	Page No. of data sheet/supporting document
1	Type	Unarmoured CAT 6A F/UTP		

14. **Section III: Special Instructions to Tenderers (SIT)** **[Page No-28]**

Sl. No.	GIT Clause No	Topic	SIT Provision
8	9	Clarification of Tender Documents, Documents comprising the tender.	BRBNMPL will respond in writing to any clarifications, provided the same is received by BRBNMPL not later than ten days prior to the prescribed date of submission of tender

Section III: Special Instructions to Tenderers (SIT) **[Page No-28]**

Sl. No.	GIT Clause No	Topic	SIT Provision
8	9	Clarification of Tender Documents, Documents comprising the tender.	No further queries / clarifications shall be entertained by BRBNMPL.

II. **DEDENDUM**

In addition to above amendments following points are removed in the original Tender & marked as dedendum

1. **Section VII: Technical Specifications: Part-A: Compliance Statement (Technical)**
   XVIII. 100 pair indoor telephone cable [Page-100]

Sl. No.	Parameter	Specification	Compliance (Yes/No)
1	Physical parameters	0.50 mm dia, 100 pair, indoor telephone cable with solid, electrolytic grade annealed copper conductor, conductor shall be insulated with high-density polyethylene (HDPE) or equivalent material and outer sheath shall be made of PVC / FR-PVC / FRLS material, flame retardant, abrasion resistant and suitable for indoor installations. Cable should be continuous without any joints in between in each roll/drum.	
2	Standards	BSNL specification no. GR/CUG-01/03 AUG 2003/ relevant IS / IEC / ITU-T standards for telecommunication cables with latest amendment, if any.	
3	General	The telephone cable shall be a multi-pair copper cable suitable for analog voice, PBX, EPABX, intercom applications	

III. **AMENDMENT IN PRICE SCHEDULE (SECTION-XI)**

In line with change in the above Modifications in tender terms and Conditions as Amendment & Dedendum- Section XI: Price Schedule [Page-114] & Excel format in MSTC Portal to be read as below:

It may be noted that Quantity to be quoted remain unchanged

A

Section-XI-Price Schedule-Table-A-Supply Part-1 [Page-112 &114] & Excel format in MSTC portal

Sl No	Item description	UOM	QTY
I	**IP PBX and UPS**		
i	IP PBX System with required controller and all other PCBs with in-built power supply and accessories which includes: a) SIP Session boarder controller (SBC) – 2 Nos. b) SIP interface 50 channel -2 Nos. c) In built IVR – 8port -1 No. d) Call Recording software (Voice logger 20 port) – 1 No. e) Call billing software – 1 No. (The total system should have hot redundancy i.e., Hot standby Server in Active-Active mode configuration and power supply unit) All components of the system including housing & fixtures shall be from the same OEM as per detailed tender specifications.	Lot	1
III	**NETWORK COMPONENTS, Racks etc.,**		
vii	9U wall mountable network rack as per detailed tender specifications.	Set	7
IV	**Cables & Conduits**		
vii	RJ45 patch panel fully loaded	Nos.	9

Section-XI-Price Schedule-Table-A-Supply Part-1 [Page-112 & 114] & Excel format in MSTC portal

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III	**NETWORK COMPONENTS, Racks etc.,**		
vii	15U wall mountable network rack as per detailed tender specifications.	Set	7
IV	**Cables & Conduits**		
vii	24 port RJ45 Cat6A patch panel, fully loaded with I/O jacks	Nos.	9

Not to Quote in Price Schedule (Quote is not considered for evaluation)

B

Section-XI-Price Schedule-Table-A-Supply Part-1 [Page-112 &114] & Excel format in MSTC portal

Sl No	Item description	UOM	QTY
IV	Cables & Conduits		
iv.	100 pair armoured telephone cable (gateway patch panel to existing DB interconnection)	Mtrs	1500

Section-XI-Price Schedule-Table-A-Supply Part-1 [Page-112 & 114] & Excel format in MSTC portal

Sl No	Item description	UOM	QTY
IV	Cables & Conduits		
iv.	100 pair armoured telephone cable (gateway patch panel to existing DB interconnection)- **Removed** **Not to Quote in Price Schedule-Excel format**	Mtrs	1500

The following amendments regarding submission of bid & Opening of Bid as below:

S. No.	Description	Original details as Per Tender	As per this Corrigendum/ Amendment No. I dated 18/09/2026	As per this Corrigendum/ Amendment No. II dated 13/10/2026	Revised details as per this Corrigendum/ Amendment No. III dated 30/10/2026	Page
1.	Date and Time of Submission of Bid	From 25/08/2026 to 11.00 Hrs on 25/09/2026 (Online)	**From 25/08/2026 to 11.00 Hrs on 13/10/2026 (Online)**	**From 25/08/2026 to 11.00 Hrs on 03/11/2026 (Online)**	**From 25/08/2026 to 11.00 Hrs on 13/11/2026 (Online)**	**1,3**
2.	Date and Time of opening of Techno-Commercial Bid	25/09/2026 at 11.01 hours. (Online)	**13/10/2026 at 11.01 hours. (Online)**	**03/11/2026 at 11.01 hours. (Online)**	**13/11/2026 at 11.01 hours. (Online)**	**1,3**

All other terms and conditions remain unchanged.

Note: These changes are applicable at all other places of this tender including Page Nos mentioned above.

This Corrigendum/Amendment forms part of the referred Tender. These pages of Corrigendum/Amendment are to be uploaded along with Techno-Commercial Bid (Part – I) duly signed and sealed by authorised signatory.

Bidders who have already submitted their online bid have to upload the page of this Corrigendum/Amendment duly signed and sealed by authorised signatory within the closing date of submission.

For & on behalf of BRBNMPL,

Sd/-
General Manager - MMD
BRBNMPL, Mysuru

Signature Not Verified
Digitally signed by Aniket Biswas
Date: 2026.10.30 09:22:43 IST
Reason: Secure Document
Location: India