

(Short term Retender notice)
(Tender for Dial 100 System with AVTS at Rishikesh)

Syllabus of Tender

Bid Reference No. RS-2(RKH-)/2010-11

Date: Dehradun: Jan 4th. ,2011

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Chapter 1st

**Govt.of Uttarakhand
Office of Director General of Police
Police Headquarters, Uttrakhand
12, Subhas Marg, Dehradun.**

**Ph.No. 0135-2712685/2735141
Fax No.0135-2712080/ 2733127
Web Site:-www.uttarakhandpolice.com**

Bid ReferenceNo.RS-2(RKH)/2010-11

Date: Dehradun: Jan. ,2011

On behalf of the Governor of Uttarakhand tenders are invited in duplicate for the supply/installation of the *Dial 100 System & supporting for Modern City Police Control Room of Rishikesh (Dehradun)* for the Police Department of Uttarakhand.

Note:- tender is restricted to actual manufacturing companies or their authorized dealers only. Documentary proof, duly attested in support of being a manufacturing company or authorized dealer, must be submitted along with the tender from. The tendering firms are requested to submit their sealed offer in two parts: "Technical Bid" and "Financial Bid". The technical offer and financial offer are to be submitted simultaneously in two separate sealed envelopes clearly super scribed 'Technical Bid' and 'Financial Bid' in bold letters. Tender no., date and purpose of the tender should also be mentioned clearly on the top of the outer cover. In financial offer, the bid amount should also be written in words also.

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- 1. Last date for receipt of tender : Jan 19, 2011 upto 1300 hrs**
 - 2. Opening of Technical Offer : Jan 19, 2011 upto from 1600 hrs**
 - 3. Demonstration of Equipment : Jan 20, 2011 upto from 1100 hrs**
 - 4. Opening of Financial Offer : As per report of Demo.**

(Tender document may be obtained/submitted at Police Sanchar Bhawan Jakhan, Dehradun on any working day.)

Tenderer should note if the date of tender opening (or date upto which offer is to remain open) is declared a closed holiday by the Govt., the tender shall be opened on the next working date (Offer shall remain open for acceptance till the next working day).

Chapter 2nd

5. Tender Fee: Tender forms can be obtained from the Police Sanchar Bhawan Jakhan Uttarakhand, Dehradun on payment of **tender fee Rs. 850/- (including VAT)** for each item by **cash or D.D. in favour of I.G. (PHQ), Dehradun** on all working days between 1000 hrs to 1700. Tender form downloaded from Uttarakhand Police website will also be allowed. In this condition, D.D. of tender fee should be attached with technical bid.

6. Specification: Detailed specifications can be obtained from Police Sanchar Bhawan Jakhan, Dehradun. Specification will also be placed on our website

7. Validity of offer – 90 days.

8. Financial Offer: Tendering firms are required to quote Total rate, Service charge, Service tax etc. separately. Rates should be quoted F.O.R. Police Station Rishikesh Distt Dehradun. The rate should be written in the prescribed form given with Tender Form.

9. Delivery Period: (i) The supply of stores is required to be made within stipulated time from the date of Purchase Order. If supply is not given within stipulated time, then @ of 2 % penalty would be imposed for the next three days and so on up-to maximum 15 days. After that purchase order will be cancelled.

(ii) Unless the last date for supply of stores is specifically extended by the purchase, the supply order is liable to be cancelled after the expiry of stipulated period without any liability on the part of the Police Headquarters, In case, the tenderer experiences some genuine problem in supplying the stores within stipulated period, they are advised to promptly seek extension of delivery period, which may be allowed at the sole discretion of the purchaser.

10. Earnest Money: All Tendering firms are required to submit Earnest Money **Rs. 60,000/-** in the form of **F.D.R.** (valid for not less than six months) pledged to **I.G. PHQ Uttarakhand, Dehradun**. Earnest Money shall be submitted along with the technical bid.

11. Tender received after the due date will not be accepted.

12. Tenders presented not as per the terms and conditions shall be rejected.

13. Demonstration:- (s)/ Item(s) offered will be demonstrated by tenderer and inspected at Dehradun on 17/01/2011. The bidder should demonstrate as following:-

(i) All call centre features.

(ii) Integration of digital map with dial 100 in dual screen mode. The call taker as receipt of the call should get the POP-UP window in dual screen i.e. map of the relevant area in the monitor with the call details

(iii) AVLS modem module be installed in two vehicles to be shown at the demonstration site.

14. Inspection: Equipment Only in respect of items/system found suitable by authorized Committee, the Financial Offers will be opened.

i)The Purchaser shall have the right to inspect and/or test the goods for conformity to the Contract Specifications. And any goods failing to confirm specifications can be rejected.

ii)A document comprising of the technical problems faced during installation, testing and commissioning period and their solutions shall be submitted by the Supplier at the time of handing over the completed works to District Police Officer of Dehradun (ARO/RI)

iii)For the purpose of taking over the equipment/system supplied, an Acceptance Test shall be carried out at the Purchaser destination site. The equipment that meets the acceptance test shall only be accepted by the Purchaser.

iv)The installation or commissioning shall not be deemed to have been completed unless all the equipment and System are accepted by the Purchaser.

v) Before the equipment is taken over by the Purchaser, the Supplier shall supply installation, operation, repair and maintenance manuals of the equipment/system. This shall include the **i) System Interface Drawings, ii) System Interconnection and Block Diagrams, iii) User Operation Manuals iv) Equipment Maintenance Manuals & All installed Software copies on the CDs.**

15. Payment Schedule: The standard payment terms subject to recoveries, if any, under the Liquidated Damages clause will be as follows: -

i) First payment: The Purchaser shall pay, to the Supplier, seventy percent (70%) cost of the equipment, after successful installation/commissioning of the system and receipt of Supplier bill complete in all respects.

ii) Final payment: Rest 30% of contract price of equipments shall be paid after 3 Month on satisfactory working of system.

16. The tenderer will specify after-sales service and support mechanism clearly in the bid. Frequency of routine maintenance during warranty period and breakdown maintenance should also be clearly specified.

17. Liquidated damages may be imposed for defaults/inordinate delays on the part of the supplier who is also liable to be blacklisted.

