

## **Bid Document**



### **GUJARAT INFORMATICS LIMITED**

Block No. 2, 2<sup>nd</sup> Floor, C & D Wing, Karmayogi Bhavan,  
Sector-10 A, Gandhinagar 382 010  
Phone No: 079 – 232 56022  
Fax No: 079 – 232 38925

**Bid for Selection of Agency for Supply, Installation, Commissioning, Integration, Maintenance and provide warranty support/services of IT Infrastructure for Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department (Tender No. HWT010119533)**

**Pre-bid meeting: 16.01.2019**

**Last Date of Submission of Bid: 30.01.2019 till 1500 hours**

**Last Date of Submission of Bid Processing Fees & EMD: 30.01.2019 till 1500 hours**

**Date of Opening of Bids: 30.01.2019 on 1700 hours**

**Bid Processing Fee: Rs. 1,770/-**

Gujarat Informatics Limited (hereinafter referred to as “GIL”), on behalf of Office of the Director General & Inspector General of Police, Home Department (herein after referred to as the Purchasers) for their requirements of IT Infrastructure and other peripherals intend to invite offers through e-tendering route for Selection of Agency for Supply, Installation, Commissioning, Integration, Maintenance and provide warranty support/services of IT Infrastructure for Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department.

**Eligibility Criteria for the bidder:**

1. The bidder should have a total sum of turnover of Rs. 2 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid. **(Form no. E-1)**
2. The bidder must have local presence in Gujarat to provide post-sales support. Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / VAT Registration / CST Registration / Valid Lease Agreement. **(Form no. E-2).**
3. The bidder must have executed at-least one purchase order of supplying similar items in last 3 years within India. Customer references & Purchase orders must be attached along with the bid. **(Form No. E-3)**
4. The bidder should be authorized by its OEM to quote the bid **(Form no. E-4).**
5. If Multinational OEM would like to participate through their Gujarat based partner, then the partner must be Authorized Service Provider of the MNC. Multinational OEM & their authorized Partner should not participate simultaneously & only one of them should participate. **(Form no. E-5)**
6. The Manufacturer of the product (OEM) should be ISO 9001:2008 Process Certified for manufacturing. ISO certificates are required for items like Server, Desktop PC, Thin Client, Ethernet Switches, UTP cable, Jack/Patch Panels, Information Outlets. **(Form no. E-6)**
7. Bidder should not be blacklisted by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding. Self-Declaration / Certificate / affidavit mentioning that the Bidder is not blacklisted as per the clause should be submitted.

**Note:**

1. All the details and the supportive documents for the above mentioned items should be uploaded in eligibility section in the bid.
2. Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

### **The terms and conditions are as follows:**

1. The last date of submission of bid on the website <https://gil.nprocure.com> is **31.01.2019, 1500 Hrs.** No physical bids will be accepted under normal circumstances. However, GIL reserves the right to ask the bidders to submit the bid and/or any other documents in physical form.
2. The bid is non-transferable.
3. Interested and eligible bidders are required to upload the supporting documents as per bid requirements for eligibility & technical criteria. The Technical and Commercial Bids should be accompanied by a bid security & bid processing fees (nonrefundable) as specified in this Bid Document. The Technical and Commercial Bid must be uploaded to <https://gil.nprocure.com> & the Bid Security and bid processing fees must be delivered to Gujarat informatics Ltd. office on or before the last date and time of submission of the bid.
4. The Bidder may quote only one option (i.e. only one product can be quoted) against each item. Bidders are required to mention make & Model of the product (Do not write "OEM" against items except the items asked to be integrated with Servers as bidders are expected to give make & model of the product).
5. The bidder will have to supply, install, commission, integrate, maintain and provide training for hardware, software and peripherals and carry out necessary integration at end user office.
6. In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of GIL. No "End of Life" product should be quoted to minimize such instances.
7. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL will in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
8. The bidder has to upload the compliance letter on its letter head duly signed by the authorized signature & other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance/deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.
9. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
10. Amendment of Bidding Documents (Corrigendum)
  - 1) At any time prior to the deadline for submission of bids, GIL may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
  - 2) The corrigendum will be published on website <https://gil.nprocure.com>.
  - 3) In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids GIL, at its discretion, may extend the deadline for the submission of bids.
11. Bid Currency – Prices shall be quoted in Indian Rupees only. Payment for the services as specified in the agreement shall be made in Indian Rupees only.

12. The Bidder will have to submit **Nonrefundable Bid Processing Fees of Rs. 1,770/- (Including GST) & Earnest Money Deposit (E.M.D.) of Rs. 60,000/- (Rupees Sixty Thousand only)** on or before the date & hours of submission of bid in a sealed cover at GIL office with the heading **“Bid Processing fees & EMD for the E-Tender No. HWT010119533 for Supply, Installation, Commissioning, Integration, Maintenance and provide warranty support/services of IT Infrastructure at Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department.”**
- Bid processing fees must be in the form of Demand Draft in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar along with the covering letter.
  - **EMD** as mentioned above, shall be submitted in the form of Demand Draft **OR** in the form of an unconditional Bank Guarantee (**which should be valid for 9 months from the last date of bid submission**) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time; in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.

Please affix the stamp of your company on the overleaf of demand draft.

Note: Failing to submit physical covers of EMD and bid processing fees at GIL on or before last date & time of bid submission may lead to the rejection of the bid.

13. In case of non-receipt of Bid Processing fees & EMD as mentioned above within prescribed time the bid will be rejected by GIL as non-responsive.
14. Unsuccessful bidder's E.M.D. will be returned as promptly as possible after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee as prescribed by GIL, whichever is earlier.
15. In exceptional circumstances, GIL may solicit the Bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.
16. The Successful bidder has to submit Performance Bank Guarantee @ 10 % of total order value within 15 days from the date of issue of Purchase order **for the duration of contract period + extra 3 months** from any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
17. Successful bidders will have to sign the contract upon receiving the Purchase order with the purchaser(s) within 15 working days from the date of Purchase order. (The draft of the Contract form is attached herewith)
18. The successful Bidder's E.M.D. will be returned upon the Bidder signing the Contract, and furnishing the Performance Bank Guarantee as mention in this document and offer of inspection of the ordered material.

- 19.** The E.M.D. may be forfeited at the discretion of GoG / GIL, on account of one or more of the following reasons:
- (a) If a Bidder withdraws its bid during the period of bid validity.
  - (b) If Bidder does not respond to requests for clarification of their Bid
  - (c) If Bidder fails to co-operate in the Bid evaluation process, and
  - (d) In case of a successful Bidder, if the Bidder fails:
    - (i) To sign the Contract as mentioned above or
    - (ii) To furnish performance bank guarantee as mentioned above or
    - (iii) If the bidder is found to be involved in fraudulent practices.

**20. Termination for Default**

- a. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:
- a) if the bidder fails to deliver any or all of the Goods within 45 working days from the date of purchase order, or within any extension thereof granted by the Purchaser or
  - b) if the Bidder fails to perform any obligation(s) under the Contract/Purchase order.
  - c) If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value of influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition;”

- b. In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Bidder shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.
- 21.** If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.
- 22.** Price shall be inclusive of all freight, forwarding, transit insurance, installation and maintenance charges.
- 23.** Prices shall be in Indian Rupees. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except GST. The tax components like GST as applicable shall be mentioned separately in the respective columns.
- 24.** Late Bids – The bidder will not be able to submit the bid after final submission date and time.

