SUPREME COURT OF INDIA
ADMN. MATERIALS (M)

F.No.: AM-P/12(17)/1/2024-SC(AM-M)
Dated : 19.11.2026

Last date for Submission of Tender: 10th December, 2026 upto 15:30 Hrs.

BID NOTICE
FOR PROCUREMENT OF CISCO VOIP PHONES (QTY – 20 nos)

1. Supreme Court of India, the apex Judicial Body under Constitution of India intends to invite online bids/ tenders through CPP Portal from Delhi/NCR based reputed firms/manufacturers/authorised dealers/distributors/OEM of CISCO brand, as per the Proforma attached herewith at Annexure 'E' for procurement of 20 nos. of CISCO CP-9811 VoIP phones with One (01) year hardware warranty (with specifications/configurations listed at **Annexure 'F'**). The exact requirement may increase/decrease at the time of awarding of work order to the successful tenderer. The Estimated value of the procurement is expected to be Rs. **4,00,000/- (approx.).**

1.2 **Manual bids shall not be accepted under any circumstances. The offer submitted by fax / e-mail shall not be considered. No correspondence will be entertained in this matter.** The tenderers are, therefore, required to quote rates online on CPP Portal only.

2. **DOCUMENTS DOWNLOAD**

2.1 The bids/ tenders are to be submitted online on CPP Portal in strict compliance to the schedule mentioned in the Critical Date Sheet given hereunder:

CRITICAL DATE SHEET		
Stage	**Date**	**Time**
Bid/ Tender Document Publishing Date & Time	19.11.2026	15:30 Hrs.
Bid/ Tender Document Download Start Date & Time	19.11.2026	15:45 Hrs.
Clarification Start Date	19.11.2026	15:45 Hrs.
Clarification End Date	22.11.2026	15:45 Hrs.
Bid/ Tender Submission Start Date & Time	26.11.2026	11:00 Hrs.
Bid/ Tender Submission End Date & Time	10.12.2026	15:30 Hrs.
Bid/ Tender Opening Date & Time	11.12.2026	15:30 Hrs.

Note: In case the last date of Submission/end date/Openng of tender is declared a Public Holiday, the tenders will be opened on the next working day at the same time. **The Registry shall remain closed from 18.10.2026 to 25.10.2026 on account of Dusshera holidays of the Registry.**

2.2 Tender documents are also available on Supreme Court of India website https://www.sci.gov.in/notice-category/tenders/ (for reference only).

2.3 The tenderers are advised to regularly visit CPP Portal and official website of Supreme Court of India i.e. https://www.sci.gov.in/notice-category/tenders to keep themselves updated with any change/ modification in the tender which will be intimated through these websites only by corrigendum / addendum/ amendment. **No individual correspondence shall be entertained in this regard.**

3. ELIGIBILITY CRITERIA

3.1 The eligibility criteria for the Prospective Tenderer which need to be complied with the technical bid and will form part of Technical Evaluation is as follows:

a) The bidder should have Manufacturer's Authorization Form (**MAF**) for supply of CISCO VoIP phones on the letter head of the OEM.

b) The tenderer must comply with the technical specifications of CISCO VoIP phones CP-9811 as per the OEM standard or as amended from time to time.

c) Bidder must have valid GST Registration Certificate. A copy of the same should be enclosed with the Technical-Bid.

d) Bidder must possess valid PAN Card. A copy of the same should be enclosed with the Technical-Bid.

e) The Bidder must have an office in Delhi/NCR, with a view to support prompt and expeditious services.

f) The Bidder should have experience of supplying the aforesaid items to the Govt. Organisations etc. and should have been in existence for the last 03 years.

Note: The Tenderer will be evaluated based on meeting the tender criteria viz. submission of experience/accepting the terms and conditions etc. and shall normally be awarded to the lowest evaluated bidder whose bid will be found to be responsive and is eligible and qualified to perform the contract satisfactorily.

4. BID SUBMISSION

4.1 Technical Bid (PART –I)

4.1.1 Technical bid shall contain the following documents to be uploaded**.** All the documents must be sequentially numbered and uploaded in the below mentioned chronological order.

i. Signed and stamped copy of duly filled **Technical Bid Proforma** as per format **at Annexure 'A'**

ii. Signed and stamped copy of **Undertaking/ Declaration** as per format **at Annexure 'B'** on the letter head of the bidding firm.

iii. Signed and stamped copy of **(MAF)** as per format **at Annexure 'C'** of this document on the letter head, issued by OEM

iv. Signed and stamped copy of **(Price fall certificate)** as per format **at Annexure 'D'**

v. Signed/ Stamped proof of their domicile in Delhi/NCR along with address of the office

vi. Signed/ Stamped copy of PAN Number

vii. Signed/ Stamped copy of GST Registration

viii. Signed/ Stamped copy of Audited Accounts Statement of annual turnover for last three financial years (i.e., 2022-23, 2023-24, 2024-25)

ix. Signed/ Stamped copies of two (02) satisfactory work certificate/work order from Government organisations, PSU or Autonomous bodies (if any).

Note: Every page must be signed and stamped by the authorized official of the bidder/tenderer firm, failing which, it is liable to be rejected.

4.2 Financial Bid (PART –II)

4.2.1 The Price Bid shall contain only schedule of rates duly filled in the prescribed proforma as given at Annexure 'E'. No stipulation, deviation, terms & conditions, presumptions etc. is permissible in price part of the bid. The Registry shall not take any cognizance of any such conditions and may at its discretion reject such price bid.

4.2.2 In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

4.2.3 Bidders shall submit the tender online on CPP Portal on or before the due date and time of bid submission. Tender submitted in any other form (fax/email/courier/post/hard copy) or after the due date and time of bid submission will be summarily rejected.