18. Guarantee/ Warranty

i) The Supplier shall provide comprehensive on-site Guarantee/ Warranty for all goods/equipment supplied under the Contract for a period of 3 (three) years from the date of final installation of the System. Supplier should also quoted rates per year separately for 4 yrs AMC after the expiry of Guarantee/ Warranty period.

ii) The Supplier must have a 24*7 onsite in Rishikesh to provide maintenance service at site of installation.

iii) If the performance of any individual equipment or System fails to meet the contract specifications then the same shall be replaced by the Supplier free of cost during the term of the warranty/guarantee period.

iv) The Supplier shall provide necessary Software/updating free of cost during the warranty/guarantee period.

v) The maintenance services, including spares shall be free of cost during the warranty/ guarantee period.

vi) Delay in attending the calls & repairing the defective card/items equipments beyond time limit specified in the clause without providing the substitute will attract penalties, after 48 hrs with interval of 8 hrs induce penalty 0.5% of the total cost of project.

vii) During the term of warranty/guarantee the service/repair calls will have to be attended by the Supplier within 24 hours from the time of such calls. The defective card/item/equipment etc should be repaired on the same day at Purchaser's location. In case of major defects requiring the defective card/item/equipment etc. to be taken to the Supplier's workshop, it should be returned within two weeks duly repaired and the Supplier for the smooth operation of the System will provide an immediate substitute card/item/equipment. The to and fro transportation of the card/item/equipment etc. will be the responsibility of Supplier.

viii) Apart from the Training ,service/repair remedies ,the service engineer deputed by the Supplier on the site for whole warrantee periods. Supplier Will visit the site once every month to assess the serviceability of the System and thrice in a year to carryout the Preventive Maintenance and diagnostics of the system during the warranty Period.

ix) Delays in attending the calls and or repairing the defective card/item/equipment beyond time limit specified in this Clause, without providing the substitute, will attract penalties for per day Rs 500/-.

xi) If the Supplier fails to repair or replace the defective Equipment/ Item, the Purchaser will be free to get the same repaired/replaced from the market and its cost will be adjusted from the Supplier's Contract Performance Security.

19. Past performance: Tendering firms are required to give their past performance with certificate of concern govt. department.

20. Liquidated damages may be imposed for defaults/inordinate delays on the part of the supplier who is also liable to be blacklisted.

21. Security Money to the tune of 10% of the total cost of stores shall be submitted in the form of Demand Draft/FDR pledged in favour of IG (Hqrs) with in 10 days from the date of issue of supply order. This will be released only after successful completion of system.

22. Tenderers are required to submit valid Trade Tax Registration No.& PAN Account and their Clearance Certificate along with the technical offer.

23. The tenderers are required to enclose self-addressed registered stamped envelope along with their technical offer.

24. Training: The Supplier shall provide, at every stage of installation, testing and commissioning, all facilities for adequate training of 12 (8 Operating + 4 Technical) Police personnel who may be deputed to work on the project.

25. Site Preparation

Supplier will make a visit of site before submitting tender document

i) The site for installation of the System shall be provided by the Purchaser as per the required environmental conditions before the installation of the system.

ii) The Supplier shall provide site plan and equipment layout plan for the System.

iii) The complete installation of the system at the Purchaser's site shall be the responsibility of the Supplier.

iv) The System is to be installed at Police Modern Control Room Rishikesh District Dehradun

v) Earthing, safety majors through electricity and necessary internal electric wiring arrangements for all the Equipment shall be the responsibility of the Supplier and to be carried out as per standard procedures.

26. Responsibility of Completion: Any fittings or items which may not be specially mentioned in the specifications & bill of material but which are necessary are to be provided by the Supplier without any extra charge for completeness of the work under this Tender.

27. Patent/Proprietary Rights: The Supplier shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy arising from use of the goods or any part thereof in the Purchaser's country.

28. Severability: If any portion of this Contract or any of the Contract Documents here to is held to be invalid, such provision shall be considered severable, and the remainder of this Contract hereof shall not be affected.

29. Tenderers are advised to go carefully through the tender conditions and instructions and ensure compliance before submitting their tender. Conditions other than those mentioned in the tender notice shall not ordinarily be acceptable and such offers may be ignored.

30. No representation shall be accepted after opening of financial offer.

31. Average financial turnover during last 3 Years ending 31st March of the previous financial year, should be at least Rs 1,00,00,000/- (Rs one crore)

33. The Tenderer Firm Should be **ISO 9001:2008** certified & All Quoted Items/Equipments Should be Branded

34. The successful bidder whose offer is accepted shall have to execute an agreement on a Non-Judicial stamp paper of Rs.100/- within 10 days of the receipt of written order

Special Conditions:-

35. All the tendering firms are advised to give the Name & Designation of the authorized person signing the tender form.

36. The Director General of Police Uttarakhand may increase or decrease upto 50% of total quantity to be purchased.

37. The Director General of Police Uttarakhand is empowered to accept or reject the tender at any stage without assigning any reason.

38. Governing Law: This Contract including the Contract Documents shall be governed by and construed in accordance with the laws of India and the Dehradun Courts shall have jurisdiction in this regard.

Dy.Inspr. General ,Police Telecom
Uttarakhand Police
Dehradun.

Chapter 3rd

Name of article	Quantity
Demands of goods/services	
1. <u>Complete installation with materials</u> Dial 100 System with AVTS for Modern Police Control Room of City Rishikesh District Dehradun. 2. <u>Optional:-</u> Integration of existing video surveillance with quoted Dial 100 system	1 Sets

Chapter-4th

TECHNICAL SPECIFICATION

Technical Specifications of Police Control Room Call Center

1. Objective:-

Uttarakhand Police has decided to Modernize their compliant lodging System using an Automated Control Room for Emergency / Police helpline / for Rishikesh in District Dehradun.

2. Scope of Work:-

The scope of the work is to design, supply, install and commission the Exchange Based Dial '100' Call center in the Police control rooms. The Control Room to have Call Center 2 Call takers, 1 Wireless Operators and 1 Supervisor

A. Requirement:

The system requirement for both the automated exchange based Call Center 2 Call takers, 1 Wireless Operators and 1 Supervisor.

B. Process Flow:-

The public shall be able to lodge the request through telephone by calling 100 from telephone line. For telephonic call request, Public Dials '100' or any of the Helpline Numbers (Toll free lines) from anywhere in the City for registration of compliant.