25. Modification and Withdrawal of Bids
  - a. The Bidder may modify or withdraw its bid before the due date of bid submission.
  - b. No bid will be allowed to be modified subsequent to the final submission of bids.
  - c. No bid will be allowed to be withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.
26. Bids will be opened with the buyer's private digital key in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process. In the absence of the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.
27. The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. and such other details as GIL/GOG officer(s) at their discretion, may consider appropriate, will be announced at the opening.
28. **Evaluation of the Bids:** After the closing time of submission, GIL / GoG committee will verify the submission of Bid Processing Fees & EMD as per bid terms and conditions. The eligibility & technical criteria evaluation will be carried out of the responsive bids. GIL may seek clarifications if required on eligibility & technical section. The financial bid of the bidders who are eligible & technically qualified will be opened and financially L1 bidder will be decided from the sum total of prices for all line items without tax with 3 years warranty and then called for further negotiations if required. Before placing the Purchase order, if **Office of the Director General & Inspector General of Police, Home Department** requires, successful bidder will have to provide demonstration of integration of proposed systems (to be supplied) with existing systems.
29. Inspection will be done at customer sites or at GIL office in the manner as decided by GIL before delivering to the respective sites or at customer sites. The cost of the same has to be borne by the supplier. Any deviation found in the specification of the produced goods from the tender specification will lead to the cancellation of the order, forfeiture of EMD and prohibition in the participation in the future purchase of Government of Gujarat. GIL/GoG will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver and install the ordered goods within prescribed time limit. At the time of inspection, Bidder is required to produce OEM's confirmation on OEM's Letter head with Sr. nos. of Equipment, Software supplied for back to OEM warranty support as per tender terms & conditions.
30. The indenter's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Site shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.
31. **Delivery & installation:** Within **45 working days** from the date of confirmed purchase order.
32. If the successful bidder of the immediately preceding tender(s) for the Purchase of Computer Hardware & LAN equipments as floated by GIL has failed to deliver the pending orders within the prescribed time limit, then such bidder will be deemed to be ineligible to participate in this tender. The period of such deemed ineligibility will be for a six months from the date of expiry of 45 working days for delivery and installation for such preceding tender(s) in view of his poor performance.

33. In case of successful bidder is found in breach of any condition(s) of bid or supply order/work order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.
34. Bids shall be valid for **180 days** after the date of financial bid opening. A bid valid for a shorter period shall be rejected as non-responsive. If required, GIL may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.
35. Bidders are required to quote all items including optional add-ons as well. Incomplete bids will be treated as non-responsive and will be rejected.
36. The successful Bidder will be required to co-ordinate with software vendor and/or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes OS configuration with respect to LAN/WAN technologies implementation.

### **37. Warranty**

- a. **Warranty:** Comprehensive onsite warranty for 3 years from the date of installation of servers & other peripherals.
- b. The bidder shall guarantee a 95% uptime of servers & other peripherals.
- c. If any equipment becomes faulty for 3 times in one month during the warranty period, the bidder shall replace the same with new equipments of same or higher capability without any additional cost to the purchaser.
- d. If any manufacturing or other technical defects are found within the warranty period, the same will have to be replaced or rectified free of cost by the bidder.
- e. Maintenance service: Free maintenance services shall be provided by the Bidder during the period of warranty for 3 years.
- f. In case, bidder does not provide satisfactory support & does unwarranted delay in providing warranty support, Government offices reserves right to repair the equipment at risk & cost of the bidder.

### **38. Penalty Clause**

#### **38.1 Penalties for delay in delivery and installation:**

- a) If the bidder fails to deliver and install the requisite hardware and software within 45 working days from the issue of the confirmed purchase order, then a sum equivalent to two percent (2 %) of the value of the undelivered / uninstalled equipment i.e. due for delivery & installation as per given schedule will be deducted from the payment and the value shall be deducted from the payment for each calendar week of delay or part thereof.
- b) The amount of penalties for delay in delivery and installation shall be subject to a maximum limit of 10% of the total contract value.
- c) Delay in excess of 8 weeks (after due date of delivery and installation) will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- d) In case, the selected bidder does not supply the ordered items for any reason, he will be liable to pay the difference amount to the purchaser, over and above the Performance Guarantee, which indenter departments\Boards\Corporations have to pay to the next or other selected bidder for purpose of the said items.

**38.2 Operational / Warranty period Penalties:**

- a) The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirements/Purchase order(s) (i.e. time required for bidder's maintenance engineer to report at the installation after a request call/telegram is made or letter is written) shall not exceed 24 hrs.
- b) During warranty period, if the complaint is not resolved within 48 hrs, the penalty of Rs. 500 per day will be levied for Server & other peripherals. However, if the complaint is not resolved within 7 days then from 8th day till 14th day, the penalty would be levied @ 150% and from 15th day onwards the penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
- c) In case an item is not usable beyond the stipulated maximum downtime the bidder will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for penalty of Rs. 500 per day for server & Other peripherals. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
- d) The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 10% of the total contract value.
- e) Successful bidder should submit the Performance Bank Guarantee @ 10% of total order value for the duration of warranty period + extra 3 months as per bid requirements. In any case, bidder is required to maintain 10% PBG at all time during the period of contract. In case of any penalty claimed from the submitted PBG during the contract period, the successful bidder is required to submit the additional PBG of the amount equal to the penalty claimed for the duration up to the validity of original Bank Guarantee. For example, "X" amount of penalty will be claimed during the 5th month of contract period, then bidder is required to submit the additional PBG of "X" amount for the period of 34 months i.e. 39 months - 5 months.

**39. Payment:** Payment for Goods and Services shall be made by the concern Departments in Indian Rupees as follows:

- a. No advance payment will be made.
- b. 80% payment after successful inspection, delivery and installation and training of the ordered goods at specified locations. The inspection will be done as decided by GIL.
- c. Remaining 20% payment will be made after 6 months from completion of the successful installation and completion of user's training.

**40.** GIL reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.

**41.** GIL's Right to accept any Bid and to reject any or all Bids – GIL reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.

**42.** The tendered quantities are based on the receipt of the requirement from Office of the Director General & Inspector General of Police, Home Department. The quantities may decrease up to 50% of the bid quantity or increase up to 50% of the bid quantity at the time of finalization, depending upon the change in the requirements/grants available with the purchaser(s), which shall be binding to the bidder.

**43.** Limitation of Vendor's Liability: Vendor's cumulative liability for its obligations under the contract shall not exceed the contract value and the vendor shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.



- 44.** All correction/addition/deletion shall require authorized countersign.
- 45.** Force Majeure Shall mean and be limited to the following:
- War / hostilities
  - Riot or Civil commotion
  - Earthquake, flood, tempest, lightening or other natural physical disaster.
  - Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER.

The BIDDER shall advise GIL by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, GIL reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the GIL. Bidder shall not claim any further extension for completion of work. GIL/GoG shall not be liable to pay extra costs under any conditions.

The BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed delivered, as stated elsewhere.

It will be prerogative of GIL/GoG to take the decision on force major conditions and GIL/GoG decision will be binding to the bidder.