5. GENERAL TERMS & CONDITIONS OF TENDER

5.1 The bidder/ tenderer must read all the instructions, terms & conditions and specifications carefully and ensure compliance therewith. Failing to furnish all the information as required by the tender document in any respect will be at the bidder's/ tenderer's risk and may result in rejection of the bid/ tender.

5.2 The bidder/ tenderer should have a registered office/ Branch office in Delhi/NCR and should upload proof of their domicile in Delhi/NCR along with address of the office.

5.3 The rates quoted online should be inclusive of all Govt. levies etc. and no additional charges transport/ carry charges or any other charges will be paid by the Supreme Court Registry.

5.4 Bidder/ tenderer firms which fulfill the eligibility conditions may upload the technical bid along with the scanned copy of the documents as referred to under clause 4.1.1 failing which their bids/ tenders shall be rejected.

5.5 Certified translated copy of supporting documents should be uploaded in English, in case of documents available in Regional/ vernacular language.

5.6 Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for CISCO CP-9811 VoIP phones shall be short-listed and financial bids of only such short-listed bidders will be opened. The bidder not fulfilling eligibility conditions of the tender will not be considered under any circumstances.

5.7 The manufacturer/OEM may submit a bid directly either in its own name of through any of the authorised dealers, who is required to provide supply to the Registry. The bid without confirmation of MAF at Para 4.1.1 (iii) to sell the product shall not be considered under any circumstances.

5.8 The Registry will deal with the tenderer directly and no middlemen/agents/commission agents etc., should be asked by the tenderer to represent their cause and they will not be entertained by the Registry.

5.9 In case of more than one L1 bid emerging, the bidder with highest average turnover during the last 3 years as given under Para 4.1.1(ix) of Technical Part will be decided as L-1. If more than one L-1 emerges even at that stage, highest turnover in the latest Financial Year viz. 2024-25 shall be considered to decide L-1.

5.10 Registry is not bound to accept the lowest bid/ tender and reserves the right to reject or accept any or all the bids/ tenders, partly or completely, at any time without assigning any reason thereof.

5.11 The Registry reserves the right to make any change, at any time, in the terms and conditions of the Notice Inviting Tender and accept or reject any or all tenders wholly or partly without assigning any reason thereof.

5.12 The decision of the Registry will be final, conclusive and binding on the bidder and the Registry takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.

5.13 The Registry has the absolute right to accept or reject any or all offers, adjourn, postpone or cancel the tender. In case a single bid is received for the tender, it will be deemed to be a case of lack of competition. In this regard, decision of Supreme Court of India shall be final.

5.14 In case the successful bidder fails to supply the goods within 15 days from the date of issue of work order, the Registry reserves the right to terminate the agreement or undertake suitable action at its discretion.

5.15 The rates should be valid for a minimum period of 90 days from the date of opening of tenders. The bidder/ tenderer shall not be entitled during the said period of 90 days to revoke or cancel its bid/ tender or to vary the tender or any terms thereof.

5.16 The bidders/ tenderers shall give an undertaking (as per Annexure -'B') that the Firm/Partners/Director/Proprietor has not been blacklisted and their business dealings with Central/State Government/Public Sector Units/Autonomous Bodies have not been banned/terminated on account of poor performance.

5.17 The Registry reserves the right to seek clarification or verification of any information supplied by the bidder.

5.18 Hypothetical or conditional tenders will not be entertained. Tender once submitted shall not be allowed to be withdrawn or altered. In the event of tender being withdrawn / altered, the tenderer may be debarred to participate in the tender process of the Supreme Court of India in future or liable for any other action as deemed fit.

5.19 Not more than one tender shall be submitted by one Bidder or Bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

5.20 The tenderers are required to quote the competitive rates online for SUPPLY AND INSTALLATION OF 20 UNITS (APPROX.) OF CISCO CP-9811 VoIP Phones of prescribed specifications on CPP Portal only.

5.21 The bidder shall be responsible for safeguarding its own material during delivery, at its own cost. Any damage/spoiling of lift/floor/caused during such act will have to be made good by the agency at his/its own expenditure.

5.22 The tenderer should provide the name and telephone/mobile number of person, who can be contacted at any time, even beyond office hours and on holidays for after-sale-service during the warranty period.

5.23 In case the supplies are not found in conformity with the approved specifications and any complaint is received about its quality and performance during the course of their use/utilization, the entire supply will have to be replaced with the good one/quality exactly commensurate with the approved specifications at the cost of the tenderer. The decision of the Registry in this regard shall be final.

5.24 During the warranty period, the tenderer shall provide onsite services related to maintenance which is comprehensive inclusive of software support on all the CISCO CP-9811 VoIP phones covered under it.

5.25 The tenderer shall maintain the equipment as per OEM’s guidelines, industry standards and shall use only standard / compatible / equivalent components for replacement during the warranty period. The original specification/ characteristics / features of the equipment shall not be changed without prior intimation to the Supreme Court of India.

5.26 The warranty of the product shall be deemed to commence from the date of successful installation of each unit in which regard the successful tenderer would have to obtain a Satisfactory Working Report from Computer Cell after installation.

5.27 The materials supplied will be inspected by the Inspection Committee consisting of Senior Officers of the Registry and in case the supply is not found in conformity with the make/model/specifications and any complaints received about its quality and performance during the course of their use/utilization, the entire supply will have to be replaced with the good quality exactly commensurate with approved make/model/specifications at the cost of the tenderer. The decision of the Committee in this regard shall be final and binding.

