

**SCHEDULE FOR SUPPLY OF EQUIPMENT FOR COMPUTERIZATION DIAL 100 NUMBERS
UNDER POLICE MODERNIZATION SCHEME FOR THE PLAN YEAR 2011-2012 FOR DAMAN
POLICE, Daman**

Sr. No.	Item Details	Qty.
1	Hardware	
1.1	<u>TECHNICAL SPECIFICATION</u>	
1.4	Hardware Specification of IVRS Workstation	
1,5		
1.6	IVRS Interception Server	1
1.7	1. Pentium Core II Duo with inbuilt DSP Sub Board	
1.8	1 Speaker	
1,9	1 Headphone	
1.10	2 GB Ram extendable to 4 GB500 GB HDD DVD-R/W 18.5" LCD Other Std. Accessories	
1.11	4 - Port Analog Card	1
1.12		
2	Software	
2.1	IVR SOFTWARE VERSION ADVANCE	1
2.2	Windows 7 Professional (License)	
2.3	Computer Supported Telephony Application/Computer and Telephony Integration System (CSTA/CTI)	
3	Others	
3.1	Training	Lot
3.2	USER MANUAL	

SPECIFICATIONS AND TECHNICAL DETAILS

IVR applications should be provided:

- Voice-Mail, Fax Mail.
- Order Entry.
- Order and shipping status query.
- Airline reservations and reservation status.
- Banking (transfers, account balance query).
- Price information (play stock quotes, product quotes).
- Town information (play restaurant and entertainment information).
- Unified messaging (links voice mail to your e-mail mailbox).
- Fax broadcast.
- Catalog faxback.
- Dealer locator (find nearest dealer based on zip code).
- Voice/pager message broadcast.
- Conferencing and chat systems.

Additional features to be provide the IVR System:

- *Pre-process* calls before transferring to a live agent.
- *Completely* process a call for *willing* callers, avoiding transfer to a live agent (e.g., order entry). Some callers may not like IVR, so it is always a good idea to either allow them to be quickly transferred to an operator, or provide them with an alternate access number that bypasses IVR.
- Provide an additional way for your clients to access your system (the client only needs a phone, not an Internet connection).

- Save time for clients by allowing them to get information, place orders, etc. without waiting for or having to bother anybody.
- Reduce staff requirements such as when order entry is used, or the IVR is used to play back information that most callers want to know.
- Improve internal communications by eliminating "telephone tag" such as in a Voice Mail system.
- Provide additional revenue opportunities via (1) membership-based services, (2) a commission from the telephone company, and/or (3) providing IVR outsourcing services

IVR basic functions: Answer a call

- Play a recorded message
- Record a message
- Input DTMF
- Detect other special tones provided by the phone company
- Detect caller disconnect
- Hang up

Advanced IVR functions:

- Fax.
- Conferencing.
- Voice Recognition (also known as ASR, or *Automatic Speech Recognition*).
- Speaker Verification (recognizing *who* is talking).
- Text-To-Speech (play back a document such as e-mail over the phone).
- Voice XML (links Web applications to IVR applications).

IVR System facilities:

1. To Provide support for multi-voice platform
2. Modular and scalable design allows to increase the number of channels or services without changing the basic IVR Software
3. Comprehensive Database Support: Support lot of databases like oracle, Sybase, access etc..
4. Detecting an incoming ring and automatically establishing connection in response to the ring signal. Number of rings before picking up the call is configurable.
5. Scalability and Multi-Port Support: IVR works right from a single port voice device to a 512 port T1/E1 solutions.
6. Multiple language support with user configured channel specific language
7. Work with all type of exchanges on voice lines or trunk lines with BSNL/MTNL and with cellular network also
8. Good voice quality support up to 48 KHz sampling
9. To Provides additional tools for recording and editing voice files.

Signature of the Supplier's
With Seal

Sd/-
Sub Divisional Police Officer
PHQ, Dunetha
Daman

ADMINISTRATION OF DAMAN & DIU (U.T)
POLICE DEPARTMENT, DAMAN & DIU
DAMAN

Serial No....Tender No.SDPO/DMN/PMSUT AAP 11-12/Dial 100/2012/648 Dt. 15.12.2012

Serial No.