- 46. The Clarifications if any should be submitted in writing to GIL at least on or before 1 days of pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained.**

Your bid should be submitted on website <https://gil.nprocure.com> on or before **15:00 Hours, 30.01.2019.**

Proposals after due time period will not be accepted.

The Technical Bids will be opened on **30.01.2019 at 17:00 Hours at GIL, Block No. 2, 2<sup>nd</sup> Floor, Karmayogi Bhavan, Sector-10 A, Gandhinagar** in the presence of the committee members and representatives of the bidders, who have submitted valid bids. Only one representative from each bidder will be allowed to attend the tender opening. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.

Please address all queries and correspondence to

**Vivek Upadhyay, DGM (Tech.),**  
**Gujarat Informatics Limited,**  
Block No. 2, 2<sup>nd</sup> Floor, Karmayogi Bhavan,  
Sector-10A, Gandhinagar 382 010  
Phone No. 079-23259239  
E-mail: [viveku@gujarat.gov.in](mailto:viveku@gujarat.gov.in), [vijayb@gujarat.gov.in](mailto:vijayb@gujarat.gov.in)

Fax / Email should be followed by post confirmation copy.

## SECTION I

### Bid Processing Fees & Earnest Money Deposit Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft / Bank Guarantee No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

### ELIGIBILITY CRITERIA

#### Form No. E1: Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
2015-16		
2016-17		
2017-18		
Grand Total		

**Note:** Please fill this form and upload the Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for the last three financial years.

#### Form No. E2: Local Presence in Gujarat

Sr. No.	Address	Contact Person	Contact Nos.	Type of supporting document attached
1				
2				
3				

**Note:** You have to mention details authorized service centers as per eligibility criterion. If you like to add more service centers (if applicable) by adding multiple form which may be added by "NUMBER OF ROWS TO ADD".

#### Form No. E3: Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Date/Period of implementation	Scope of Work	Type of Supporting Document attached
1						
2						
.						

**Note:** Please fill this form and upload the supporting documents for each customer reference in scanned format. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

**Form No. E4: Authorization Letters**

Sr. No.	Item	Make & Model	Name of OEM	Authorization letter Submitted? (Yes/No)
1	Work Station for Call Taker/ Dispatcher/ Supervisor with dual monitor			
2	Application & Database Servers			
3	Network Switch - 24 port			
4	Network Switch - 48 Port			
5	Patch Panel - 48 Port			
6	Network Patch Cable			
7	IP PBX			
8	CCTV Camera			
9	DVR			
10	KVM Switch (8 Port)			
11	Voice Logger System			
12	Scratch PAD			
13	42 U Rack			
14	Microsoft SQL CAL License			
15	Access Control System			
16	Multifunctional Printer			
17	IP Phones with head sets			
18	5 KVA UPS (Online) with 1-hour battery backup time			

**Note: Please fill this form and upload the OEM Authorization Letter for each Item in scanned format.**

**Form No. E5: Participation of MNC through Local partner**

Name of Local Partner	Is it Authorized Service Provider of MNC? (Yes/No)	Type of supporting document uploaded

**Note: If not applicable write "N.A." in respective columns.**

**Form No. E6: ISO 9001:2008 Certification for Manufacturing**

Sr. No.	Item	Make & Model	Name of OEM	ISO Certification Valid up to	ISO Certification Uploaded? (Yes/No)
1	Work Station for Call Taker/ Dispatcher/ Supervisor with dual monitor				
2	Application & Database Servers				
3	Network Switch - 24 port				
4	Network Switch - 48 Port				
5	Patch Panel - 48 Port				
6	Network Patch Cable				
7	IP PBX				
8	CCTV Camera				
9	DVR				
10	KVM Switch (8 Port)				
11	Voice Logger System				
12	Scratch PAD				
13	42 U Rack				
14	Access Control System				
15	Multifunctional Printer				
16	IP Phones with Head sets				
17	5 KVA UPS (Online) with 1-hour battery backup time				

**Note: You may quote only one option against any item.**

## SECTION II

### Make & Model List

Sr. No.	Item	Quantity	Make & Model	Supporting Documents Submitted (Yes/No?)
1	Work Station for Call Taker/ Dispatcher/ Supervisor with dual monitor	4		
2	Application and Database Servers	2		
3	Network Switch - 24 port	1		
4	Network Switch - 48 Port	1		
5	Patch Panel - 48 Port	1		
6	Network Patch Cable	48		
7	CCTV Camera	4		
8	IP PBX	1		
9	DVR	1		
10	KVM Switch (8 Port)	1		
11	Voice Logger System	1		
12	Scratch PAD	4		
13	42 U Rack	1		
14	Microsoft SQL CAL License	5		
15	Access Control System	1		
16	Multifunctional Printer	1		
17	IP Phones with Head sets	6		
18	5 KVA UPS (Online) with 1-hour battery backup time	1		
19	Networking work for Control Room	1		

**Note:** You may quote only one option against any item.

## **SECTION III**

### **Background Information**

Office of the Director General & Inspector General of Police, Gujarat Police/ Home Department, Government of Gujarat under Modernization of Police Force (MPF) scheme has carried out Computerization of its Police Control Rooms through Control Room Modernization – Dial 100 Project, at 34 Police Control Rooms (1 at State, 4 at Commissionerates & 29 Superintendent of Police Offices) located across the Gujarat State. Under Control Room Modernization – Dial 100 Project, Computer Aided Dispatch Application Software & IT hardware (Servers, Workstations, Access Control Systems, LCD TV, CCTV, Network Switch, UPS, AVL devices, etc.) are installed & functional at 34 Police Control Rooms (PCRs) across the Gujarat State. The details of existing systems at Police Control Rooms are placed at Annexure B.

***Office of the DG & IG of Police intends to appoint an Agency to Supply, Install, Commission, Integrate, Maintain and provide warranty support/services of IT Infrastructure for a period of 3 years at Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department.***

### **Scope of Work:**

1. Supply, install, commission, integrate, maintain and provide warranty & related support services including AMC for hardware and upgrade/update for system software, as detailed out in BoM, including related software, OS, etc for a period of 3 years from the date of installation for all supplied items at Police Control Room of Kutch – Bhuj District including additional material/hardware/software /services as may be required to be supplied.
2. Bidder has to provide the services for configuring the hardware and deploying system software as per the requirements (porting of the application)/testing /integration of various hardware and software, as may be needed at Police Control Room of Kutch – Bhuj District.
3. Bidder has to supply all other HW, SW and accessories to interconnect new and existing equipments required for smooth functioning of overall solution.
4. Bidder has to ensure seamless integration of quoted Hardware and software product Computer Aided Dispatch (CAD) Application Software. Any additional cost necessary for integration of the hardware /software with application has to be borne by Bidder.
5. Bidder should have a back-end support agreement/arrangement for services including supply of spare parts, expertise requirements etc. with the Original Equipment Manufactures (OEMs) of Servers which includes the post sales support activities for the entire project period. The OEM undertaking letter should be submitted along with the bid.
6. Costs must include cost of delivery at designated location i.e. Police Control Room of Kutch – Bhuj District, transit handling and insurance, custom duties etc as may be applicable. Taxes shall be shown separately as in financial bid and should include all applicable taxes as on date of bidding and shall be paid as per actual. Taxes not quoted shall not be paid to the bidder. Variations in rates and structure, introduction of new levies shall be payable separately.
7. Provide On-site warranty support for 3 years from date of installation for all the supplied items.
8. Bidder has to co-ordinate with Application developer of Control Room Modernization Application i.e. Computer Aided Dispatch (CAD) Application Software for installation & operations of Control Room Modernization Application i.e. Computer Aided Dispatch (CAD) Application Software
9. Bidder has to submit the detailed BOM (Bill of Material) along with the internal part nos. for all quoted products inclusive of all licenses.
10. Bidder has to submit the OEM compliance letter showing line by line compliance with tender specification.
11. Bidder has to submit the full compliance of the tender terms & condition and scope of work.