5.28 The successful tenderer would take up any reported fault within two hours even at odd hours and during holidays and shall rectify the fault promptly. The repairs would be carried out on-site itself. If for some reason, it is not possible to carry out the necessary repair at the place where the item is installed, prior permission in writing shall be taken before taking the item to the workshop of the tenderer. However, in case the item is not likely to be repaired within 6 hours the firm will provide a standby for the same till the faulty item is repaired.

6. PAYMENT TERMS

6.1 The payment will be made after full supply is received and accepted as per approved specifications satisfactorily by the Inspection Committee (Para 5.25). No part payment or advance payment will be made on receipt of pre-receipted bill/invoice from the successful bidder.

6.2 Penalty, if any, shall be deducted from any of the outstanding payment due to the tenderer.

6.3 Statutory deductions shall be made as per applicable rules.

7. PRICE FALL CLAUSE CERTIFICATE

7.1 Tenderers are required to furnish the PFC (Price Fall Clause) Certificate as per the format given in **Annexure 'D'.**

8. PENALTIES / LIQUIDATED DAMAGES

8.1 In the event that any employee of the Service Provider is found liable for theft, loss, or damage to office property, the Service Provider shall be held accountable for any resulting compensation claims.

8.2 Irrespective of the fact whether the Registry gets the job done from the outside, a penalty of 1% of total cost of delayed job per day subject to 10% of maximum will be deducted from the bill in respect of the jobs which are not done within the stipulated period. The same will not be charged if the standby arrangement is made during the prolonged repair period.

8.3 In case of breach of any conditions or unsatisfactory service during the currency of purchase

order, the Registry shall have a right to terminate the contract and to entrust the work to another contractor.

8.4 Any loss/damage sustained to the Registry will be recovered from the successful tenderer.

9. TRANSFER & SUB-LETTING

9.1 The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.

10. RELATIONSHIP OF PARTIES

10.1 Since both the parties are independent entities, under no circumstance will the employees of the successful bidder/ tenderer be deemed the employees of the Supreme Court of India Registry. The contract shall, therefore, not grant any authority to the successful bidder/ tenderer to act for Supreme Court of India Registry in any capacity on its behalf.

11. INTELLECTUAL PROPERTY RIGHTS

11.1 Supreme Court of India Registry shall be solely entitled to any Intellectual Property Right (IPR) emanating or in any way related to this tender bid/ process. If any infringement to such IPR is observed during the currency of the contract or any time thereafter, suitable legal action may be initiated by the Supreme Court of India Registry.

12. CONFIDENTIALITY OF CONTRACT

12.1 The successful bidder/ tenderer shall ensure that the specific terms and conditions of the contract will also be treated as confidential information and that no disclosures will be made in any form without the prior written consent of the Supreme Court of India Registry, except (i) As required by applicable disclosure law; (ii) To accountants, Banks, Financing Sources, lawyers, etc., subject to a duty not to disclose to others or (iii) in connection with the enforcement of this contract.

13. JURISDICTION

13.1 Since the contract shall be governed by and interpreted under, the laws of the Republic of India and Courts at Delhi shall have exclusive jurisdiction to try, entertain and decide the matters arising out of and in relation to the Contract. All disputes and differences are, however, subject to the jurisdiction of the courts situated in Delhi.

14. ARBITRATION

14.1 In the event of any dispute or difference or disagreement between the parties in respect of any matter relating to or arising out of the Agreement/ Contract, the parties shall endeavor to resolve amicably any such disagreement or dispute by direct informal negotiation.

14.2 If the parties fail to resolve such a dispute or difference or disagreement by mutual consultation within twenty eight (28) days from the commencement of such consultation, either party may require that the dispute be referred for resolution to the Competent Authority.

15. FORCE MAJEURE

15.1 In case the successful bidder/ tenderer is unable to fulfill the obligation under the contract owing to Force Majeure situation like war, fire, earthquake, floods, embargoes, act of terrorism etc., which are beyond the control of the parties, the successful bidder/ tenderer shall promptly notify Supreme Court Registry in writing of such condition and cause thereof. Unless otherwise directed by Supreme Court of India Registry in writing, the successful bidder/ tenderer shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15.2 In case of any doubt/clarification, the parties may contact Branch Officer, Admn. Materials (Maintenance) at Telephone no. 011-23115864 before quoting the rates. For entry pass preparation, if required the visitor may login to Suswagatam Portal at http://suswagatam.sci.gov.in/public/Index.aspx for making photo entry passes before visiting to the Registry. Name of the Officer – Shri Kapil Arora, Branch Officer (AM), and only two (02) representative(s) will be allowed for each firm.

Sd/-

(Madhu Arora)
Additional Registrar (AM)

Encls: Annexures – 'A', 'B', 'C', 'D', 'E', 'F', 'Instructions for bid submission'

Annexure-A

F.No.: AM-P/14(26)/4/2023-SC(AM-M)
Dated : 19.11.2026

Last date for Submission of Tender: 10th December, 2026 upto 15:30 Hrs.