Price 500/-

TENDERFORM

- A) Tender reference No. : - SDPO/DMN/PMSUT AAP 11-12/Dial 100/2012/648
- B) Date of issue Tender: - From 20/12/2012
- C) Date of submission of Tender:-From 07/01/2013, 15.00 hours during office hours
- D) Date of Technical Bid opening: - From 07/01/2013, 15.30hours
- E) Validity of Tender :- 120 days from the date of opening of tender

Serial No.	Item Tendered	Quantity in Nos.	Tender Document Fee
1	DIAL 100 :- AS PER SPECIFICATIONS ATTACHED ALONGWITH	01 set	500/-

Terms and Conditions :-

- (1) Tenders are invited in 'Two Envelope System' (Technical Bid & Commercial Bid) Tenderer can download the tender form and specifications from the www.daman.nic.in or www.ddpolice.gov.in.
- (2) Tenderer has to submit separate Demand Drafts towards Tender Document Fees and Earnest Money Deposit (wherever applicable) in the name of "Dy. Inspector General of Police" payable at Daman on or before 15.00 hours on 07.12.2012 (The reference and equipment name should be written on envelope.) This envelope should be submitted at the O/o the Sub Divisional Police Officer, PHQ, Airport Road, Daman 396 210. The Technical Bid envelope shall accompany a scanned copy of Demand Drafts. If Tenderer fails to submit tender document fees in the form of Demand Draft, his offer will be rejected. The tender document fees will not be refunded under any circumstances.

(3) Tenderers are requested to submit their bid in two separate envelopes marked as “Technical

Envelope” and “Commercial Envelope” .

(4) The various activities required to be executed by the Bidders to submit their Bids for these items have time and date limit. The Bidders are requested to execute all the activities related to their bids within the prescribed time limits. Tender Inviting Authority shall not be responsible for any delay.

TECHNICAL BID

(5) The technical bid envelope should contain the following :-

(i) The tenderer should submit following information on his letter head.

Name of Tenderer				
Name of the Directors				
Name of Authorised Signatory				
Registered office Address				
Year of Establishment				
Type of Firm	Public Ltd. Co	Private Ltd.Co.	Partnership Firm	Traders/ Authorised dealers/ Distributor
Please Tick ()Mark				
Telephone Number(s)				
E-mail Address/website				
Fax No.				
Mobile Number				
Registration Number under Indian Companies Act, 1956				
Total Annual Turnover				
Sales Tax / VAT Registration Certificate	Reg. Number	Date		

IE code (if product or parts are imported)				
Proof of EMD				
Earnest Money Deposited	Bank Details	Amount	D.D. Number	Date
Demand Draft				
Bank pay order				
Make of tendered item *				
Model No. of tendered item *				
*	Technical bid not mentioning the offered Make / Model of the tendered item is liable for rejection.			

- (ii) Earnest Money Deposit (EMD): The Earnest Money Deposit would be 2.5% of the value of the item tendered subject to maximum of Rs. 5625/- by way of Demand Draft in the name of "The Dy. Inspector General of Police" payable at Daman only. Cheques will not be accepted. If the tenderer is exempted from submitting the EMD, it should be mentioned on the original letter head along with the copies of G.R. / Govt. order. The exemption must be for the tendered item i.e. the firm must have the registered with C.S.P.O. / D.G.S.& D. / NSIC / SSI unit for the tendered item.
- (iii) Registration Certificate of C.S.P.O. / D.G.S.& D. / NSIC / SSI with validity of registration mentioned clearly.
- (iv) Value Added Tax Clearance Certificate from the competent authority showing the VAT paid upto December 2011. OR If VAT clearance certificate cannot be submitted, acknowledgement of application made to the VAT competent authority for such clearance certificate should be enclosed with technical bid. However VAT clearance certificate must be produced before the opening of the commercial envelope, other wise the tender shall be treated as invalid & commercial envelop of such bidder cannot be opened. In case of tenderers from the States where VAT is not levied, they should provide the clearance certificate of Sales Tax or any other equivalent tax levied, from the competent authority. Also, last Income Tax clearance certificate from the competent authority should be attached.
- (v) The tenderer should be an authorized distributor / dealer for the tendered item and he should furnish current year valid Authorization Letter / Dealerships certificates from the Original Equipment Manufacturer (OEM). The Authorization letter should be specific for the tendered item. Xerox copy of Authorization letter should be attested with valid dates. The name of item should be clearly mentioned in Authorization Letter. (Original authorization

letter should be submitted for verification at the time of commercial bid opening).

