



भारतीय प्रबन्धन संस्थान राँची

(शिक्षा मंत्रालय, भारत सरकार के अधीन)

प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड , पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Notice Inviting Tender (NIT) for
‘CUCM integration with BSNL SIP Trunk over Open VPN

Tender No.: IIM Ranchi/NIT/SIP Trunk/2026-27/20

Dated: 02.07.2026

Issued by:
Administrative Officer - Purchase
Indian Institute of Management, Ranchi
(For & on behalf of the Director, IIM Ranchi)

Notice Inviting Tender (NIT) For
CUCM integration with BSNL SIP Trunk over Open VPN

1. Indian Institute of Management Ranchi (hereinafter referred to as “IIMR”) is an Autonomous Institute under the Ministry of Education, Government of India. IIM Ranchi is recognized as the premier management institution in the country. IIM Ranchi has established in 2009 and operates from its permanent campus located at Prabandhan Nagar, Pundag (Nayasarai Road), Ranchi, Jharkhand, with a present strength of approximately 1,200 (Twelve hundred only) students, faculty, and staff on campus.
2. IIM Ranchi invites sealed tender from the reputed and experienced service provider (hereinafter referred to as “Agency” or “Bidder”) under two bid systems Technical Bid (Part-I) & Financial Bid (Part-II) for CUCM integration with BSNL SIP Trunk over open VPN at IIM Ranchi.
3. **Bidders must read the complete Tender Documents:** The Bidders must go through the complete Tender Document for details before submission of their Bids.
4. **‘The Bidders shall sign and stamp each page of this tender document as a token of having read, understood, and complied with the tender, the terms and conditions contained herein. Incomplete bids/documents shall be rejected without giving any reason.**
5. **Availability of the Tender Document** -The tender document can be downloaded at/from the Indian Institute of Management Ranchi website: www.iimranchi.ac.in.
6. **Clarifications** – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.
7. **Pre-bid Conference:** - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders’ technical specifications and commercial conditions, on the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained. **The procuring entity reserves the right to have multiple pre-bid meetings.**
8. **Submission of Bids and EMD:** - Bids shall be submitted/ dropped in tender box at IIM Ranchi in sealed envelope mode under the t w o - b i d system. The EMD may be submitted in form of NEFT to IIM Ranchi account or through DD.

*To Administrative Officer- Purchase,
IIM Ranchi, Prabandhan Nagar, Nayasarai, Ranchi –
835303.*

9. The EMD is exempted for bidders (Micro, Small & Medium Enterprises) registered with District Industries Centre or any other bodies specified by the Ministry of Micro, Small & Medium Enterprises for the relevant category (as indicated in scope of work) and having valid registration certificate as on date of tender submission. The MSMEs would not be eligible for exemption of EMD if.

- (a) They are not registered to provide services in the relevant category. OR
- (b) They do not have valid registration as on the date of tender submission for subject works.

The tenderers seeking exemption from “EMD”, being MSMEs, shall ensure their eligibility

W.r.t. above and submit a registration certificate issued by the body under which they are registered, which clearly mentions the relevant category (as per the scope of work) and Terminal Validity of registration. In the absence of any of the above requirements, no exemption for “Cost of EMD” will be allowed, and tenderer eligibility shall be dealt with as if they are not registered Centre or any other body(s) specified by the Ministry of MSME.

The tenders without the Earnest Money shall be summarily rejected.

10. The tender security (EMD) may be forfeited:

(i) If the Tenderer withdraws his tender during the period of tender validity specified by the Tenderer in the tender form; or

(ii) In the case of a successful Tenderer, if the Tenderer

(a) Fails to sign the contract in accordance with the terms of the tender document.

(b) Fails to furnish required performance security in accordance with the terms of the Tender document within the time frame specified by the client.

(c) Fails or refuses to honor his own quoted prices for the services or part thereof

11. **Bid Opening-** Bids received shall be opened at *the specified date and time given in TIS*. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

12. **Disclaimers and Rights of Procuring Entity**

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to:

- a. reject any or all the Bids, or
cancel the tender process, or
- b. abandon the procurement of the Services; or
- c. issue another tender for identical or similar services.