BID NOTICE
FOR PROCUREMENT OF CISCO VOIP PHONES (QTY – 20 nos)

(To be filled in by the tenderer with reference to Notice Inviting Tender for awarding of work order for supply of CISCO VoIP phones CP-9811)

PROFORMA TO BE FILLED BY THE BIDDER/ TENDERER FIRM			
1.	Name of the Bidding Company/ Firm		
2.	Name of Owner(s)/ Partner(s)/ Director(s)/ Proprietor(s) (as applicable)		
3.	Full Particulars of Office in Delhi/NCR		
	(a)	Complete Official Address	
	(b)	Telephone/ Mobile No.	
	(c)	Fax No.	
	(d)	Official Email Address	
4.	Name of the Contact Person with Telephone/Mobile No./E-Mail ID		
5.	Year of Establishment of the Bidding Company/ Firm		
6.	Status of Firm (Company/ Partnership Firm/ Proprietary Firm or a Government Department or a PSU) etc,		
7.	Registration Details: **(Signed and Stamped Copy to be uploaded with this form)**		
	(1)	PAN No.	
	(2)	GST Registration No.	
9.	Bank details:		Bank Name:

<table>
<tr><td></td><td colspan="2"></td><td colspan="4">Branch Name:
Account No.
IFSC :</td></tr>
<tr><td rowspan="4">10.</td><td colspan="6">Name & address of the Govt. Offices etc. (Any Two) with which the bidder/ tenderer had contract with details of contact person and the telephone/mobile number etc. with Government organisation, PSU or Autonomous Bodies.</td></tr>
<tr><td>Sr. No.</td><td>Name and Address of the Organization</td><td></td><td>Value of Contract (Rs.)</td><td colspan="2">Duration of Contract</td></tr>
<tr><td></td><td></td><td></td><td></td><td>From</td><td>To</td></tr>
<tr><td></td><td></td><td></td><td></td><td>dd/mm/yyyy</td><td>dd/mm/yyyy</td></tr>
<tr><td></td><td>(1)</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td>(2)</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>11.</td><td colspan="2">Whether all the terms & conditions of NIT are acceptable :</td><td colspan="4">Yes / No</td></tr>
</table>

Signature of the authorized/
signatory of the firm/company
organization/official stamp/seal

ANNEXURE-B

(On the Letter Head of the bidder)

UNDERTAKING

(1) I/ we (Proprietor/ Partner/ Director/ Authorized Signatory) am/ are competent to sign this undertaking and execute this tender document.

(2) I/we have carefully read and understood all the terms and conditions of the tender and hereby convey my/ our acceptance of the same.

(3) The information/ documents furnished along with the tender are true and authentic to the best of my/ our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of the tender at any stage besides liabilities towards prosecution under appropriate law.

(4) I/we have apprised myself/ourselves fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non-performance or deficiencies in services on my part.

(5) I/We undertake that (Name of the Bidder/ Tenderer Firm _____) has not been indicted for any criminal, fraudulent or anti-competition activity and not been blacklisted/banned/terminated by any Central/State Government/ Public Sector Units/ Autonomous Bodies on account poor performance.

(6) I/We undertake that (Name of the Bidder/ Tenderer Firm) complies with all the Labour Laws relating to Minimum Wages Act, PF/ESI Act/Statutory obligations, etc.

(7) I/We undertake that (Name of the Bidder/ Tenderer Firm) have not been under prosecution, Court reserveship or any other similar action and been declared bankrupt.

Date :

Place :

Signature of the authorized/
signatory of the firm/company

organization/official stamp/seal

ANNEXURE-C

(On the Letter Head of the OEM)

To,

The Registrar,
Supreme Court of India,
New Delhi – 110001

Subject: **Authorization letter for supply of CISCO VoIP Phones (QTY – 20 nos)**

M/s. _____

Reference: _____

CPPP Bid No. _____

We M/s. _____ (name of manufacture) hereby authorize to M/s. _____ (name and address of dealer/distributor) for participating in subject bid on CPPP. We hereby confirm that the item supplied by the said dealer/distributor will be authentic material manufactured by us and will meet the quality as per tender specifications. We hereby also confirm that we will extend our full support for the timely delivery of the material by the said dealer/distributor and above and warranty for the same.

Signature and stamp of authorized signatory of OEM _____

Name: _____

Email ID: _____

Mobile/Phone No.: _____

Designation (if available)

Annexure-D

Price Fall Clause Certificate

(To be submitted on the bidder's company letter head)

I/We undertake that we have not offered to supply / supplied / are not supplying same or similar products / systems or sub systems/services at a price lower than that offered against the *Tender No.……dtd.....*in respect of any Organization/Ministry/Department

of the Govt. of India or its Subsidiaries or other PSU or any other private organization during the currency of the contract and if it is found at any stage that same or similar product/systems or sub systems/services was supplied by the bidder to any Organization/Ministry/Department of the Govt. of India or its Subsidiaries or other PSU or any other private organization at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the bidder to buyer, if the contract has already been concluded.

Date:

Signature of the authorized/
signatory of the firm/company
organization/official stamp/seal

Annexure-E*

SUPREME COURT OF INDIA

ADMN. MATERIALS

F.No.: AM-P/14(26)/4/2023-SC(AM-M)

FINANCIAL BID

The below mentioned format of Financial Proposal/Commercial bid is provided as "V3_BOQ_ItemRate_Template.xls" along with this tender document at https://eprocure.gov.in/eprocure/app. Bidders are advised to download the said file as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and the respective tenderer will be liable to be banned from doing business with the Registry of Supreme Court of India, in future.