- (vi) The tenderer should obtain a letter from the manufacturer that the Model quoted in the tender conforms to the specifications of the products manufactured as on date and latest. Also the product should not be of old model and service be provided for the period as mentioned in the specifications, or upto 03 years whichever is higher from the date of acceptance of stores / date of installation. Also a letter showing that he is an authorized distributor/ dealer for a minimum period of next 3 years.
- (vii) Power of Attorney in favour of person signing the bids to be given in Technical envelope (if applicable)
- (viii) Product Brochure clearly mentioning the features, Make/Model No. etc. If Brochure is not available then Photograph of tendered product should be submitted.
- (ix) Latest Test Report alongwith letter of the tenderer giving technical specifications to the laboratory asking for latest report i.e. on or after December 2011, of the tendered item should be submitted.
- (x) Tenderer should submit Comparative chart in the following format for each item.

Sr. N o.	Specification of tendered item	Specification of item offered by the tenderer

* Special / Additional feature should be mentioned below this comparative chart.

- (xi) List of clients to whom the tenderer has supplied the tendered item mentioning the quantity and date of supply. Copies of supply orders should be uploaded without disclosing commercial details.
- (6) The Dy. Inspector General of Police, Daman, reserves the right to select any vendor on the grounds of his experience, the clients, the capacity or turnover of the vendor which can infuse confidence that selected vendor can complete the work within given time.
- (7) The tenderer who qualifies in technical bid will have to submit the sample of the tendered item for testing/demonstration/ field trials, before a committee of officials selected by Dy. Inspector General of Police, Daman within four days positively from opening of technical envelop, on 'No cost, No commitment' basis. If the tenderer fails in/ to show the demonstration/ field trials within given period, his offer will be liable to disqualify.
- (8) The tenderer shall give an undertaking for supply of spare parts / batteries for the period specified in specifications of the tendered item.

Note: - The tenderer should submit all above mentioned compulsory documents in specified format from Sr.1 to 5 (xi) If the tenderer fails to submit any single document in the technical envelope the tender shall be treated as invalid / rejected.

NO information related to Price bid should be furnished/disclosed in

the Technical Bid Envelope otherwise the Bid shall be disqualified.

**COMMERICAL
L BID**

- (9) Tenderers should submit separate Commercial bid for each item in the following format clearly mentioning each and every details of the price bid online.

Sr. No.	Name of item (Make/ Model No.)	Basic Price	Transport	VAT/ Equivalent Tax	Insurance	Education Cess	Forwarding/ Handling	Packing	Custom Duty	Excise Duty	Installation	Training Charges	Final price including of all these charges

- (i) The price quoted must be in figures and in words.
- (ii) The price quoted must be inclusive of supplying the item anywhere in Maharashtra or Gujarat. No request of extra payment of transportation charges will be entertained afterwards.
- (iii) The warranty period should be mentioned in the Commercial envelope.
- (iv) Conditional offers and offers qualified by such vague and indefinite expression such as
- "Subject to immediate acceptance, "Subject to prior sale" etc. will not be considered.
- (10) Warranty period of the equipment / item will be as per the specifications of the tendered equipment/item and will start from date of receipt/ acceptance of equipment / item. In case the warranty period is not mentioned in the specifications of the item, warranty period of 3 years shall be applicable.
- (11) Comprehensive and Non-comprehensive Annual Maintenance Contract (AMC) rates (if applicable) must be mentioned after lapse of warranty period in Commercial envelope.
- (12) Quantity of tendered item may vary subject to the final availability of funds.
- (13) The selected vendor should be in position to supply the equipment **within sixty days** or earlier from the date of placing of technically clear order / custom duty exemption certificate / license copy etc.
- (14) The testing charges for Government approved laboratories, if any of the samples tendered will have to be paid by the shortlisted Bidders after the shortlisting of

Technical Bids. The rates of testing charges are likely to vary & the tenderer will have to pay the current charges before sending the samples for testing. The samples will not be returned to the tenderer.