**Bill of Quantity**

<b>Item No.</b>	<b>Item</b>	<b>Quantity</b>
1	Work Station for Call Taker/ Dispatcher/ Supervisor with dual monitor	4
2	Application & Database Servers	2
3	Network Switch - 24 Port	1
4	Network Switch - 48 Port	1
5	Patch Panel - 48 Port	1
6	Network Patch Cable	48
7	CCTV Camera	4
8	IP PBX	1
9	DVR	1
10	KVM Switch (8 Port)	1
11	Voice Logger System	1
12	Scratch PAD	4
13	42 U Rack	1
14	Microsoft SQL CAL License	5
15	Access Control System	1
16	Multifunctional Printer	1
17	IP Phones with Head sets	6
18	5 KVA UPS (Online) with 1-hour battery backup time	1
19	Networking work for Control Room	1

## Minimum Technical Specifications

Minimum specifications of above infrastructure should be as per the details given below.

Item no. 1: WorkStation for Call Taker/Dispatcher / Supervisor with Dual Monitor			
Sr. No.	Item Minimum Specifications	Matched/ Not Matched	Remarks (If Any)
1	<b>CPU:</b> Intel® i7 7 <sup>th</sup> generation (3.0 GHz, 8 MB cache, 4 Cores) or higher with compatible CPU Cooler		
	<b>Motherboard:</b> Compatible latest generation Intel Chipset		
	<b>Memory:</b> 8 GB DDR4 2400 MHz, expandable up to 16 GB or better		
	<b>Hard Disk:</b> 1 TB 6 Gb/s SATA-3 Enterprise HDD or higher		
	<b>Ports:</b> Integrated Audio, Minimum 8 nos. of USB 3.0 / 2.0 (with front & rear)		
	<b>Networking Feature:</b> Integrated Gigabit Ethernet Adaptor		
	Minimum Three PCI Express Slots (Minimum One PCIe x16 and one PCIe x4 OR Minimum Two PCIe x16)		
	<b>Graphics:</b> Intel HD Graphics		
	<b>Optical Drive:</b> 8x DVD writer or better		
	<b>Mouse:</b> USB Optical 3 Button with mouse pad		
	<b>Keyboard:</b> USB Multimedia keyboard		
	Tower Workstation cabinet with Minimum 600 W SMPS with 80% efficiency		
	<b>Monitor:</b> 2 nos of 22" or higher (1920*1080) LCD/LED Display Monitor with one workstation		
<b>Operating system:</b> Windows 10 professional 64 bits with OEM media and license or higher			
Antivirus with updates during warranty period			

Item No. 2: Application & Database Servers			
Sr. No.	Item Minimum Specifications	Matched/ Not Matched	Remarks (If any)
2	Chassis	Pedestal (Tower)	
	CPU	Quad Core Intel® Xeon Processor E5-2623 v4 (10M Cache, 2.60 GHz, 8 GT/s QPI) or higher	
	Motherboard	Intel® C610 Series Chipset or better on Intel or equivalent OEM motherboard	
	Slots	Total four PCI slots offering option of PCI-X / PCI-e combination or PCI-e with x4, x8 and x16 PCI configurations	



Memory	16 GB DDR3 -1066 MHz Registered (RDIMM) memory upgradeable up to 64 GB or more		
Monitor	19" or higher wide screen LED Backlit based TFTs, Contrast Ratio – 1000:1 or better, Resolution – 1360 X 768 or better, TCO Displays 6.0 certified or better;		
Bays	8 Hot Plug SAS hard disk bays + Optical Drive bay		
HDD	5*500GB 10K rpm hot plug SAS drives		
RAID Support	Hardware RAID 0, 1, 5 (Embedded / Slot Based)		
Networking Features	Dual Gigabit Network Adapters, should also have 2 additional Ethernet ports		
Ports	4 USB 3.0 /2.0 ports, 2 RJ-45 port, 2 - RS-232 serial port for general use		
	1 Remote Management Port (TCP/IP based): (it is used for GUI interface to monitor & manage the server performance remotely.)		
Keyboard	104 keys Keyboard		
Mouse	2 Keys Optical scroll mouse		
Management hardware	Integrated System Management Processor or Integrated BMC Controller		
System Management Software	Pre-failure alerts for processor, memory and hard disks, Unattended and selectable remote boot and remote diagnostics, ECC with error reporting (Please Specify name of the System Management Software and upload the supporting document)		
Optical Drive	Internal DVD Writer		
Power Supply	Redundant power supply		
OS	Windows Server 2016 with media and license. Installation and configuration support for 3 years		
Antivirus	Antivirus with updates during warranty period		
Other	Should include cables, spares and other items etc required for the smooth operation of the server.		
Certifications	RoHS, UL, CE/FCC or equivalent third party certification from reputed Agency, Windows Logo Certification		

<b>Item no. 3: Network Switch – 24 Ports Manageable Network Switch</b>			
<b>Sr. No.</b>	<b>Item Minimum Specifications</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If any)</b>
3	The Switch should be 19" Rack mountable		
	24 Port Layer 2 Switch (Gigabit Switch) with 01 mini GBIC 1000LX transceiver port/module		
	Number of ports: 24-10/100/1000 Gigabit Ethernet ports, 4 shared SFP slots for 1000LH/LX/100FX fiber transceivers: IEEE 802.3 10BASE-T/802.3u 100BASE-TX/100FX, IEEE 802.3ab 1000BASE-T/802.3z 1000BASE-SX/LX		

01 mini GBIC 1000LX transceiver port/module		
Stackable in nature with IP clustering		
Static IP routing		
SFP supports: IEEE 802.3z 1000BASE-LX, IEEE 802.3z 1000BASE-SX, IEEE 802.3z 1000BASE-LH		
VLAN: IEEE 802.1q tagged port based VLAN,		
Maximum Number of VLAN per device : maximum 255 static and 4k VLAN ID		
Private VLAN or equivalent		
Priority Queues: standard IEEE 802.1p, minimum 4 queues, SP, WRR queuing		
Access control and security:		
802.1x based port control, MAC based port security through ACL, Standard and extended ACL		
Spanning tree Protocol: 802.1d spanning tree, 802.1w rapid spanning tree, 802.1s multiple spanning tree		
Port trunk: 802.3ad compatible link aggregation (LACP)		
Ports per trunk: maximum 8		
Trunks per device: maximum 32		
Operation mode: load sharing		
Multitasking: IGMP v1/v2/v3 snooping, Multicast VLAN registration.		
Performance: switch fabric speed: minimum 56GBPS, packet forwarding rate :minimum 38.6Mbps		
Transmission method: store and forward type,		
MAC address table: minimum 8000		
IPv6 ready from day 1		
IPv6 ping /tracert, telnet, DNS resolver, RADIUS , TACACS+, syslog, SNTP, NTP, FTP/TFTP sflow or equivalent, IPv4/IPV6 dual protocol stack, IPv6 unicast and multicast address types, IPv6 VLAN registration, ICMPv6 redirect, SNMP over IPv6, HTTP over IPv6, SSH over IPv6, DNS over IPv6, DHCPv6 server		
Management support: trace route command, single IP management V1, DHCP server/client , DHCP snooping, DHCP option 82,SNMP v.1,v2c,v.3, RMON monitoring, web based management, telnet server, CLI, should support EPRS or equivalent ring protocol,		
Switch should contain following items: power cable, null modem cable or equivalent console port to login to device for initialization, rack mount kit, installation guide, resource CD ROM with user manual.		
Warranty : Three years on site comprehensive warranty with installation and configuration support with existing CWAN		