The BSNL network forwards the calls to the EPABX at the PCR along with Caller Line Identification (CLI). The IVR system which shall be a built-in feature of ACD/CAD system shall answer the call with recorded quick announcement to the caller to confirm that they have reached the right place. The answer of call should be within less than half ring so that no time is wasted in the process. Then the IVR shall handover the call to the ACD/CAD. The ACD/CAD system of the exchange routes the call to the agent based on a pre-defined algorithm. Any VIP/ Emergency call will be indicated with an alert signal or flashing of screen. The directory of VIP telephone nos. is part of the Database. The Vehicle registration database from Road Transport Department will also be part of the database. The agent on receipt of the Calls, gets a POP up menu in the monitor with the Call details such as Door No., address based on the incoming Telephone no. using the CLI. The Directories of City Telephones (BSNL), Airtel, Reliance & other Service Providers are part of the Database and shall be provided to the successful bidder. It is the responsibility of the successful bidder to integrate the given database into their system. The agent answers the Call and check the address displayed in the POP up. If the address is confirmed, the agent proceeds further. Otherwise, he will enter the address given by the Caller. This entry by the agent shall find its way to directory database and next time when the same caller makes a call, the data entered by the agent shall also displayed. Call taker may change the address in the new challan if the incident address given by the caller is different from the one displayed. The operator should be able to key in data on the basis of information received over the telephone line in a predetermined format. The CLI and address of the calling telephone from the database should be automatically entered in the form. The form should be user friendly with most data being keyed in with the help of combo/ list boxes. This form will create an incident /Challan in the System. A unique identifiable number can identify each Challan/ Incident Report. The agent generates the challan with the basic information like name, address and telephone no. of the compliant. The Date and Time will be recorded automatically based on real time. The voice communication between the caller & the agent should be recorded in the form a media file and it is the responsibility of the successful bidder to get this tagged to the challan / incident report. It should be possible to hear the file at any time while accessing the challan / incident report. The challan is passed to the Wireless Operator over the LAN. Once the wireless operator/dispatcher receives a new challan/ incident report from the call taker an automatic acknowledgement about the receipt of the same should be sent to the call taker. The Wireless Operator updates the challan with the information like the person to whom the information is passed, the Patrol Vehicle number and the name of the Police Station etc., The date and time of transmission will be recorded based on real time. The time will be recorded about when the information was passed on to the patrol vehicle and when the van had reached the scene or crime so that a clear sequential chronological report is available. Once the Wireless Operator/ Dispatcher updates any information the same should be reflected on any operators/ supervisors screen who views the Challan/ Incident Report. The Patrol Vehicle / Police Station gets into action. They get back with the feedback on the received compliant to the wireless operator. The Wireless Operator updates the challan and closes the complaint once the Patrol Vehicle has finished working on the same. The date & time of completion of the challan processing is saved so that a whole history of the challan is saved so that at later date same can be viewed as to how much time it has taken to resolve a particular incident and clear accountability can be there. Again if the Caller Dials the Call Center and asks for the Status of the Complaint, the Call Center Agent should be in a position to give the Status by seeing the updated database.

3.0 Computer Telephony and Computer Aided Dispatch-

Open interface based on the ECMA - CSTA (Computer Supported Telecommunications Applications) standard Protocol, enabling integration with an application or API compliant with CSTA. Synchronized Screen management for automatic presentation of call related data at the agent's screen. Allow the agents to perform call handling services such as make call, answer call, transfer call from Computer terminal using the soft phone feature buttons on the computer screen and using mouse click Hands-free attending of calls – Headsets (or Bluetooth device) to be provided for all call receivers Wireless operators and Supervisor. The bidder should provide high quality headsets to the operator, so that operator should be at ease and comfortable in using these headsets.

Communication centres which provide the operation of public safety is dependent upon information and the ability to manage it. That requirement, in turn, depends heavily upon computer-aided dispatch (CAD) software. CAD System consisted of mainframe or mini-computers located in a computer room, linked to so-called "dump" terminals in the comm. Center showing text-based information. System use a client server configuration, with data residing on a central computer, physically as small as a PC, links to

workstations that consist of mid-powered PCs. The arrangement allows central storage and retrieval of data , and redundancy in case one workstation stops working.

4.0 Data base and reports

All reports received by the Call Taker should be logged with details of time of call, calling no. Details of information received and action taken by Call Taker, Supervisor and Wireless Operator.

All data to be centrally stored on server with facility for archiving on CD media at pre- scheduled intervals

The call logs and durations of calls etc shall be amenable for report generation through search and query mode

Online facility for status monitoring and analysis

The Supervisor or any other authorized client should be able to monitor the following:

Active Incidents List with option to view details of such incidents

Access to caller voice files on Incident Reporting Workstation

Linking of Incidents Reports by Supervisor with system suggested linkages .

The supervisor shall have the facility to call any complainant who has contacted the PCR, through a soft dialing option

All the interactions, in the control room (call centre) should be recorded and the recording should be in compressed format.

The system must assign the priority to the incident based on the event code

The vendor must collect and load the data units, status codes, etc., into the system.

The system will automatically determine, the priority of the incident based on the incident type.

The system will color code events in the active event display by priority.

The system should allow user to add information to an incident at anytime.

The user should have ability to view the incident from the unit log when incident number is displayed.

5.0 MODERNISED CONTROL ROOM AUTOMATED CALL CENTRE FEATURES:

Sl.	Description	Compliance
1	The PBX should support ACD/CAD features with advanced call routing features.	
2	The ACD/CAD should support integrated IP IVRS to give instant announcement to the callers "This is emergency center, your calls are recorded for departmental use" and should place the call directly to the Call taker	
3	The EPABX ACD/CAD Call Centre should have 01 Call Centre supervisor to provide operational supervision and Statistical Data Reports.	
4	It should be possible to expand the number of agents upto 40 including supervisor.	
5	The supervisor shall be responsible for the Operation and control of the Call Centre. The following features shall be provided for Call Centre Supervision.	
6	The Supervisor Package shall be able to provide Dynamic configuration of the ACD/CAD. The Supervisor shall operate in standard windows framework.	
7	Supervisor shall be able to set up the call Centre queue length, Queue Over flow timing based on the time of the day, traffic conditions, no. of agents present etc. However, since it is highly difficult for an Agent to continuously alter the parameters, the ACD/CAD system, intelligently should change the maximum queue length from the original set value to the appropriate value depending on the no. of agents present. The call shall be routed to over flow destination on over flow. Vendors need to comply and also provide the documentary evidence for this facility	
8	The ACD/CAD system should capable of providing the initial announcement and wait announcement and the expected wait time to the callers by calculating the wait time based on the no. of Agents present, no. of position in the queue and the average conversation time of the Agent. This wait time announcement shall be given to the callers once they are put to Queue. Vendors need to provide this facility and also should provide documentary evidence for this feature.	
9	The ACD/CAD system shall provide at least 2 different messages to the waiting callers in between the music. Vendors need to provide this facility and also should provide documentary evidence for this feature.	
10	The ACD/CAD system should recognize the Agent by his PIN. PIN shall be entered either in the Agent desktop PC or in the Phone.	
11	The system shall treat Voice, SMS and Email as the same level and shall follow the queue seniority. This means, a caller while he is waiting in the queue and if the SMS comes next in the Queue, the system should process voice first and SMS next as all the type of communications are vital for Police department, it should not be a separate queue for each type of the contact. SMS/Email should not call for checking the mail box. This should pop up to the free available call taker automatically without a need for checking the mail box by the staff.	
12	ACD/CAD system shall be configurable for a Fixed Clerical time for all Agents or individual Agent selectable Clerical time using the key.	