(A) FORMAT FOR QUOTING RATES (IN RUPEES)

Sl. No.	Name of Product	Qty.	Per item NET RATE In Figures To be entered by the Bidder in Rs. P (inclusive of all Taxes)	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1.	VoIP Phone CP-9811 with 01 year hardware warranty	20			

***This sheet is for reference only. Tenderers are required to fill online BOQ to submit their financial bid.**

INSTRUCTIONS TO BIDDER FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2) As part of the enrollment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been

provided to the bidders. Bidders can use “My Space” or ‘’Other Important Documents’’ area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

4) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage

encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Annexure F

Platform support

Table 2. Cisco Desk Phone 9800 series backend calling server support

PLATFORMS SUPPORTED	CERTIFICATIONS
Cisco Webex Calling	Interoperability Tested and Certified
Cisco Unified Communication Manager (CUCM)*	Interoperability Tested and Certified
Webex Dedicate Instance (DI)	Interoperability Tested and Certified
Cisco BroadWorks	Interoperability Tested and Certified
Microsoft SIP Gateway	Microsoft SIP Gateway Compatible
Asterisk	Interoperability Tested and Certified

* The 9811 is supported on UCM version 14 or above, whereas other 9800 Series models are supported on UCM version 12.5 or above. Native support for the Cisco Desk Phone 9800 Series is not available on all CUCM versions; a device package may be required.

Product specifications

Table 3. Product specifications

FEATURES	SPECIFICATIONS
Display	• 9811: 2.6-inch Grayscale LCD, 256x132 resolution • 9841: 3.5-inch Grayscale LCD, 384 x160 resolution, backlit • 9851: 3.7-inch Color LCD, 480 x 240 resolution, backlit • 9861: 5-inch Color LCD, 800 x 480 resolution, backlit • 9871: 5-inch Color Touch LCD, 1280 x 720 resolution, backlit • 9800 KEM: 5-inch Color LCD, 480 x 800 resolution, backlit
Audio (*may vary depending on the codec)	• Frequency response: 100 Hz – 20 kHz for handsfree speaker • FEC (Forward Error Correction) • AEC (Acoustic Echo Cancellation) • AGC (Automatic Gain Control) • CNG (Comfort Noise Generation) • VAD (Voice Activity Detection) • PLC (Packet Loss Concealment) • Silence Suppression* • Acoustic Shock Protection (Handset/headset) • Adaptive Jitter Buffer • Dual Tone Multi-Frequency (DTMF) tone generation (RFC 2833 and in-band) • Cisco HD audio, TIA-810/920 and ETSI ES 202 737/738/739/740 compliant

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Table 3. Product specifications

FEATURES	SPECIFICATIONS

	• Cisco smart audio
	  – Conventional and AI based background noise and voice removal for sending side (9841, 9851, 9861 and 9871)
	  – Conventional and AI based background noise removal for receiving side (9861 and 9871)
	  – Enhances the in-call experience for PSTN calls by extending low-fidelity (narrowband) audio to high-definition (wideband) (9861 and 9871)
	• Ultrasonic support (9841, 9851, 9861 and 9871)
	• HAC (Hearing Aid Compatible) handset

Audio codec support	• OPUS, G.722, G.722.2, iSAC, G.711(a-law/μ-law), G.729a/b, and iLBC
Physical Line Keys	• 9811: 2 • 9841: 4 • 9851: 6 • 9861: 10 • 9871: N/A • 9800 KEM: 20 (2 pages)
Maximum of supported line and programmable line keys	• 9811: 2 • 9841: 4 • 9851: 46 • 9861: 130 • 9871: 128
Maximum of supported SIP lines	• 130 for CUCM and Webex DI • 16 for Webex Calling and Open SIP platforms
Hard keys	• Action button • Calendar button (9851 and 9861) • Favorite button • Hold/Resume key • Transfer key • Conference key (9841, 9851, 9861 and 9871) • Application key • Directory key (9841, 9851, 9861 and 9871) • Standard keypad • Volume-control toggle key • Speakerphone, Headset, and Mute keys • 2-way navigation key (9811) • 4-way navigation key (9841, 9851 and 9861) • Select key (9811, 9841, 9851 and 9861) • Home button (9871 only) • Page keys (9800 KEM only)

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FEATURES	SPECIFICATIONS
Backlit indicator	• The phones support backlit indicator for the physical buttons of Speakerphone, Headset and Mute, Calendar (9851 and 9861), Select (9841, 9851 and 9861) and Home (9871 only) as well as the line keys. • The 9811 phone features a Front Arc LED that indicates device status, such as incoming calls, message waiting, missed calls, and more. The 9841, 9851, 9861 and 9871 phones are equipped with both a Front Arc LED and a Top 360 LED. These dual indicators provide clear status and notification alerts for personal devices and also display hot desk availability.
Handset	• The 9811 phone comes with a narrowband-capable audio handset by default, which connects via the phone's dedicated RJ-9 handset port. The wideband-capable handset used on other 9800 models is also compatible with the 9811 and can be purchased separately as an option. • The 9841, 9851, 9861, and 9871 phones come equipped with a wideband-capable audio handset (also connecting through the RJ-9 handset port) by default. • The handset coiled cord has a custom end for concealed cable routing beneath the phone (cord length is approximately 21 in. [55 cm (about 1.8 ft)] coiled and up to 72 in. (183 cm (about 6 ft)) extended). • The handset is Hearing Aid-Compatible (HAC) and meets Federal Communications Commission (FCC Part 68) requirements for the Americans with Disabilities Act (ADA). You can achieve Section 508 loudness requirements by using industry-standard inline handset amplifiers such as Walker Equipment W-10 or CE-100 amplifiers.
Dial pad	• The dial pad is ADA-compliant.
Speakerphone	• The full-duplex speakerphone provides flexibility in placing and receiving calls handsfree. For added security, the audible Dual Tone Multifrequency (DTMF) tones are masked when the speakerphone mode is used.
USB and Aux port	• 9811: – One RJ-9 port for headset connection – One Auxiliary port for console log output • 9841: – One USB-A port: The USB-A port provides 0.25A power output at 5V or 1.25W under PoE, and 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply). – One Auxiliary port (console log collection only). • 9851: – One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under PoE, and 1A power output at 5V or 5W when using the Cisco Power Adapter 3 (local power supply). – One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under PoE or when using the Cisco Power Adapter 3 (local power supply).