- (15) Octroi Exemption Certificate, if required, will be provided from this office on the requirement and intimation by the tenderer.
- (16) The commercial envelopes of only those participants will be opened who have passed in demonstration/ laboratory tests/ field trials.
- (17) Though any vendor can participate in the tender, the Dy. Inspector General of Police, Daman reserves the right to select the vendor who has a manufacturing facility, service center or repair workshop in Maharashtra or Gujarat.
- (18) Participant should have after sales and service facilities at major cities in Maharashtra, Gujarat wherever applicable.
- (19) The Dy. Inspector General of Police, Daman, reserves the right to inspect the manufacturing unit where ever found necessary, while considering the tender.
- (20) It is responsibility of the vender to take back Earnest Money Deposit (EMD) after finalization of the tender. No interest will be paid at any cost on Earnest Money Deposit.
- (21) The Dy. Inspector General of Police, Daman, reserves the right to reject any part or the whole tender, or all tenders without assigning any reason.
- (22) The right to ignore any tender which fails to comply with the above instruction is reserved.
- (23) Tenderers have liberty to remain present or to authorize their representative at the opening of technical or commercial tender at the time and date specified. Dates quoted for opening of technical and commercial tender are subject to changes in case there is any holiday abruptly declared by the Government or under certain unavoidable circumstances.
- (24) The Dy. Inspector General of Police, Daman does not pledge himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender or portion of the quantity offered against any item and tenderer should supply the same at the rate quoted.
- (25) In the event of the order being placed against any of the tenderers and if such tenderers fails to supply any stores according to specifications or the terms and conditions of Acceptance of Tender or fails to replace any stores rejected by the Dy. Inspector General of Police, Daman. or by any person on his behalf within such time as may be stipulated, the Dy. Inspector General of Police, Daman, reserves the right to purchase

such stores from any other sources and at such price as the Dy. Inspector General of Police, Daman shall in his sole discretions thinks fit.

If action as stipulated above is taken

- (i) The offer of the defaulting contractor will not be considered.
 - (ii) The defaulting contractor will be penalized to the extent of the differences in the rates or 10% of the value of the earlier orders whichever is higher.
 - (iii) If the defaulting contractor fails to pay the penalty he will be permanently de-listed from the list of approved contractors of the Dy. Inspector General of Police, Daman and the registration deposit of the contractors will be forfeited to Government.
- (26) In case of no delivery and /or delayed delivery against an order placed after Acceptance of Tender the Dy. Inspector General of Police, Daman reserves to himself the right to impose such penalty in his sole discretion as he thinks fit.
- (a) Successful Tenderer will be required to pay security deposit as fixed by the Dy. Inspector General of Police, Daman and enter in to agreement for the performance of the contract.
 - (b) Tenderers convicted or involved in any criminal offence shall be considered ineligible for awarding contract.
- (27) As soon as is apparent that contract dates cannot be adhered to, an application shall be sent to the Dy. Inspector General of Police, Daman.
- (28) Without prejudice to the foregoing rights, if such failure to delivery in stipulated time as aforesaid shall have arisen from any cause, which the Dy. Inspector General of Police, Daman may admit as a reasonable ground for an extension of the time (and his decision shall be final), he may allow such additional time considering the circumstances of the case, which are justified. However, the decision taken by the Dy. Inspector General of Police, Daman will be final.
- (29) Provided always that any failure or delay on the part of sub-contractors through their employee shall not be admitted as a reasonable ground for any extension of time or for exempting the tenderer from liability for any such loss or damage, as aforesaid and provided further that no extension shall be allowed unless applied for and if shall, in the opinion of the Dy. Inspector General of Police, Daman. (Which shall be final) have been made and in his opinion, are justified.
- (30) Any statutory increases or decreases as an Act of State or the Central Government relating to Sales Tax and other taxes shall be to the account of the contractor.
- (31) Tenderers should state the place of inspection of the stores offered, if the goods are offered for inspection outside Maharashtra State, the tenderer will have to bear all expenditure of inspection carried out by this office.

- (32) Goods should be dispatched at carrier's risk failing which they should be properly covered by transit insurance with Govt. Insurance Fund, Mumbai - 400 032. However, the supplier will be responsible till the entire Stores contracted for arrive in good condition at destination.
- (33) The tenderer should specifically mention whether they are licensed under Industries Development and Regulation (IDR) ACT 1951 for the production of the item in quotation and if not, how prescribed and from whom they proposed to procure the material and what arrangements are proposed for assembly to supply.

I agree with all the above terms and conditions.

Sd/-
Sub Divisional Police Officer
Police Head Quarter
Daman

Date and Place

(Name , Signature and Rubber seal of Bidder)