Sl.	Description	Compliance
13	ACD/CAD system shall allow a Pause facility for the Agents. Pause time shall be either fixed for the whole system or shall be individual Agent selectable using the key.	
14	The Supervisor shall be able to provide Real Time monitoring and reporting of call patterns and call characteristics for planning.	
15	It shall be possible to provide Real time displays for both ACD/CAD and agent groups. Each view should contain 3 separate pages, which the supervisor can switch between any times. Any number of views can be opened simultaneously each with any combination of selected group and displayed information.	
16	The ACD/CAD Group real time view shall provide actual information for each ACD/CAD group related to the ACD/CAD group displaying number of calls in the queue, current Calls, expected delay longest in queue.	
17	A customizable Dashboard to be provided by the application to mark the VIP's and the defaulters in the applications. This dashboard should be configurable	
18	A Directory of VIP Telephone numbers will be provided. On receipt of a call from a VIP, the call may be diverted to a particular agent and also the colour of the screen of that agent's Desk top should change to a different colour.	
19	The Agent Group details shall show averages about a. Queue b. Ring c. Talk times	
20	It should be possible to set up a view to meet precise actual needs and save it for future use without the need for any new setup procedure.	
21	It should be possible to define 1.Groups to be displayed 2.Histograms to be displayed 3.Average Values to be displayed 4. Time period to be used for statistical and trend graph calculation.	
22	It should be possible to display different agent states with colours for occupied agents, talking agents, agents in clerical state and available agents.	
23	The ACD/CAD Group view shall display Agent details with information as call state, connected number and call duration of each, per agent. It shall also inform about the current call-when did it start, how long did it ring, how long took talking state-and it shall display statistical information for each agent.	
24	When several agents are combined to form an agent group, agent real time views shall be required. The screen shall show the status as well as the averages of ringing, talking, and clerical time as per selected agent group. The supervisor shall define the type of average display information. Detailed information about the available agents per selected agent group shall also be provided.	
25	The Call Centre Supervisor reporting system shall comprise of a wide range of standard reports and enable the supervisor to specify individual parameter for reports. In addition it should be possible to create macros of a series of reports and schedule the automatic generation of reports.	
26	The following reports shall be required: (a) Call Centre performance Reports: 1.Agent Reports-queue activity, queue performance, call code activity, completed call details, log on activity and performance 2.Group Reports-Abandoned calls, Agent Activity, agent performance, Agent log-on activity, call breakdown, call code activity, call handling, call wait, calls answered, short calls. 3.Queue Reports-abandoned calls, agent activity, agent log-on activity, agent performance, call breakdown, call code activity, call handling, call waiting, answered calls, short calls, trunk utilization.	
27	The Vendor shall provide Application software for ACD/CAD and shall be required to write application for the population of the screen based on Caller Line Identification with unique ID	
28	The software shall be in English	
29	It shall provide Command Entry and Menu selection	
30	It shall provide multiple screen functionality.	
31	The Application Software should support Hooking into the data base (Add, Edit, Delete Features etc)	
32	It should support transfer of voice and Data between stations.	
33	It should provide application to dial out the other locations like fire, ambulance etc	
34	It should provide On Screen Telephone features.	

Sl.	Description	Compliance
35	It should provide compatibility with Voice Logging and retrieving system with archiving on CD ROM.	
36	It shall also provide different report generation which shall be decided mutually during the system study and Design Reports/Data to be captured from database to be made available by the end user.	
37	The Application software should include multi level security options.	
38	User access should be allowed via the entry of valid username and password. The system also should validate with the ACD/CAD and will provide with the single sign, which should be allowed to extend further.	
39	Functionality available to the user will depend on the username.	
40	The agents should be able to record the complain/ requests based on multiple issues. The application should priority the complain/ requests based on the nature of request received. The agents should be able to record the complain/ requests based on the nature of request received..	
41	The request/complain should have template, which will reduce data entry operations for the call agents.	
42.	The entry of data into certain pre-defined fields will be permissible for some users only.	
43	Provision should be made to give certain users access to the entire data or to the pre-define area.	
44	The application should track the interaction history across all media from within and outside the call Centre.	
45	The Vendor should provide application, integrated with CTI/ACD/CAD if not the vendor should provide toolkit.	
46	The application should be fully workflow integrated for the escalations, notifications, alerts and response to the same.	
47	The application should provide with GUI and easily configurable	
48	The application should provide cascade the status once the issue is resolved or any update information is received by NEAREST POLICE STATION / PATROL VEHICLE/So's mobile phone/Cheeta mobile phone/Medical services (108 or nearest hospital)/Fire service station/CUG Calling e.t.c. Once the service request/complain is resolved the VHF/telephone line is notified by the NEAREST POLICE STATION / PATROL VEHICLE/So's mobile phone/Cheeta mobile phone/Medical services (108 or nearest hospital)/Fire service station/CUG Calling e.t.c. CAD team should update appropriate service request with relevant information, which will enable the call agents to provide correct information to the customers.	
49	At any point of time it should be possible to monitor an request / Complaint of its status, length of time helps up at a particular point. This function should available through the GUI.	
50	A unified queue should be provided for the Supervisor to check the agents call status and see the progress of the call Centre and service request / complaint	
51	The agents should be able to capture notes with respect to any Complaint that he/she handles. These notes should be available Whenever the account is queried The notes should be pre-defined and user configurable Notes either be permanent or temporary History notes should be archived	
52	MIS Reports:- Following are some sample MIS Reports required:- 1.Call Centre formats 2. Crime wise Query Reports 3. Areas wise Calls Reports 4. Daily Report format 5. Particular period / monthly / yearly report format However, the design of the format shall be finalized during customization.	