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FEATURES	SPECIFICATIONS

	• 9861 and 9871:
	  – One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under PoE, and 1.3A power output at 5V or 6.5W when using the Cisco Power Adapter 3 (local power supply).
	  – One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE or when using the Cisco Power Adapter 3 (local power supply).
	• 9800 KEM:
	  – One USB-A female port:
	  – When one 9800 KEM connected with the 9851, the USB-A port provides 0.15A power output at 5V or 0.75W under PoE, and 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply).
	  – When one 9800 KEM is connected with the 9861 or 9871, the USB-A port provides 0.15A power output at 5V or 0.75W under PoE, and 1A power output at 5V or 5W when using the Cisco Power Adapter 3 (local power supply).
	  – When two 9800 KEMs are connected with the 9861 or 9871, the USB-A port provides 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply).
	  – When three 9800 KEMs are connected with the 9861 or 9871, the USB-A port provides 0.15A power output at 5V or 0.75W when using the Cisco Power Adapter 3 (local power supply).
	• One USB-A male port: The USB-A port on 9800 KEM draws power from the phone's USB-A port under PoE or when using the Cisco Power Adapter 3 (local power supply).
	• The charging capability depends on the maximum output power of the USB port on the phone in various deployment modes. If a connected device attempts to draw more power than the USB port's maximum output, a warning message will pop up, prompting you to unplug the device.

Ethernet switch	• 9811: An internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100BASE- T Ethernet network (IEEE 802.3i/802.3u) through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. • An internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100/1000BASE- T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. • The system administrator can designate separate VLANs (IEEE 802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic.

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FEATURES	SPECIFICATIONS
Bluetooth® wireless Technology*	• The 9861 and 9871 (excluding no-radio variants) feature Bluetooth wireless technology – Bluetooth version: 5.2 (Bluetooth® Low Energy) – Bluetooth Enhanced Data Rate (EDR) – Bluetooth Class 1 – Support for Wideband and Narrowband codecs – Bluetooth Profiles: Hands-Free Profile (HFP) Advanced Audio Distribution Profile (A2DP) Human Interface Device Profile (HID) Phone Book Access Profile (PBAP)
Wi-Fi®	• The 9861 and 9871 (excluding no-radio variants) are Wi-Fi CERTIFIED™ supporting 802.11a/b/g/n/ac, 2.4 GHz / 5 GHz dual bands. • Authentication: – WPA (Wi-Fi Protected Access), WPA2 (Wi-Fi Protected Access II), and WPA3 (Wi-Fi Protected Access III) in both Personal and Enterprise modes – Extensible Authentication Protocol – Flexible Authentication via Secure Tunneling (EAP-FAST) – Protected Extensible Authentication Protocol – Generic Token Card (PEAP-GTC) – Protected Extensible Authentication Protocol – Microsoft Challenge Handshake Authentication Protocol Version 2 (PEAP-MSCHAPv2) – Extensible Authentication Protocol – Transport Layer Security (EAP-TLS) • Encryption: – Encryption Standard (AES) – Temporal Key Integrity Protocol (TKIP) and Message Integrity Check (MIC) • Advanced Robust management frame protection: BIP-CMAC-128 • Wi-Fi standards: – IEEE 802.11 a,b,d,e,g,h,i,n,r,ac – Wi-Fi MultiMedia (WMM) – Unscheduled Automatic Power Save Delivery (UAPSD) • Antenna Type: Dipole (On-Board) • Antenna Gain (dBi): – 9861: – 2.4G: 3:06 – 5G: 4.11 – 9871: – 2.4G: 3.22 – 5G: 4.23

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FEATURES	SPECIFICATIONS

	• Frequency Band (MHz)
	  – 9861:
	  – 2.4G: 2412.0 – 2472.0
	  – 5G: 5150.0 - 5250.0, 5250.0 - 5350.0, 5470.0 - 5725.0, 5745.0 - 5825.0
	  – 9871:
	  – 2.4G: 2412.0 – 2472.0
	  – 5G: 5150.0 - 5250.0, 5250.0 - 5350.0, 5470.0 - 5725.0, 5745.0 - 5825.0
	• Maximum EIRP for Mexico (dBm)
	  – 9861:
	  – 2.4G: 20.05
	  – 5G: 17.03
	  – 9871:
	  – 2.4G: 20.19
	  – 5G: 17.21

Power	• IEEE Power over Ethernet class 2 (9811 and 9841) • IEEE Power over Ethernet class 3 (9851, 9861 and 9871) • Input rating: 0.42A, 48V DC • The phones are compliant with EU Iot-6 and Iot-26

Key Expansion Module (KEM) compatibility and power	• The 9800 KEM doesn't have its own local power; the KEM power is provided from the host phone.
	• 9851:
	  – IEEE Power over Ethernet class 3 or Cisco Power Adapter 3, enables one KEM via the USB-A port.
	• 9861 and 9871:
	  – IEEE Power over Ethernet class 3, enables one KEM via the USB-A port.
	  – Cisco Power Adapter 3, enables up to three KEMs via the USB-A ports.