TENDER INFORMATION SUMMARY (TIS)			
1.0 Basic Tender Details			
Tender Title	CUCM integration with BSNL SIP Trunk over Open VPN		
Tender Reference Number	IIM Ranchi/NIT/SIP Trunk/2026-27/20		
Estimated cost of tender	Rs. 7,50,000/-		
Earnest Money Deposit (EMD)	Rs. 15,000/-		
Tender Type	Open		
Tender Category	work	No. of Covers	Two
Tender Inviting Authority (TIA)	Director, IIM Ranchi	Address	IIM Ranchi, Prabandhan Nagar, Ranchi-835303
2.0 Critical Dates			
Published Date	02.07.2026	Bid Validity (Days from the date of Tender Opening)	90 days
Bid Submission Start Date & Time	02.07.2026 at 15:00 hrs	Bid Submission Closing Date & Time	23.07.2026 at 15:00 hrs
Tender Opening Date & Time	23.07.2026 at 16:00 hrs	Tender Opening (Financial bid) Date & Time	Will be intimated later
3.0 Obtaining the Tender Document and clarifications.			
Document availability		www.iimranchi.ac.in	
Office/ Contact Person/ email for clarifications		Phone - 8797081204/ 0651-2280113 Email - purchase@iimranchi.ac.in	
4.0 Pre-bid Conference			
Place, time, and date of the Pre-bid Conference		09.07.2026 at 11:00 hrs	
Place, time, and date before which Written queries for the Pre-bid conference must be received		IIM Ranchi by 11:00 hrs. on 09.07.2026 Queries may be shared to the following email - purchase@iimranchi.ac.in	

Scope of Work

Scope of CUCM integration with BSNL SIP Trunk over Open VPN:

Deploying incoming & outgoing solution via BSNL SIP Trunk for Indian Institute of Management (IIM), Ranchi, Jharkhand.

Scope of Work: -

Network & VPN Integration - Integrate BSNL OpenVPN link, verify tunnel reachability, & establish secure SIP path

Installation & Configuration of Linux Virtual Machine for Open VPN termination: -

The SIP trunk will be **over OpenVPN** and IOS-XE on a Cisco router, does **not** act as an OpenVPN client, this solution uses a small **Linux VM** (OpenVPN client) to terminate the BSNL VPN, then routes SIP/RTP through the Cisco router to/from CUCM.

Cisco 4321 CUBE (Router) Configuration: - Cisco 4321 Configuration, Implement CUBE gateway features, dial-peers, translation, rules, voice class codecs, NAT and SIP registrar toward CUCM and BSNL for incoming and outgoing calls.

CUCM Configuration: - Deploy & configure CUCM on BE7000M, configure 20/users to DID, route patterns, & SIP trunk to Cisco 4321, outbound caller ID mapping & inbound routing.

Unity Connection Configuration/ IVR Development: -: - Design & configure IVR service & call routing for menus, record & convert audio prompts to Cisco.au/Wap format, load and map with cisco unity

IP Phone Provisioning: - Register & configure Cisco IP phones on LAN, assign DIDs/DNs, button templates and call permissions. Phones registered and verified on CUCM.

System Testing, Commissioning, Training & Handover: -

Perform functional testing for inbound/outbound calls and handover of configuration files.

OEM TAC Support: - Product Model: **BE7M-M5-K9** Device Serial No: **WZP24440R24** for 2 years OEM TAC Support.