6.0 AVLS - SOFTWARE

1. The AVL Software used for the vehicle tracking application shall be compatible GPRS.
2. The AVL Software shall log in the vehicle reports coming from more than two repeater sites through their respective base modems
3. The software shall allow the dispatch controllers to select any desired zone and view the vehicles on their respective monitors
4. The software shall display vehicle location maps, logging of vehicle movements and provide the performance reports of the vehicle and drivers in a spread sheet format
5. The movement of vehicles can be played back at any time by choosing date and vehicle lds.
6. The software shall have basically two components- IOP (Input-Output Processor) and Viewer Processor
7. The above two components should be connected through TCP/IP protocol and LAN available to all Windows operating system.
8. It shall be possible for several IOPs and several viewers to be networked together.
9. It shall be possible for a viewer to access reports from any group of vehicles through one or more IOPs
10. The viewer software system shall operate on Windows OS providing mapping, tracking and logging of vehicle movements. All the viewer's station shall be equipped with this software.

Beat Vehicles of the Department will be fitted with Global Positioning System (GPS) receivers and other necessary hardware. The position of a vehicle should be transmitted to the control room computer over communication network without any intervention of the crew of the vehicle.

The hardware offered should have a very high level of reliability and capable of working in extreme climatic conditions. It should have high water and dust resistance and should be ruggedized to withstand the transportation vibration. Continuous GPS position update locally to be stored in local memory at predetermined intervals. Automatic periodical updating of vehicle locations on the city map of the city on workstation(s) at Police Control Room. The information from the control room to the beat vehicle and vice versa shall be through GSM network. Messaging (English) should be supported to and from the vehicle unit. Should be capable of sending pre-defined messages to and from the vehicle unit.

Facility for configuring the Vehicle unit ID as per the regn. no. of vehicle. The Main application server should be a RISC server. User interface may be windows based for easy operation. The position update of the vehicles should be automatic.

The detailed specifications of this software are listed below.

- Load and calibrate maps of layered type, raster or any other type.
- Display vehicle on the maps by showing its icon in colour
- Identity code or alias name or any combination of them
- Auto scroll to keep the desired vehicle in view
- Zoom in/out
- Find selected by its ID or alias name
- Message communication with the selected vehicle
- Unlimited vehicle tracking
- Advisories to indicate vehicle moving over specified area
- Automatic detection of vehicle starting, pressing over maximum/minimum speed limits
- Multimedia alarm in control office during panic condition, passing speed limits etc.
- Command to delete a vehicle from display
- Vehicle history downloading
- Display of several vehicles on a map along with their locations, speed and direction of movements and time.
- Record all movements, date wise, vehicle wise etc.
- Reporting of GPS messages in encrypted form to prevent unauthorized interception of messages
- Conversions of encrypted messages to ASCII format and display
- Display of vehicle movements in spread sheet format for further analysis.

:-Specification of Hardware:-

1. EPABX SYSTEM REQUIRED:-

S.I. No.	Description	Technical Specification	Conformance Yes/No	Deviation if any
1.	Technology	PCM-TDM/SIP (Both) Non-blocking		
2.	Interface	Should be compatible with all telecom interfaces/ Telecom Service providers		
3.	Type of Interface	ISDN PRI Interface for digital, Basic Interface for Analog lines.		
4.	No. of lines- Analog trunk and ISDN PRI lines (As per data sheet)	Tenderer to specify		
5.	Type of Extension Support	Analog and IP		
6.	Expansion of Extensions	Analog Extensions are in multiples of 8 and IP Phones would connect to a data switch.		
7.	Length	An IP telephone can work up to 100 meters away from the data switch.		
8.	Maximum loop resistance for analog extensions	2500 ohms including telephone		
9.	Requirements at the time of supply	1 ISDN PRI, 4 trunk line, 2 digital, 8 Analog extension ports, Integrated voice messaging system with minimum 4 channel concurrent access for - IVRS function (Integrated or External). The delay time in answering and transferring a call shall be clearly specified. -Voice messaging -Pre-defined text to voice conversion facility. -Call taker name announcement to be played to the calling public immediately on answering the call. Announcement shall be audible to both call taker and caller (automatic and linked to Login ID of call taker) - Estimated wait time to be announced incase all call takers are engaged. -Voice mail instruction to caller in case there is no call taker available to receive a call		
10.	Contract center expansion available (Max. capacity)	It must support at least 15 Control Room personnel.		
11.	Maximum loop resistance for analog trunk lines	1200 ohms at-48 Volts DC		
12.	Standards which are to be supported a. CAS 2Mbps as per CCITT G.703 & G 704 b. CAS R2 as per CCITT Q.421 to Q.424 c. ISDN interface as per CCITT 1.430 (BRA), 1.431 (PRA) 1.440, 1.450, 1.441, 1.451, G.703 (PRA),G.704(PRA) , ETSI CTR3 (BA) & Austel	Tenderer to specify		
13.	Support for QSIG (Q interface) & T Interface (Switched Public ISDN line with DSS1)	Tenderer to specify		
14.	Support for ACD call center with CTI and advance call routing	To be provided		
15.	Networking of multiple systems through a. ETS 300011 b. QSIG- ECMA 141 c. ETS 300172 d. QSIG- ECMA 143 e. ETS 300173 (CLIP,COLP,CLIR) f. ECMA 164 g. ETS 300238 (CNIP,CONP,CNIR) h. AOC ECMA 211/212	Tenderer to specify		

PCM-TDM/IP-Pulse Code Modulation-Time Division Multiplexing/ Internet Protocol. ISDN PRI- Integrated Service Digital Network
 Primary Rate Interface. IVRS-Interactive Voice Response Systems
 CCITT-Committee Consultant if International Telephonique et Telegraphique CAS-Conditional Access System
 ACD-Automatic Call Distributor
 CLIP-Conditional Legar Interpreting Permit
 COLP- Connected Line Identity Presentation CLIR-Calling Line Identity Restriction
 CNIP- Calling Name/ Number Identification Restriction CONP-Connection Oriented Network Protocol
 CNIR- Calling Name / Number Identification Restriction

2. Servers:- The CTI , Data Base Server and GIS Server should work as a hot standby for each other. The configuration shall be as follows or higher:-