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FEATURES	SPECIFICATIONS
Key features **(*may vary depending on registered calling platform)**	• Caller ID • Call waiting • Call hold/resume • Music on Hold (MoH) • Mute/unmute • E.164/Plus Dialing • Call forward • Do not disturb • Call back • Call park • Hold/Park Reversion • Call pickup • Transfer • Conference • Meet me • Call preservation mode • Speed dial • Busy Lamp Field (BLF) • Redial • Recording • Barge and cBarge (conference barge) • Paging* • Extension Mobility and EMCC* • Hunt group • Uniform Resource Identifier (URI) dialing • CMS mute sync* • Voicemail • Shared line • Privacy* • Local call history • Remote call history* • Directory search • Favorite contacts* • Adjustable ring tones and volume levels • Adjustable display brightness • Time and date display • Time zone settings* • E.911 • Intercom*

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FEATURES	SPECIFICATIONS
	• Confidential Access Level (CAL)* • Help desk on favorite button • Anti-spam* • Hoteling* • Flexible seating* • Voice feedback (multi-language support) • Webex features: unified call history, unified directory, hybrid calendar (not for 9811), meetings (not for 9811) • OBTP (One Button To Push) meetings (not for 9811) • In-meeting transcription (9861 and 9871) • In-call transcription (9861 and 9871) • Webex In-Meeting Summary (9861 and 9871) • Hot desking* (not for 9811) • Cisco Spaces Hot Desking pre-booking* (not for 9811) • Remote Reboot • Remote Factory Reset • Metrics for analytics and debugging* • Hotline* • XSI/XML Application • FAC/CMC* • Multicast Paging* • Support for Call center agent's phone* • Adjustable font size • Cisco IP Manager Assistant* • Switch the operating mode* • Custom wallpaper and logo (9851, 9861 and 9871) • Pagination* (9851 and 9861) • User Preference Attribute* • Cisco Headset Smart Pairing (9861 and 9871) • Mobility* • xAPI • Cisco Smart Power Framework • Always use multi-line mode (9811, 9841, 9851 and 9861) • Customizable New call softkey for connected call state* • Shared Call Appearance label config* • Dialog-based shared line appearance* • Enhanced menu customization* • Call Queues and Customer Assist support* • Reverse name lookup for Webex Personal Contacts* • Webex Companion (not for 9811) • Desk Phone Control (DPC) via Webex APP • Move call* • XSI call logs*

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FEATURES	SPECIFICATIONS
	• Minimum ringer volume enforcement* • Ringtone per line • MARI and FEC support • Quick access to Up and Down navigation keys • Abbreviated dial • PLAR*
Network features	• Session Initiation Protocol (SIP) for signaling • Session Description Protocol (SDP) • IPv4 and IPv6 • IPv6 Ready logo and USGv6 R1 compliant* • Ethernet 802.1x supplicant options: Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) and Extensible Authentication Protocol-Transport Layer Security (EAP-TLS) • Dynamic Host Configuration Protocol (DHCP) client or static configuration • Gratuitous Address Resolution Protocol (GARP) • Domain Name System (DNS) • Trivial File Transfer Protocol (TFTP) • Secure HTTP (HTTPS) • VLAN • Real-Time Transport Protocol (RTP) • Real-Time Control Protocol (RTCP) • Cisco Discovery Protocol • LLDP (including LLDP Media Endpoint Discovery [LLDP-MED]) • Switch speed auto-negotiation • Span to PC • Network traverse (ICE, NAT and STUN)*
Deployment and serviceability features	• Native phone migration* • Peer firmware sharing upgrade • Problem report tool • ThousandEyes integration (9861 and 9871) • SRST support* • MRA support* • User credentials persistent for Expressway sign-in* • Activation code onboarding • WxC outbound proxy survivability support* • NFC onboarding (not for 9811) • Cisco headset upgrade (not for 9811) • Enhanced Control Hub Status and Desk Phone Diagnostics* • TR-069* • Option to postpone upgrades

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FEATURES	SPECIFICATIONS
Security	• Secure boot • 802.1x with Custom Device Certificate • SIP OAuth • Secure credential storage • Device authentication • Configuration file authentication and encryption • Image authentication • Random bit generation • Secure Unique Device Identifier (SUDI) • Signaling authentication and encryption using TLS • Media authentication and encryption using SRTP • HTTPS for client and server • Configurable minimum TLS version • Local Phone Unlock Password* • Trusted Platform Module 2.0 • Security-Enhanced Linux • FIPS 140-2, 140-3 and UCR 2013 compliant • TLS 1.3 and TLS client/server min version • Secure erase • On device Firewall* • Assured Services SIP (AS-SIP)* • Multilevel Precedence and Preemption (MLPP)* • ECC* • Disabling speakerphone • Disabling headset, and handset* • Multi-server (SAN) Tomcat Certificate* • No password warning* • HTTP proxy* • VPN* (not for 9811) • Device Security Insights* • LLDP MED Location Information Service for E911* • HELD (E911) • Malicious Call Identification (MCID)
Physical dimensions (H × W × D)	• 9811: 8.2 x 7.9 x 1.9 in. (209.0 x 200.0 x 49.4 mm) • 9841: 8.4 x 8.4 x 1.9 in. (214.0 x 214.0 x 49.4 mm) • 9851: 8.9 x 8.4 x 1.9 in. (226.0 x 214.0 x 49.4 mm) • 9861: 8.9 x 9.0 x 1.9 in. (226.0 x 230.0 x 49.4 mm) • 9871: 8.9 x 8.4 x 1.9 in. (226.0 x 214.0 x 49.4 mm) • 9800 KEM: 8.9 x 5.0 x 1.9 in. (226.0 x 126.0 x 48.5 mm)