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

- (1) **Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid.
- (2) **Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (Rupees One Hundred only). IIMR reserves the right to amend the terms & conditions of the contract by mutual discussions, and such amendments shall be in writing. The amended terms and conditions will form part of the agreement including Non-Disclosure clause, will also be signed between the parties.
- (3) **Earnest Money Deposit (EMD):** The tenderer shall deposit Earnest Money as mentioned in the TIS (Tender information summary) through a Demand Draft drawn in favour of “Indian Institute of Management Ranchi” payable at Ranchi. The Earnest Money Deposit will be refunded to the tenderers whose offers have not been accepted. The Earnest Money Deposit of the tenderer whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.
- (4) **Performance Bank Guarantee:** The successful tenderer will have to deposit a Bank Guarantee for an amount of 3% of the contracted value in favour of “**Indian Institute of Management Ranchi**” payable at Ranchi drawn on any scheduled Bank before signing of the contract and valid for 60 days beyond the expiry period of contract. In case the tenderer fails to deposit the requisite performance guarantee the EMD furnished by the tenderer shall be forfeited without any further notice to the tenderer.
- (5) In the event of a bidder backing out before the actual award or execution of the agreement, IIMR will have the right to forfeit the EMD. In case the successful tenderer (L1) declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
- (6) In the case of the first lowest is more than one, then it would be at the discretion of the Institute to decide the L1.
- (7) **Interpretation:** All the terms and conditions of the contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.
- (8) **Bid Validity:** The quoted rates must be valid for a period for 90 (ninety) days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted a validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
- (9) In case the tenderer withdraws, modifies, or changes his offer during the validity period, the bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions, etc. of their original tender.
- (10) In exceptional circumstances, the IIMR may request the bidder’s consent for an extension of the period of bid validity. A bidder shall, however, be at liberty to refuse the request without risking forfeiture

of his earnest money. A bidder agreeing to extend the validity of the bid will not be allowed to modify his bid.

(11) Anyone or more of the following actions/commissions/omissions are liable to cause summary rejection of tender:

- Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
- Any conditional bid or bid offering rebate.
- Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
- Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.

(12) Authority of person signing document: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMR may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

(13) Payment of Bills: The payment for the work will be processed on completion and successful hand over to the institute. The final payment shall, however, be made only after adjusting all the dues/claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.

(14) Force Majure:

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party within 07 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIM Ranchi as to whether the operation has been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

(15) Penalty:-

Penalties for non-adherence of terms & conditions specified in the tender document, unsatisfactory services, delay in completion of service (more than 30 days from the date of letter of award) attract a maximum of 10% of the invoice value. The imposed penalty will be deducted/adjusted in the payment/security deposit.

(16)

IIM Ranchi reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary for the benefit of the IIMR.

(17) All exhibits/certificates/statements/supporting documents should be indexed serially page numbered.

(18) The decision of the Director of IIMR will be final in all respects and will be acceptable to all the tenderers.

(19) Institute would not provide any hardware or software for doing the work. This has to be arranged by the vendor at its own cost

(20) **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Ranchi only.

Eligibility Criteria

Only those agencies that meet the following minimum criteria will be considered for the opening of the financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.

(1) The agency should be a registered and licensed vendor under relevant category towards undertaking this kind of work. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this, along with the format given below.

SL No	Registration / License Number	Registration / License Issued By	Registration/ License Validity From (DD/MM/YYYY)	Registration/License Validity To (DD/MM/YYYY)	Page No. of Copy of license attached

(2) The agency shall submit the original EMD, if as a demand draft then in a sealed envelope superscribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of the Bid. A photocopy of the same EMD should be enclosed to support this along with the format given below.

1	Earnest Money Deposit (EMD)	DD No. _____ of Rs. 15,000.00/- (Rupees Fifteen Thousand only) of Dated _____ drawn on Bank _____ Branch _____
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DD will be made in favour of “Indian Institute of Management Ranchi” payable at Ranchi.

(3) The service provider should have a valid Indian Permanent Account (PAN) No. as per the details given below: -

Sl No	Name	PAN No.	Copy attached	Remarks

(4) The service provider should be ISO 9001 certified, and it should be valid on the last date for submission of Tender:

Sl.No	ISO Certificate No.	Certificate Valid up (dd/mm/yyyy)	Page No. of copy attached

(5) There should be no case pending against the Proprietor/Firm /Partner or the Company (agency) and should not be blacklisted by any Govt agency. A self- undertaking to this effect on the agency's letterhead should be attached.