S.I.No.	Description	Technical Specification	Conformance Yes/No	Deviation if any
1.	Processor	Quad-core Intel Xeon E5405 (12 MB 12 Cache, 2-4GHz or higher, 1333MHz FSB)/ Upgradable upto 2 CPU. DVD writer		
2.	DDR RAM with ECC	8 GB DDR II RAM with ECC expandable to 16GB		
3.	Hard Disk	Hot swappable Hard Disk, 5*300GB HOT PLUG SAS HARD DISK @ 15000 rpm, RAID 5		
4.	Graphics	Video controller with 16MB VRAM		
5.	Color Monitor	21" TFT monitor 1 no. for all 2 servers		
6.	Key Board	107 Keys Mechanical or cherry Key Board 1 no. For all 3 servers		
7.	Combo Drive	Latest		
8.	Ethernet Card	Integrated dual gigabit Ethernet		
9.	Mouse with pad	Optical scroll mouse, 5 button 1 no. For all 3 servers.		
10.	SCSI Interface	Sas controller		
11.	Minimum 5 Expansion slots	2* PCI Express x8 with x4 speed, 2* PCI-X 100 Mhz, 1* PCI 32-bit/33 Mhz.		
12.	IO Ports	2* PS/2, 2* RJ-45, 1* Serial, 6* USB, 1* VGA		
13.	Hot plug SMPS capacity provided with the cabinet Hot Swapable Power supply	Watts (To be specified by the tenderer)		
14.	Server management software	To include features for system health monitoring, server maintenance, etc.		
15.	CTI Software	CTI Software with 10 User license including Supervisor and standard service system To be included in CTI server prices		
16.	Anti virus software	To be included		
17.	Raid Controller	Minimum 3 ports SAS Controller with 128 MB cache		
18.	Operating System	Operating Microsoft Windows Server 2008 operating system or higher with 10 user license (for both CTI , data base and GIS Server) MSSQL 2008 with 5 user license		

DDR-Double Data Rate ECC-Error Correcting Code Memory
 SAS-Serial Attached Cache RAM-Random Access Memory
 TFT-Thin Film Transistor KVM-Keyboard, Video, Mouse
 RAID- Redundant Array of Independent Disk
 CTI-Computer Telephony Interface
 VGA- Video Graphic Array
 SMPS-Switch Mode Power Supply

3. Voice Logging System (Total No.01)

A. FEATURES

Sl	Description	Compliance
1.	The recording should be done in HDD and archiving in CD-ROM	
2.	Shall be 8 port and expandable to additional 8 port in future. The recording shall be done from Digital extension side. Shall be a digital voice logger	
3.	The recorded voice shall be indexed and linked with Challan Number. The voice logger shall have the CTI capabilities. It will automatically track the incoming call. The recording shall go on till the call is disconnected.	
4.	It shall be possible to configure automatic voice recording on answering the call by the Agent.	

B. SPECIFICATION FOR VOICE LOGGER

Sl	Description	Parameter	Compliance
1.	Shall be based on the server configuration with additional 300 GB of Hard disk , 5U space and suitable OS and Software/Hardware	Please specify the details as above for the voice logger	
2.	Combo writer with latest Read, Write speeds	Tenderer to specify	
3.	Voice Logger software compatible with the call Centre package	Please specify this in detail	

4. AGENTS/RADIO OPERATORS/SUPERVISOR WORKSTATIONS

Sl.No.	Description	Technical Specification	Conformance Yes/No	Deviation if any
1	Processor	Quad-Core Intel xeon E-5405 (12MB,12 Cache, 2.4GHz,1333MHz,FSB) or Higher. Intel Core2 duo E 6320 OR Higher		
2	Chipset	Intel Q965 Chipset or higher		
3	Motherboard	ORIGINAL INTEL,		
4	Memory	4 GB DDR2 SDRAM @ 677 MHz, Expandable to 16 GB		
5	Hard Disk Drive	300 GB SATA-II SMART III 7200 rpm with pre failure Alert		
6	Graphics	Integrated (on board)		
7	Audio	Integrated (on board) High Definition Audio controller with Internal Speakers		
8	Ethernet	Integrated (on-board)10/100/1000 controller		
9	Bays	Minimum : 4		
11	Slots	MINIMUM 4, 2*PCI, 1*PCIX1, 1*PCIX16		
11	Ports	1 Serial, 8 USB (Ver 2.0) with at least 2 ports in front, rear ports – VGA, Speaker, Microphone, Headphone, 2 PS/2 ports, one RJ45 network port, optional second serial port, optional additional 2 more USB port		
12	Form Factor			
13	Power Supply	300 Watts (Surge protected)		
14	Video Monitor	21” TFT dual screen Color monitor with 1024X768 @ 60Hz resolution		
15	Keyboard-Mechanical/C herry	USB 104 keys keyboard (preferably same make as PC)		
16	Mouse	5 button optical scroll mouse		
17	software	Operating system pre installed Microsoft Windows Vista, Restore/Recovery CD/DVD, OS CD and documentation CD with each PC		
18	Drivers	Drivers should be freely available on OEM’s website.		
19	Antivirus	Latest antivirus software with license and media		

Note: Every Dual Screen Monitor shall display both GIS information, maps &.Dial 100 information in integrated manner

5. GPS RECEIVER WITH VEHICLE MODEM

GPS Receiver Features:

Sl.	Description	GPS SPECIFICATIONS
1	General	
	1. Tracking channels	12 channels
	2. L1 frequency	Tenderer to be specify C/A code
2	Acquisition time	
	1. Cold start	60 seconds (typical) Time To First Fix (TTFF)
	2. Warm start	40 seconds (typical) with current almanac, position and time
	3. Hot start	10 seconds TTFF with current almanac, position, time and ephemeris
3	Re-acquisition time	
	1. General	1 second
	2. Maximum Blockage	Upto 30 seconds
	3. Position accuracy	Position horizontal 20 meters or better
4	Velocity	0.1 meters/sec
5	Satellite data collection	2 seconds to 12 seconds for synchronization. Continuous data collection and parity checking on all twelve channels
6	Position solution	2D position, velocity and 47 geodetic datum to be supported (Default WGS84)
7	Position update rate	1 second
8	Output messages	NMEA0183
9	Antenna	Embedded passive antenna or Active Antenna
10	Maximum vehicle Dynamics	500m/sec
11	Environmental	
	1. Operating temperature	0 deg C to 55 deg C
	2. Storage temperature range	-30 deg C to 70 Deg C
	3. Humidity	95% non condensing 40 deg C
	4. Altitude	18000 meters
12	Electrical	
	1. Power	Power derived from Radio modem (Tenderer to specify the voltage)
	2. Power consumption	0.9 Watts or low
	3. Power connector	Any standard type connector
	4. Back up power	Rechargeable Lithium-ion battery inside housing (Tenderer to specify the voltage)
13	Mechanical	
	1. Cable length	Suitable interconnecting cable with connectors to be specified A
	2. Mounting	Magnetic/Clamp base
	3. Housing	Water resistant plastic