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FEATURES	SPECIFICATIONS
Weight	• 9811: 849g • 9841: 954g • 9851: 968g • 9861: 1095g • 9871: 1055g • 9800 KEM: 483g
Phone-casing composition	• Polycarbonate Acrylonitrile Butadiene Styrene (ABS) textured plastic; Cosmetic class A
Operating temperature	• 32 to 104°F (0 to 40°C)
Nonoperating temperature shock	• 14 to 140°F (–10 to 60°C)
Humidity	• Operating 10 to 90%, noncondensing • Nonoperating 10 to 95%, noncondensing
Language Support	• Arabic (Saudi Arabia) • Bulgarian (Bulgaria) • Catalan (Spain) • Croatian (Croatia) • Czech (Czech Republic) • Danish (Denmark) • Dutch (Netherlands) • English (United Kingdom) • English (United States) • Estonian (Estonia) • Finnish (Finland) • French (France) • French (Canada) • German (Germany) • Greek (Greece) • Hebrew (Israel) • Hungarian (Hungary) • Italian (Italy) • Japanese (Japan) • Korean (Korea Republic) • Latvian (Latvia) • Lithuanian (Lithuania)

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FEATURES	SPECIFICATIONS
	• Norwegian (Norway) • Polish (Poland) • Portuguese (Brazil) • Portuguese (Portugal) • Romanian (Romania) • Russian (Russian Federation) • Serbian (Republic of Serbia) • Simplified Chinese (China) • Slovak (Slovakia) • Slovenian (Slovenia) • Spanish (Colombia) • Spanish (Spain) • Swedish (Sweden) • Thai (Thailand) • Traditional Chinese (Hong Kong) • Traditional Chinese (Taiwan) • Turkish (Türkiye) • Ukrainian (Ukraine) • Welsh (United Kingdom)
Certification and compliance	• CE Markings per directives 2014/53/EU, 2014/35/EU and 2014/30/EU • Safety – UL60950, UL62368-1 – CAN/CSA-C22.2 No. 60950 CAN/CSA 62368-1 – EN/IEC 62368 – AS/NZS 62368 • EMC - Emissions – 47CFR Part 15 (CFR 47) Class B – AS/NZS CISPR 32 Class B – CISPR 32: 2015 Class B – EN 55032:2015+A11:2020 Class B – ICES 003 Class B – VCCI Class B – EN 61000-3-2 – EN 61000-3-3 – KS C 9832 – VCCI-CISPR 32

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FEATURES	SPECIFICATIONS

- EMC - Immunity
  - EN 55035:2017+A11:2020 Class B
  - KS C 9835
  - Armadillo Light
- FIPS compliant
- Telecom
  - FCC Part 68, HAC
  - CS-03, HAC
  - AS/ACIF S004
  - AS/ACIF S040
  - NZ PTC 220
  - Industry Standards: TIA-810 and TIA-920
  - Industry Standards: IEEE 802.3 Ethernet, IEEE 802.3af and 802.3at
  - Korea (RRA Public Notification 2020-6, Sep. 25th, 2020)
  - Korea (RRA Announce 2022-1, Jan. 3, 2022)
- Radio
  - FCC Part 15.247
  - FCC Part 15.407
  - FCC Part 2.1091 (BT RF Exposure TR)
  - RSS-102 (BT RF Exposure TR)
  - RSS-247
  - EN 300 328
  - EN 301 893
  - EN 300 330
  - EN 62311
  - EN 50665
  - EN 301 489-1
  - EN 301 489-3
  - EN 301 489-17
  - Korea (KS X 3123:2022, KS X 3124:2020, KS X 3126:2020)
  - STD-T66
  - STD-T71

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📑 Cisco Desk Phone 9811 – Key Highlights

🔹 Display

- 2.6-inch Grayscale LCD
- Resolution: 256 × 132

🔹 Audio

- Narrowband-capable audio handset (RJ-9 port)
- Optional wideband handset available separately
- Frequency response: 100 Hz – 20 kHz (handsfree speaker)
- Supports codecs: OPUS, G.722, G.711, G.729, iLBC, etc.
- Acoustic Echo Cancellation, Comfort Noise Generation, Voice Activity Detection, Packet Loss Concealment

🔹 Physical Line Keys

- 2 line keys
- Maximum supported lines: 2

🔹 Platform Support

- Supported on **CUCM version 14 or above**
- Also compatible with Webex Calling, BroadWorks, Asterisk, Microsoft SIP Gateway

🔹 Hard Keys

- Action button
- Hold/Resume, Transfer
- Standard keypad, Volume toggle, Speakerphone, Headset, Mute
- 2-way navigation key, Select key

🔹 Indicators

- Front Arc LED for status (incoming calls, missed calls, message waiting, etc.)

🔹 Connectivity

- Internal 2-port Cisco Ethernet switch
    - 10/100BASE-T Ethernet (RJ-45)

    - Single LAN connectivity for phone + PC
    - VLAN support for voice/data separation

- **Ports**
  - One RJ-9 port (headset)
  - One Auxiliary port (console log output)
  - **No USB ports**
- **Security**
  - Trusted Platform Module (TPM) 2.0 not applicable
  - SUDI protected by SoC chip
  - Supports TLS 1.3, Secure Boot, Image Authentication
- **Power**
  - IEEE Power over Ethernet (PoE) Class 2
  - Input rating: 0.42A, 48V DC
- **Accessibility**
  - ADA-compliant dial pad
  - HAC (Hearing Aid Compatible) handset
  - Section 508 loudness compliance with inline amplifiers
- **Features (selected)**
  - Caller ID, Call waiting, Hold/Resume, Call forward, Do Not Disturb
  - Transfer, Conference, Speed dial, Redial
  - Voicemail, Shared line, Directory search
  - Adjustable ringtones, display brightness, time/date
  - E.911 support
- **Sustainability**
  - Over 77% Post-Consumer Recycled (PCR) material
  - 100% recyclable packaging
  - Supports deep sleep mode, smart power