AGENCY DETAILS

Sl No.	Particulars	Details
1.	Name of Tendering Agency	
2.	Name of the Proprietor / Director / Partner	
3.	Full Address of registered office with pin code, Telephone Number	
4.	E-mail ID of the agency	
5.	Website of the agency, if any	
6.	Telephone No. (Office) of five top officials with name, designation and E-mail ID	
7.	Name and designation of the authorized person with telephone/mobile number. (Authorization letter to be enclosed)	

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

(To be provided on letterhead of the Firm/LLP)
Declaration regarding Non- Blacklisting

To,
The Director,
IIM Ranchi,

Tender Reference No. IIM Ranchi/NIT/SIP Trunk/2026-27/20 Dated 02.07.2026

Name of Work/ Service: -

I hereby certify that our firm (name) has never been blacklisted or debarred or disqualified in the past by any Central/State Government/Public Undertaking/Autonomous Institute/ any International/National agency from taking part in tenders or for corrupt or fraudulent practices nor any criminal case is pending against the firm/LLP or its owner/partners anywhere in India.

I also certify that the above information is true and correct in every respect, and in any case, at a later date, it is found that any details provided above are incorrect, any contract given to our firm/LLP (name) may be summarily terminated, and the firm/LLP blacklisted.

Date:

Firm Name:

Place:

Name of the authorized person:

(6) The agency should possess all mandatory statutory requirements mentioned in **(Agency Details)** in this tender document.

No price should be specified in the technical bid, including such information will entail rejection of the bid.

NOTE: All third-party certificates should be duly signed and stamped by the bidding agency.

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

TENDER ACCEPTANCE LETTER
(To be given on Agency Letter Head)

To,

Date:

Director,
IIM Ranchi

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIM Ranchi/NIT/SIP Trunk/2026-27/20 Dated 02.07.2026

Name of Tender/Work: CUCM integration with BSNL SIP Trunk over Open VPN

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:_____as per your advertisement, given in the above-mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. __to__ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide by with the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in its totality /entirety.
5. In case any provisions of this tender are found to be violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

PROFORMA OF PERFORMANCE BANK GUARANTEE

1 In consideration of the Director IIM Ranchi (hereinafter called "IIM Ranchi") having offered to accept the terms and conditions of the proposed agreement between IIM, RANCHI and (Hereinafter called "the said agency(s) for the work/item of **“CUCM integration with BSNL SIP Trunk over Open VPN** (hereinafter called "the said agreement") having agreed to the production of an irrevocable Bank Guarantee for Rupees.....only) as a security/ guarantee from the agency(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2 We (hereinafter referred to as the "Bank") do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the IIM, RANCHI, stating that the amount claimed is required to meet the recoveries due or likely to be due from the said agency(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees (in words))

3 We, the said Bank, further undertake to pay to the IIM, RANCHI, any money so demanded notwithstanding any dispute or disputes raised by the agency(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under the bond shall be a valid discharge of our liability for payment thereunder, and the agency(s) shall have no claim against us for making such payment.

4 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the IIM RANCHI under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative Officer-Purchase, IIM Ranchi on behalf of the IIM RANCHI, certifies that the terms & conditions of the said agency(s), and accordingly discharges this guarantee.

5 We.....further agree with the IIM RANCHI that the IIM RANCHI (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said agency(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM RANCHI against the said agency(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said agency(s) or for any forbearance, act of omission on the part of the IIM RANCHI or any indulgence by the IIM RANCHI to the said agency(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the agency(s).

7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the IIM RANCHI in writing.

8 This guarantee shall be valid up to..... unless extended on demand by the IIM RANCHI.

Notwithstanding anything contained hereinabove:

- a) Our liability under this Guarantee shall not exceed Rs..... (RupeesOnly);
- b) This Bank Guarantee shall be valid up to .and
- c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before All yours rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities thereunder.

Dated the day of for

(Indicate the name of the Bank)

FINANCIAL BID
(To be filled by the bidder)

Ref: - IIM Ranchi/NIT/SIP Trunk/2026-27/20 Dated 02.07.2026

Name of Tender/Work: CUCM integration with BSNL SIP Trunk over Open VPN

Sl. No	Specification	Amount for the complete work	GST (as applicable)	Total Amount (incl. GST)
1	SITC of CUCM integration with BSNL SIP Trunk over Open VPN with OEM TAC Support			
Total amount in word:				

Note:

1. All the taxes shall be inclusive in rates.
2. The selection of bidder is on the Least Cost Selection method.

(Singed & Stamp of the bidder)

Date:.....