6. GPRS MODEM with receiver

1 GPRS - Data rate Class 10

2 Refresh rate Shall be possible at desired intervals

3 GPRS module Embedded GPRS module with IMEI number

4 Should support SMS During GPRS outages, SMS shall be the fall back

5 Battery back up- Should be available for minimum 6 hours if the power from the vehicle battery is removed.

6 Alert to control room- The alert should be available in the Control Room software such as All Ok, Mains removed, GPS antenna open, etc

7 OTA Tracking Configuration It should support OTA Tracking facility

8 Interfaces Should offer Serial interface for Mobile data terminal for sending text messages from the command center.

9 Message It shall be possible to send messages through GPRS and SMS as per choice

The mobile modem shall have the facility to program its identity. When its own identity code is received during the polling, it should respond by sending the required data to the base station Modem. The MODEM shall be infaceable to mobile wireless set without any modification.

Sl.	Description	Specification
1	Dimensions	Tenderer to specify
2	Weight	0.9 Kgs or less
3	Interface cable to the radio	3 feet with sealed connector
4	Voltage	6-13volt and Negative ground(Supply connected to Radio)
5	Current	Less than 250 mA
6	Modulation (same for base and mobile unit)	Tenderer to specify
7	Data rate	1200bps or 2400bps or higher
8	Source impedance	1K ohm
9	Load impedance	1K ohm
10	Polling mode	Shall be possible at desired intervals
11	Interface to radio	Suitable interface cable to mobile VHF set to be provided
12	Humidity	5%-95% RH
13	Programming software	Suitable Programming software
14	Operating temperature	0 to +55deg.C
15	Storage temperature	-30 to +70deg.C
16	Shock, Vibration, Dust	MIL Standard certificate 810 C/D/E/F issued by a standard lab to the manufacturer or equivalent Government of India approved Test lab Certificate

7. DIGITAL MAP OF RISHIKESH CITY LIMITS

The GIS Map must contain the following functionalities:-

- 1) When used in conjunction with appropriate network analysis software, routing and driving directions must be available for each segment to cater to possible future requirements of VIP security planning and Traffic Management.
- 2) Searches for attributes such as "Nearest Hospital" etc., must be possible with the GIS.
- 3) The GIS must be capable of working with the DIAL 100 Application, so that the respective colony of origin of a telephone call is brought on the screen.
- 4) Delivery Period: The GIS would be required within a period of one week in order to assess the evaluation of the entire tracking system. Scale in 1:5000
- 5) City Rishikesh Mapping coverage areas approximately 25 square Kilometers.
- 6) Land base Map for Rishikesh will be provided by the supplier.
- 7) The land base Map will be in shp format having layers: Residential units, Open Areas, Location of colonies, Villages, River and other layers related to police.

8. On line UPS

5 KVA Online UPS (with 1 hour battery backup)

	Parameter	Remarks
	Online UPS with PWM Technology suitable for single Phase AC input voltage	
	UPS shall be housed in rugged enclosure made of M.S. Sheet 1.2 mm (minimum) thick, aesthetically finished, duly pre-treated and powder coated.	
	UPS shall be free from workmanship defects, sharp edges, nicks, scratches, burs etc. All fasteners shall be fixed properly. The equipment shall be complete with all parts and all parts shall be functional	
	Enclosures shall conform to protection requirement of IP2L1 to ISI:3947 (Part 1) /1993 (reaffirmed 1998)	
Bypass Switch	Manual and Static by-pass switch shall be provided for maintenance of UPS	
	UPS shall supply output power and charging current at the same time	
Switching Device	Switching Device shall be IGBT	
	Switching frequency shall be 19 KHz or above	
	UPS shall be provided with serial communication port RS 232 for computer interface for data exchange of electrical parameters of UPS like voltage, current, frequency, charging status, mode of operation etc.	
Rating	The rating specified is a unity power factor	
INPUT		
Voltage Range	160 V -260 V	
Frequency Range	50 Hz +/-10% Hz	
Phase	Single Phase AC	
OUTPUT		
Voltage Regulation	230 V +/-2% (with alternative setting for 220V +/-2%)	
Output Frequency	50 Hz +/-1 Hz Single Phase (In inverter mode)	
Voltage regulation	From on load to full load Should be within +/-1% in both the cases, UPS shall also have facility for operation in synchronous mode in which output frequency shall be same as that of mains frequency	
Harmonic Distortion	3% maximum on resistive load	
Efficiency	At rated Output voltage and Frequency	
Inverter	90% (min)	
Overall	85% (min)	
Power Factor		
Load Power Factor	Better than 0.65 lagging	
UPS power factor	Better than 0.9 lagging	
Over load	UPS shall withstand 20% overload for 5 minutes and 50% overload for 1 minute	
ENVIRONMENT	Noise Level -less than 55 db at a distance of 1 meter	
Protection	Over voltage, short circuit and overload at UPS output terminal, Under voltage at battery terminal, Overshoot and undershoot shall not be greater than 4% of rated voltage for duration of 60 msec	
Indicators	Mains Presence, Battery Charging and Discharging, Low battery voltage	
Digital meters	Input AC Voltage, Output AC Voltage, I/p Current, I/o Frequency, O/p Current & O/p Frequency, Battery Voltage and Current (with LED\ LCD display)	
Battery Detail		
	8000 VAH for 5 KVA -60 min	
Battery Type	Sealed Maintenance Free (VRLA)	
Battery Make	Exide/Quanta/CSB/Panasonic (Battery Sr. No on OEM Letter Head with Warranty Assurance of 1 years)	
Battery Housing	A suitable battery cabinet matching the UPS enclosures.	