<b>Item no. 4: Network Switch – 48 Ports Fast Ethernet L2 managed switch</b>			
<b>Sr. No.</b>	<b>Item Minimum Specifications</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If any)</b>
4	The Switch should be 19" Rack mountable		
	48 Port Layer 2 Switch (Gigabit Switch) with 01 mini GBIC 1000LX transceiver port/module		
	Number of ports: 48-10/100/1000 Gigabit ethernet ports, 4 shared SFP slots for 1000LH/LX/100FX fiber transceivers: IEEE 802.3 10BASE-T/802.3u 100BASE-TX/100FX, IEEE 802.3ab 1000BASE-T/802.3z 1000BASE-SX/LX		
	01 mini GBIC 1000LX transceiver port/module		
	Stackable in nature with IP clustering		
	Static IP routing		
	SFP supports: IEEE 802.3z 1000BASE-LX, IEEE 802.3z 1000BASE-SX, IEEE 802.3z 1000BASE-LH		
	VLAN: IEEE 802.1q tagged port based VLAN,		
	Maximum Number of VLAN per device : maximum 255 static and 4k VLAN ID		
	Private VLAN or equivalent		
	Priority Queues: standard IEEE 802.1p, minimum 4 queues, SP, WRR queuing		
	Access control and security: 802.1x based port control, MAC based port security through ACL, Standard and extended ACL		
	Spanning tree Protocol: 802.1d spanning tree, 802.1w rapid spanning tree, 802.1s multiple spanning tree		
	Port trunk: 802.3ad compatible link aggregation (LACP)		
	Ports per trunk: maximum 8		
	Trunks per device : maximum 32		
	Operation mode : load sharing		
	Multitasking: IGMP v1/v2/v3 snooping, Multicast VLAN registration.		
	Performance : switch fabric speed: minimum 56GBPS, packet forwarding rate :minimum 38.6Mbps		
	Transmission method : store and forward type, MAC address table : minimum 8000,		
IPv6 ready from day 1, IPv6 ping /tarcert, telnet, DNS resolver, RADIUS, TACACS+, syslog, SNTP, NTP, FTP/TFTP sflow or equivalent, IPv4/IPv6 dual protocol stack, IPv6 unicast and multicast address types, IPv6 VLAN registration, ICMPv6 redirect, SNMP over IPv6, HTTP over IPv6, SSH over IPv6, DNS over IPv6, DHCPv6 server			
Management support: trace route command, single IP management V1, DHCP server/client , DHCP snooping, DHCP option 82,SNMP v.1,v2c,v.3, RMON monitoring, web based management, telnet server, CLI, should support EPRS or equivalent ring protocol,			

	Switch should contain following items: power cable, null modem cable or equivalent console port to login to device for initialization, rack mount kit, installation guide, resource CD ROM with user manual.		
	Warranty : Three years on site comprehensive warranty with installation and configuration support with existing CWAN		

<b>Item no. 5: 24 Ports Cat 6 Loaded Patch Panel</b>			
<b>Sr. No.</b>	<b>Item Minimum Specifications</b>	<b>Matched/ Not Matched</b>	<b>Remarks, if any</b>
5	24 Port Patch Panel With Rack Mount		
	RJ45 female ports on front		
	Should conform or exceed the EIA/TIA 568 B.2-1 standards for CAT6		
	Fully Compatible with Gigabit Ethernet		
	High strength and 1RU height with rear cable manager, Should have ties, labeling strips in label holder for port identification		
	Should have protection on each port to protect from dust ingress and such particles by having shutter or cap.		

<b>Item no. 6: Network Patch Cable</b>			
<b>Sr. No.</b>	<b>Item Minimum Specifications</b>	<b>Matched/ Not Matched</b>	<b>Remarks, if any</b>
6	Unshielded Twisted Pair (UTP) Cable		
	Should conform or exceed the EIA/TIA 568 B standards for CAT 6 Factory molded boots on RJ 45 plugs at both ends		
	Compliance with Cat 6 standards of ISO/IEC 11801, EIA/TIA 568, EN50173 and UL		
	Length : 2 Meter / 7 Feet		

<b>Item no. 7: IP PBX</b>			
<b>Sr. No.</b>	<b>Minimum Specifications</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If Any)</b>
1	Rack Mountable IP-PBX should support Up to 100 IP. Supports Standalone as well as Networked scenarios.		
2	In-Built Multi level IVR for efficient incoming call handling		
3	Voicemail with e-mail integration		
4	Voice recording		
5	Should have In built System Management via IP interface		

6	Should have GUI based administrations		
6	Should have In-built Call Billing		
7	IP Subscribers: 20 from Day one (Required Licenses Must be considered in Price Bid) Analog trunks: Support up to 16 ports and 8 trunk Port from day one PRI: Support up to 4 PRI (120 Channels) and one PRI Card of 30 Channel from day one VoIP trunk: Support Up to 128 Channels		
8	Supported Protocols -SIP, FTP, TFTP, SNMP, HTTP & DHCP		
9	Supports CLI on IP Trunking		
10	Must Supports closed numbering scheme		
11	Voice Guidance		
12	Flexible Numbering		
13	DID-DOD facilities		
14	Caller Line Identification		
15	Hotline / Delayed hotline		
16	Do Not Disturb		
17	Call Forwarding		
18	Group Ringing		
19	Conference call		
20	Security –Phone Lock / Unlock		
21	Calling Time Restriction		
22	Call Pickup –Directed /Group		
23	Wake up / Reminder call		
24	DTMF Suffix Dialling		
25	DTMF Suffix Dialling		
26	Call Toggle		
27	HUNT Call		
28	speed Dial –Individual /Central		
29	Override / Force Disconnection		
30	In-built battery backup provision		
31	Replace ring back tone with pre-recorded music, Can be configured per extension wise and Easy to upload and exchange		
32	Support Distinctive Ringtones		

Item no. 8: CCTV Camera				
Sr. no.	Item Minimum Specifications		Matched/ Not Matched	Remarks (if any)
8	Image Device	CCD/CMOS or better		
	Resolution	2 Megapixel, 1080P, Vandal-proof		
	Lens	Focal length of 2.8mm~12mm or better		
	IR Range	Up to 20 mtr.		
	IP rating	IP66 or higher		
	Power Source	DC 12+/- 25 %		
	Certifications	CE, FCC		
	<b>Power Supply for CCTV Camera</b>	Input: 100VAC – 300VAC Output: 12VDC, 5 Amp		

Item no. 9: Digital Video Recorder				
Sr. No.	Item Minimum Specifications		Matched/ Not Matched	Remarks (if any)
9	Number of Channels	8-Channel Video Input, BNC		
	Video Output	1 VGA Output, 1 HDMI Output		
	Monitoring quality	1920 X 1080 or better		
	Playback quality	1920 X 1080 or better		
	Backup mode	Network, USB HDD		
	Network	Ethernet port RJ-45		
	PTZ	1 x Rs485		
	USB	2 x USB interface		
	HDD	At least 2 nos. of SATA Ports should be available. Each port should support 4 TB HDD 4 TB Surveillance Hard disk should be loaded		
	Remote access software	Yes		
	Web Browsing	Yes		
	Certifications	CE, FCC		

Item No. 10: KVM Switch – 8 Port				
Sr. No.	System Description	Minimum Requirement	Matched/ Not Matched	Remarks (If Any)
10	Ports	8 Port PS / 2 / USB Combo KVM Switch		
	Rack	19" Rack Mountable KVN Switch		
	Cable	1.8 meter USB KVM cable		
	KVM Switch with IP support and compatible accessories			

<b>Item No. 11: Voice Logger System</b>				
<b>Sr. No.</b>	<b>System Description</b>	<b>Minimum Requirement</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If Any)</b>
<b>11</b>	Input	Analogue audio input from radio		
	PC Interface	USB		
	Channel	4 port, expandable to 8 port		
	Record Trigger Modes	Receiver pick-up (On Hook, Off Hook Mode), Audio activity (VOX Mode), Ring Detection Mode /Pseudo Mode, Manual or Force Mode.		
	Working Temperature	-5 ~65°C		
	Frequency Range	300-3400Hz ±3dB		
	Signal Monitor	Signal sound, voice sound		
	Voice Codec	PCM Alaw@64Kbps, MP3, AVI, MULAW		
	Data Rate	64KBPS 32KBPS 16KBPS		
	Caller ID	FSK DTMF		
	Input Impedance	600 ohm (off Hook)		
	Codec	WAV		
	Data Transmission	USB		
	S/N Ratio	> 40 dB at 64Kbps		
Crosstalk	-40 dBm			
AGC	Automatic Gain Control			

<b>Item No. 12: Scratch Pad</b>				
<b>Sr. No.</b>	<b>System Description</b>	<b>Minimum Requirement</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If Any)</b>
<b>12</b>	Working Area	4 x 3 inches (102 x 76 mm)		
	Technology	Electromagnetic Technology		
	Pressure Levels	512 levels		
	Resolution	2000 LPI		
	Accuracy	0.01 inch (0.25 mm)		
	Report Rate	100 RPS		
	Interface	USB 1.1 or higher		
	Digital Pen	Cordless digital stylus pen with a pen tip and two barrel buttons		
	Email In Your Language	Send handwritten email in any language		
	Freehand Drawing	Freehand drawing and painting. Supports all popular drawing softwares		
	Capture Drawings	Capture drawings for inserting into documents		

One Touch Application Launch	Pen launching by tapping the hot cells on the pad to start a program or visit a website		
Pen Commander	Run any program or menu command by flipping the pen		
Free Hand Sketches	Send email with free hand graphical illustrations		
Screen Capture with Notes	Capture any screen with free hand notes using Annotate all		
Signatures	Capture signatures for inserting into documents		
Pen Scrolling	Pen Scrolling for document browsing		
OS Compatibility	Windows 10 or above, & Mac OS or above		
Bundled Softwares	Drivers (Windows), Pen Suite Pro (Windows), Photoshop CS2 Extended 30 day trial (Windows), Corel Painter X 30 day trial (Windows)		
Bundled Accessories	Digital Pen, Pen Holder		

<b>Item No. 13: 42 U Rack</b>			
<b>Sr. No.</b>	<b>System Description</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If Any)</b>
<b>13</b>	42U Floor Standing rack –19”		
	Adjustable rails in the front and rear		
	Front section with glass door and lock,		
	Top and bottom cable entry facility		
	600mm wide * 800 mm deep		
	Cable managers, Earth continuity kit,		
	Steel powder coated cabinet (Bidder has to carry out installation/fixing)		

<b>Item No. 14: Microsoft SQL CALs License</b>			
<b>Sr. No.</b>	<b>System Description</b>	<b>Matched/ Not Matched</b>	<b>Remarks (If Any)</b>
<b>14</b>	Microsoft SQL CALs License (As required)		

<b>Item No. 15: Access Control System</b>				
<b>Electromagnetic Door Lock for Single Door</b>				
<b>Sr. No.</b>	<b>Item Description</b>		<b>Matched/ Not Matched</b>	<b>Remarks, if any</b>
<b>15.1</b>	Size	Single		
	Lock Size	250 x 48 x 25mm <sup>3</sup>		
	Magnet	180 x 38 mm <sup>3</sup>		
	Armature	180 x 38 x 12mm <sup>3</sup>		



	Voltage	12V		
	Current	500ma at 12V		
	Holding Force	600 LBS		
<b>Card Based Door Controller (IP based)</b>				
15.2	GENERAL	Credential Support	Card	
		User Capacity	1,000	
		Type of Card	EM Proximity Card	
	CAPACITY	Events Buffer	1,00,000	
	COMMUNICATION	RS-485 -115.2 Kbps		
		Ethernet -10/100 Mbps		
		PoE - 802.3 af compatible		
	INTERFACES	Exit Switch Support		
		Door Status Sense	Programmable NO, NC, Supervised	
		Door Lock Relay	Form C, SPDT Relay (Max 1A @ 30 VDC)	
		Door Lock Power	Internal 12VDC @ 0.5A or greater	
		Reader Interface types	RS 232, and Wiegand IN/OUT	
	AUDIO-VISUAL	Buzzer Support		
		LED	Single / Multi LED Multi-Color	
	CONFIGURATION	CPU	32 Bit Micro-controller	
		Flash Memory	512 KB Internal Memory + 4 MB External Flash or greater	
		RAM Memory	128 KB SRAM	
	ELECTRICAL	Input Power	12 VDC @ 2A	
	ENVIRONMENTAL	Humidity	5% to 85% RH Non-Condensing	
OTHERS	Tamper Detection on Device			
	Real Time Clock	Rechargeable RTC with NTP Server		
	Certification	CE, BIS		
<b>Card Based Reader Interfaced with Door Controller</b>				
15.3	GENERAL	Credential Support	Card	
		Type of Card	EM Proximity	
	COMMUNICATION	RS 232	Yes	
	AUDIO-VISUAL	Buzzer	Yes	
		LED	Single / Multi LED Multi Color	

	ELECTRICAL	Input Power	12 VDC @ 0.1A, should be supplied by the controller		
	ENVIRONMENTAL	Humidity	5% to 85% RH Non-Condensing		
		Operating Temperature	0°C to + 50°C (32°F to 122°F)		
	OTHERS	Tamper Detection on Device			
		Certification	CE,BIS		
<b>EM Proximity Cards with Printing</b>					
15.4	Proximity Cards including photo-id and other printing as per client requirements				
	Standard Card Holder & Lanyard				