Chapter-5

Annexure-A

PROFORMA FOR PRICE SCHEDULE

(Commercial bid)

Date of opening Time Hrs

We hereby certify that we are established manufactures/authorized representatives of M/s _____ with factories at which are fitted with modern equipment and where production methods, quality control and testing of all materials manufactured or used by us are open to inspection by the representative of the purchase. We hereby offer to supply the following items at the prices indicated below:

SL	DESCRIPTION OF WORK/ITEMS	Qty.	Unit Price	Total Price	Make & Model
1	Call center EPABX Complete with voice logger features & supply unit	1			
2	Headsets for Control Room personnel	2			
3	IP Phone for Operator	4			
4	ISDN E1 PRI Modem-PAIR with PRI line 12 months of service included	1			
5	SERVERS:- a. (CTI+ACD) Server with Operating system win 2008 as per specification with CTI software b. (Application ,Data Base & GIS) Server with operating system win 2008 and database with Application & GIS software of 6 user license for Control Room operation as per specification.	2			
6	Dial 100 Application Software for Control Room operation	1			
7	Standard work station for Agents/VHF operators	4			
8	5KVA on line UPS for 1 hrs backup	1			
9	LAN & Electrification	1 Room (12 x 15)			
10	Digital Map of Rishikesh city (minimum in 1: 5000 Resolution)	1			
11	GPS receiver with MDT & antenna along with a modem suitable for vehicle mounting	8			
12	GPRS Receiver & SIM module with SMS in CUG and GPRS service, 12 months of service included ,Data rate speed not less than 512kbps	8			
13	Internet/leased line for AVTS FROM Service provider for 1 years including Routers, Modems, Security Firewall, Antivirus.	1			Rs.
	Total Price excluding taxes				
1.	Optional:- Integration of existing video surveillance with quoted Dial 100 system	1			Rs.

Warrantee Period :- 3 yrs

Total Amount in words without optional :-

It is hereby certified that we have understood all the terms and conditions specified in the tender document and are thoroughly aware of the nature of job required to be done and stores/items to be supplied. We agree to abide by all the tender terms and conditions

We hereby offer to carry out the job and (or) supply the goods/items detailed above or such portion(s) thereof as you specify in the notification of award.

Hence our propose system has in future expandability of extending and integrating with CCTV Surveillance System.

Dated:.....

(Signature and seal of Bidder)

- Note:**
1. Any Other items/software/service required for successful completion of work shall be provided by the finally selected bidder within the quoted prices.
 2. The bidder shall quote the rates of item 1 to 13 & Optional 1 separately as there is proposal to include more vehicles in the PCR Fleet. Therefore as and when more vehicles are included in the PCR , bidder is bound to provide similar type of equipment in newly inducted vehicles.

Annexed Price Schedule

**PRICE SCHEDULE FOR COMPREHENSIVE MAINTENANCE AND REPAIR CHARGES AFTER
WARRANTY PERIOD**

A	B	C	D
Item No.	Item Description	Quantity in No.	Comprehensive Annual Maintenance & Repair charge (including spares) for each Unit Price in Rupees
1	Year 1 One	One	Under Warranty
	Year 2 One	One	Under Warranty
	Year 3 One	One	Under Warranty
	Year 4 One	One	AMC Price
	Year 5 One	One	AMC Price
	Year 6 One	One	AMC Price
	Year 7 One	One	AMC Price
	Year 8 One	One	AMC Price
	Total		

Note-

1. This should be given item wise, year wise with total in column D.
2. In case of discrepancy between unit price and total prices, the unit price shall prevail.

Signature of Bidder.....
Name of Bidder.....
Business Address.....

Place-
Date

Chapter 6th

Annexure-B

CONTRACT FORM

THIS AGREEMENT made theday of....., 20... Between..... (Name of purchaser) of (Country of Purchaser) (Hereinafter called "the Purchaser") of the one part and (Name of Supplier) of (City and Country of Supplier) (Hereinafter called "the Supplier") of the other part : WHEREAS the Purchaser is desirous that certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of (Contract Price in Words and Figures) (Hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
 2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) The Bid Form and the Price Schedule submitted by the Bidder;
 - (b) The Schedule of Requirements;
 - (c) The Technical Specifications;
 - (d) The General Conditions of Contract and restrictions;
 - (e) The Special Conditions of Contract; and
 - (f) The Purchaser's Notification of Award.
 3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
 4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
- Brief particulars of the goods and services which shall be supplied/ provided by the Supplier are as under:

SL. NO.	BRIEF DESCRIPTION OF GOODS & SERVICES	QUANTITY TO BE SUPPLIED	UNIT PRICE	TOTAL DELIVERY PRICE	TERMS

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For the Purchaser)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the Supplier)
in the presence of:.....

Chapter 7th

CHECK LIST FOR TENDERERS/BIDDERS

Tenderer are requested in their own interest to check the following before they submit their bids: -

		Whether attached	Not
1	Earnest money deposit enclosed D.D./F.D.R. No.		
2	PAN Account No. of the Firm.	Yes	No
3	Valid Sales Tax registration certificate as where Firm situated	Yes	No
4	Terms of Delivery at F.O.R.	Yes	No
5	Has the shortest delivery period been indicated	Yes	No
6	Have you agreed the validity of offer	Yes	No
7	Acceptance of all terms and conditions of Tender Enquiry including payment terms, Guarantee/ Warranty	Yes	No
8	Attached Duly signed copy of tender document.	Yes	No
9	Have you enclosed the following documents?		
(i)	Technical compliance statement in the prescribed format with the details of deviations?	Yes	No
(ii)	Photocopy of OEM Registration Certificate/Authorized dealership certificate.	Yes	No
(iii)	Performance Statements duly vetted (Copies of Supply Order)	Yes	No
(iv)	Have you enclosed authorization certificate from OEM for supports the repair / spares/accessories for periods of 8 years	Yes	No
(v)	Have you enclosed Authorized Service Centre lists in India	Yes	No
10	Number of Demand Draft/F.D.R a. Tender Fee-(+12.5% of VAT) b. Earnest Money-(Validity not less than six months)	Cash -	Draft F.D.R
11	Whether training confirmed (if applicable)	Yes	No
12	Whether installation and commissioning confirmed? (if applicable)	Yes	No
13	Whether AMC prices quoted in the price bid? (if applicable)	Yes	No
14	I/We have read term & conditions and agree it.	Yes	No
15	Turnover Statement last 3 years		
16	The Registration Certificate of by ISO 9001:2008	Yes	No

PLEASE NOTE THAT NON-SUBMISSION OF THE ABOVE INFORMATION/DOCUMENTS MAKES THE OFFER LIABLE TO BE IGNORED WITHOUT ANY FURTHER REFERENCE TO THE BIDDER.

Signature of Authorized persons of the Firm

Stamps of Firms