<b>Item No. 16: Multi-Function Printer</b>			
Sr. No.	Minimum Requirement	Matched/ Not Matched	Remarks (If Any)
16	Print –25 ppm or higher for A4/letter/legal size,		
	600*600 dpi Print, copy, scan resolution;		
	Min. 128 MB RAM;		
	Minimum 500 MHZ Printer Processor or higher or System Processor Utilization;		
	Automatic Duplex Printing;		
	Flatbed Scan and color scanning should be possible, minimum 10 ppm,		
	Fax: Yes,		
	High Speed USB 2.0		
	Network connectivity: 10/100 Base		
	Automatic document feeder (ADF)		
	ADF Capacity: 20 Sheets		
(Note: Quoted printer must be supplied along with factory fitted cartridge)			

<b>Item No. 17: IP Phones with Headsets (including all accessories &amp; required batteries)</b>			
Sr. No.	Minimum Requirement	Matched/ Not Matched	Remarks (If Any)
17	Executive IP Phone; 3 SIP accounts, HD Voice: HD Codec, HD speaker, HD handset; 3 Programmable keys, XML phone book 132x64 graphic LCD, 2x LAN ports; PoE Compatible;		

	<p><b>Headsets</b> Compatible Headset easily plugs IP phones; Boom-style microphone with noise-cancelling technology for enhanced sound clarity; Light weight, over-the-head design with adjustable head band for comfortable, secure fit;</p>		
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**Item No. 18: 5 KVA UPS (Online) with 1-hour battery backup time**

Sr. No.	Item	Matched/ Not Matched	Remarks (If any)	
<b>18</b>	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/IP20 to ISI:3947 (Part 1)/1993 (reaffirmed 1998)			
	Certifications	UPS should meet CE and ROHS standards (Pls submit certificates along with bid)		
	Bypass Switch	Manual and Static by-pass switch shall be provided for maintenance of UPS with provision for Enable/Disable of Bypass mode		
	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 USB & 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		
	<b>INPUT</b>			
	Voltage Range	160 V – 280 V		
	Frequency Range	50 Hz +/- 10% Hz		
	Phase	Single Phase AC		
	<b>OUTPUT</b>			
	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		
<b>Harmonic Distortion</b>		3% max. for 5 KVA on resistive load		
Communication		Fully functional SNMP card required; RS 232 & USB port with software for UPS status monitoring		
<b>Efficiency</b>		At rated Output voltage and Frequency		
Inverter		83% (min)		
Overall		85% (min)		
<b>Power Factor</b>				
Load Power Factor		Better than 0.65 lagging		
UPS power factor		Better than 0.9 lagging		
<b>Over load</b>		<b><i>UPS shall withstand 25 % overload for 1 min &amp; 50% overload for 30 sec.</i></b>		
<b>ENVIRONMENT</b>		Noise Level – less than 55 db at a distance of 1 meter		
<b>Protection</b>		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		
<b>Indicators</b>		Mains Presence, Battery Charging and Discharging, Low battery voltage		
<b>Digital meters</b>		“Input AC Voltage, Output AC Voltage, I/o Frequency, O/p Frequency, Output Current, Battery Voltage, Load Percentage, Battery Backup available in percentage, (with LED \ LCD display)”		
<b>Misc</b>		ECO Mode Operation with Enable/Disable function		
		Emergency Power Off (EPO)		
		UPS to be compatible with DG supply		
		Cables : With all necessary cables and plug and Battery links		
		Rack: Suitable Metallic Rack for housing of SMF Batteries to be provided		
Battery Detail		8000 VAH for 5 KVA - 60 min		
Battery Type		Sealed Maintenance Free ( VRLA)		
Battery Make		Exide/Quanta/CSB/Panasonic/Yuasa (Battery Sr. No on OEM Letter Head with Warranty Assurance of 1 years)		

## SECTION IV

### FINANCIAL BID FORMAT

Item No.	Item	Qty	Unit Price with 3 Years Warranty (In Rs. without Taxes)	Total Amount with 3 Years Warranty (In Rs. without Taxes)	Applicable GST (in %)
1	Work Station for Call Taker/ Dispatcher/ Supervisor with dual monitor	4			
2	Application & Database Servers	2			
3	Network Switch - 24 port	1			
4	Network Switch - 48 Port	1			
5	Patch Panel - 48 Port	1			
6	Network Patch Cable	48			
7	IP PBX	4			
8	CCTV Camera	1			
9	DVR	1			
10	KVM Switch (8 Port)	1			
11	Voice Logger System	1			
12	Scratch PAD	4			
13	42 U Rack	1			
14	Microsoft SQL CAL License	5			
15	Access Control System	1			
16	Multifunctional Printer	1			
17	IP Phones with Head sets	6			
18	5 KVA UPS (Online) with 1-hour battery backup time	1			
19	Networking work for Control Room	1			
<b>Grand Total (In Rs. Without Tax)</b>					

**Note:**

- L1 will be the lowest sum total of rates of all line items without tax with 3 years' warranty.**
- The Bidder shall explicitly mention the applicable rate of tax.**

**Annexure A**

**Performa of Compliance letter/Authenticity of Information Provided**

**(On Non judicial Stamp paper of Rs. 100/- duly attested by the First class Magistrate/Notary Public)**

Date:

**To,**  
**DGM (Tech.)**  
**Gujarat Informatics Ltd.**  
Block No. 2, 2<sup>nd</sup> Floor, C & D Wing, Karmayogi Bhavan,  
Sector-10 A, Gandhinagar 382 010

**Subject: Compliance with the tender terms and conditions, specifications and Eligibility Criteria**

**Ref: Bid for Selection of Agency for Supply, Installation, Commissioning, Integration, Maintenance and provide warranty support/services of IT Infrastructure for Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department (Tender No. HWT010119533).**

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>.

We wish to inform you that we have read and understood the technical specification and total requirement of the above mentioned bid submitted by us on **DD.MM.YYYY**.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of GIL Tender Committee for disqualification will be accepted by us.

The Information provided in our submitted bid is correct. In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/ PBG/cancel the award of contract. In this event, GIL reserves the right to take legal action on us.

Thanking you,

Dated this \_\_\_\_\_ day of \_\_\_\_\_ YYYY

Signature: \_\_\_\_\_

(In the Capacity of) : \_\_\_\_\_

Duly authorized to sign bid for and on behalf of

\_\_\_\_\_

**Note: This form should be signed by authorized signatory of bidder.**

**Format of Earnest Money Deposit in the form of Bank Guarantee**

Ref:

Bank Guarantee No.

Date:

**To,**

**DGM (Technical)**

Gujarat Informatics Limited

Block No. 2, 2<sup>nd</sup> Floor, C & D Wing, Karmayogi Bhavan,

Sector-10 A, Gandhinagar 382 010

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no. HWT010119533 for Supply, Installation, Commissioning, Integration, Maintenance and provide warranty support/services of IT Infrastructure for Police Control Room of Kutch – Bhuj District of Gujarat State for a period 3 years on behalf of Office of the Director General & Inspector General of Police, Home Department KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of ----- YYYY.

**THE CONDITIONS of this obligation are:**

1. The E.M.D. may be forfeited:

- a. if a Bidder withdraws its bid during the period of bid validity
- b. Does not accept the correction of errors made in the tender document;
- c. In case of a successful Bidder, if the Bidder fails:
  - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
  - (ii) To furnish performance bank guarantee as mentioned above or
  - (iii) If the bidder is found to be involved in fraudulent practices.
  - (iv) If the bidder fails to submit the copy of work order & acceptance thereof.
  - (v) If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER / PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ YYYY.

\_\_\_\_\_

Signed and delivered by

\_\_\_\_\_

For & on Behalf of

Name of the Bank & Branch &

Its official Address

**Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time.**



**Performa of Contract-cum-Equipment**  
**Performance Bank Guarantee**  
(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

\_\_\_\_\_

\_\_\_\_\_

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s. .... having Principal Office at ..... (Hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of \_\_\_\_\_ by issue of Purchase Order No..... Dated ..... issued by <<GoG Department>> for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, \_\_\_\_\_ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) to the OWNER/PURCHASER on demand at any time up to \_\_\_\_\_ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the Seller's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and it shall remain in force up to and including \_\_\_\_\_ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ YYYY.

\_\_\_\_\_  
Signed and delivered by

\_\_\_\_\_  
For & on Behalf of

Name of the Bank & Branch &  
Its official Address

List of approved Banks

**Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time.**

**CONTRACT FORM**

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_, YYYY \_\_\_\_ Between \_\_\_\_\_ (*Name of purchaser*) of \_\_\_\_\_ (*Country of Purchaser*) hereinafter “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 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.:
  - 2.1 the Bid Form and the Price Schedule submitted by the Bidder;
  - 2.2 terms and conditions of the bid
  - 2.3 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.
- 5 Particulars of the goods and services which shall be supplied / provided by the Supplier are as enlisted in the enclosed annexure:

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 \_\_\_\_\_

**Annexure B**

**Details of Existing System**

**Gujarat Modernization of Police Control Room – 34 individual Control Room, Gujarat, India.**

Gujarat, a powerhouse of dynamism in India, has a state police that is taking a number of steps to be in tune with the times. New technology is being adopted in order to serve the mandate in the best way possible.

In the modern information society, knowledge is power, and crimes are no more committed only on the streets by weapon-wielding shady characters. As the nature of a society changes, the role and capabilities of its protectors must evolve in step, so that peace and tranquilly prevails, and development can be ensured. Keeping this in mind, Gujarat Police have embarked upon a comprehensive modernization plan that will help the police carry out their responsibilities to the best satisfaction of citizens. Modernization of the Police Control Room – the nerve centre of operations of a police force – is one of the important projects underway in the state. The project has several modules such as: Control Room Automation; adoption of Geographical Information System; Automatic Vehicle Locator; Computer Telephony Interface; CCTV monitoring of control room activities; Access Control System; further SMS Gateway Communicator and integration with the 108 Call Centre.

By the system, citizen would get Police help immediately as a result citizen will have trust on Police and hence will provide better help to distress caller.

❖ **Installed the system at 34 Police Control Rooms (1 at State, 4 at Commissionerates & 29 Superintendent of Police Offices) located across the Gujarat State.**

**Existing Architecture Details Point**

1. Computer Aided Dispatch – Using the CAD System, call taker can fill the incident as well as dispatcher can monitor and manage multiple incidents.
2. Geographic Information System- Place of incident as well as incident details can be mapped on GIS.
3. Automatic Vehicle Location System – The location of field units can be tracked in real-time enabling the dispatchers to dispatch the closest officer to the incident.
4. CCTV Monitoring – Four Infrared CCTV cameras are being installed at each CR to monitor activity of call taker, dispatcher & other operators.
5. Biometric Access Control System – To prevent unauthorized entry in control room, finger print based biometric access control system integrated with electromagnetic door locking system is being installed at each control room.
6. VHF Voice Logging – All the conversation on VHF frequency at dispatcher end are being logged and recorded.

## **Details of Existing System**

### **1. Computer Aided Dispatch**

Computer Aided Dispatch (CAD) is a module for call taker and call dispatcher to create incident reports and fill related details as per conversation with distress caller. The CAD System provides real-time data acquisition and control through user-friendly graphics display with an easy to use operator interface system. The system consists of two sections: Call taker and Call dispatcher. Call taker collects information related to incident from the distress caller and creates an incident report, whereas the call dispatcher locates the nearest vehicle on the GIS map and communicates with PCR or patrolling vehicle and assigns police vehicle to the incident location. CAD provides help to the telecommunicated and dispatcher in recording activities, setting priorities, and identifying who is available to respond.

### **2. GIS for policing**

The state police are implementing a Geographical Information System known as GEO911, which is a module that shows geographical details of city like highways, landmarks, streets, vital installations as per the layers and also provides real time movement of vehicles on map as well as incident details.

The GIS-based information may include agency defined layers that commonly include hospitals, roads, houses, airports, etc. GIS updates are handled via standard ESRI products. Geographic Information System is the hub for integrating caller location as well as incident location.

### **3. Automatic Vehicle Locator**

The Automatic Vehicle Locator (AVL) module consists of automatic locator device installed in the police patrolling vehicle and software module which interacts with control room and device. The system is a combination of hardware, software and networking subsystems that tracks the location of vehicles within a network using a combination of GPS/GPRS. The real-time tracking, movement and location of the vehicle is projected onto a map and displayed onto a PC screen for monitoring. Each vehicle equipped with the GPRS /GPS (AVL system), will have its location and identity continuously transmitted.

### **4. Video Surveillance and Biometrics system for Control Room**

All the activities in the control room are being monitored & recorded using IR CCTV cameras. Biometric fingerprint based access control system is being used to restrict unauthorized access to control room as well as to track attendance.

### **5. Mapping Wireless Conversation**

All the wireless conversations are being recorded with date and time stamped so that proper records of each conversation is maintained.

### **6. Computer Telephony Interface**

Integration with third party EPABX system to get call pop up using TAPI Interface, hence with the help of Computer Telephony Interface callers detail gets pop up on call taker's screen.

## **7. Further plans for Control Automation**

Control Room automation software consist of Computer-aided Dispatch (CAD) system which provides leading edge technology to assist call takers, telecommunicators, dispatchers, and system administrators to receive and manage (Dial 100) calls and dispatch Police, Fire, EMS, and other types of agencies. The system designs take care of every feature with the goal of split second response, ease-of-use, data integrity, and data security. Dial 100 System an integrated system with Computer aided dispatch system for call taking and dispatch process, GEO 911 system for GIS map and AVL system for vehicle location along with other network and telecommunication modules. Dial 100 system is flexible in nature hence easy integration with other Public Safety Systems such as Mission Mode Crisis Management System, Record Management System, Court Management System, Fire Management System, CCTV Surveillance System with Analytics, HDIITS etc.

## **8. Future Integration with 108 Call Centre**

The 108 Emergency Response service is presently providing services for emergency healthcare, fire and police. However, the service is presently not integrated with police systems and this at times leads to situations where police response times can be improved. Consequently, the state police would be implementing a Dial 100 system that would also be integrated with the 108 service.

There are many cases such as mob attack, bomb blast, riots etc., where police help would be needed along with emergency health services. In such a scenario, relevant information would be acquired from the distress caller and fed into the 108 system by the call operator. The same information would also be conveyed to the nearest Police Control Room.