

Reference: - This Hqrs e. tender No 1 of 2014 dated 13.1.2014 floated for procurement of dial 100 systems for Jammu /Srinagar Cities.

Subject: - Clarifications of the queries raised by the intending firms in pre bid conference held on 26.2.2014 and amendments wherever applicable in the SBD/BOQ issued by this Hqrs.

Various intending firms raised queries about e. tender No 1 of 2014 dated 13.1.2014 floated by this Hqrs for procurement of dial 100 systems for Jammu /Srinagar Cities. As such a pre bid conference was held at PHQ J&K Jammu on 26.2.2014 in which Technical team, provisioning staff and representatives of the intending firms participated. The following points were discussed in the conference with their clarifications shown against each as under:-

S No.	RFP reference	Area of Clarification	Response
1.	GIS digital Map parameters	Map Scale of Jammu distt. And Srinagar distt.	The Map scale for Urban area will be of 1:1000 and for rural area will be 1:5000 for both the districts.
2.	Vehicle sub system	Ruggedness Standard of Mobile Data Terminal(MDT)	The ruggedness standard for MDT shall be MIL810F and IP54
		Screen luminosity of MDT	Daylight readable
		SMS & Voice feature with MDT	Not required
		Features of MDT Software	Annexure 'B' of this amendment notice
		Printer with MDT	Not required (but provision should be there for future requirement)
3.	Guarantee/ Warranty Clause	Warranty & AMC	5 years (including 2 years extended warranty) with 3 years AMC (Renewable for further 02 years)
4.	General Technical requirements	Source Code	The successful bidder need not provide source code
		Technology	Either Web based or Client-Server
		Scalability of System	Upto 20 Clients in addition to current requirement
5.		Remote View	The system should have provision to view/monitor the events, reports and charts remotely over the INTRANET by the senior officers.
6.	Voice logging System	Retention period of Voice recording	365 days
7.	System Architecture	RDBMS	MySQL, Oracle, PostgreSQL etc.
8.		Consumables	Cartridge, paper, toner, diesel
9.	Proposed Hardware	RAM of each server	Expandable upto 192 GB


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10.		Resident Engineer	Clause 37 is amended to the effect that dedicated engineer(s)/spare should be available on the site at both the locations to ensure 24X7X365 functionality/maintenance of the dial 100 systems during warranty /AMC period. However, establishment of the offices at Jammu/Srinagar is withdrawn.										
11.		Penalty	<p>In addition to the liquidity damages charges mentioned in clause 20 of the e.tender the Penalties on the following rates shall be imposed on the successful tenderer on the occasion mentioned below:-</p> <table border="1"> <tr> <td>1 hour to 3 hour breakdown of the system</td> <td>3% of the basic cost of the system</td> </tr> <tr> <td>3 hours to 5 Hours</td> <td>5% of the basic cost of the system</td> </tr> <tr> <td>6 to 12 hours system failure</td> <td>10% of the basic cost of the system</td> </tr> <tr> <td>Beyond 12 hours</td> <td>15 % of the basic cost of the system</td> </tr> <tr> <td>Failure of Vehicle Subsystem; GPS, GSM modem & MDT</td> <td>Rs 700 (Seven hundred only) per day per system</td> </tr> </table>	1 hour to 3 hour breakdown of the system	3% of the basic cost of the system	3 hours to 5 Hours	5% of the basic cost of the system	6 to 12 hours system failure	10% of the basic cost of the system	Beyond 12 hours	15 % of the basic cost of the system	Failure of Vehicle Subsystem; GPS, GSM modem & MDT	Rs 700 (Seven hundred only) per day per system
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12.	General query	Type of Server	Rack Mount										
13.	Schedule of requirement 1. Hardware	Hardware (in Schedule of requirement)	<p>1.1 (i) IP EPABX System Server Based (1+ 1) along with Automatic Call distribution</p> <p>1.1 (iii) Digital / IP Telephone instruments for Call Takers, Dispatchers, Supervisors, Administrator & Enquiry Operators 11 Nos. for each city.</p> <p>1.1 (iv) Analog telephones with CLI for Call taker Operators 04 Nos. for each city.</p> <p>(v)Headset with Microphone for Call Takers, Dispatchers, Supervisors, Administrator & Enquiry Operators 11 Nos. for each city.</p> <p>1.2 Fault Tolerant RAID configured Servers each for(in each city):</p> <ul style="list-style-type: none"> ▪ Application And Database ▪ AVTS & GIS Application ▪ ACD, CTI & Voice logging ▪ Minimum two Servers for redundancy <p>(SERVER to be quoted by the firms should be of reputed firm)</p> <p>1.10 Online UPS with 2 hours backup, input voltage is reduced to 90 Volts from 100 Volts in the specs provided</p> <p>1.14 SIM Cards with unlimited GPRS and SMS facility from service provider for Vehicle subsystem 40 Nos. will be provided by J&K Police</p> <p>1.17 KVM switch with 21" Display Monitor, keyboard and Mouse 01 No.</p>										
14.	Schedule of requirement 2. Software	Software(in Schedule of requirement)	<p>2.1 Call-Taking / Dispatcher / Supervisor / Administrator & Enquiry Application Client Software 11 Nos.</p> <p>2.2 AVLS & GIS client Software 11 Nos.</p> <p>2.3 Integrated Communication Client Software (ACD/CTI/IVR) 11 Nos.</p> <p>2.7 Digital GIS MAP of each distt. 01 No.</p>										
15.	3. Services	Services(in Schedule of requirement)	<p>3.2 No. of PRI Lines from BSNL - 2 Nos shall be provided by J&K Police</p> <p>3.4 GPRS/CDMA based data connectivity for 80 vehicles , 40 in each city, on rental with unlimited</p>										

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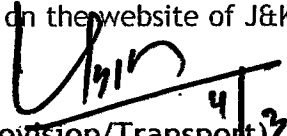
			data usage and SMS usage (annual rent and 3yrs cost Will be provided by J&K Police 3.5 Leased line/VPNoBB connectivity between PCR in Jammu city/Srinagar city with service provider (recurring charges for 3yrs) Will be provided by J&K Police however one time installation charges will be paid by the successful tenderer.
16.	Additions in the Schedule of requirements for Hardware		(a)Centralized Network Attached Storage of minimum 10 Terabytes for scheduled backup in place of 72GB DAT drive (for each city)
17.	Additions in the Schedule of requirements for Software		(a)GIS Software 01 No.(each city) (b)MDT Software for 40 vehicles(each city)
18.	Additions in the Schedule of requirements for Services		a) Additional column in the BOQ to quote year wise AMC cost for a period of three years.
19.	General request of the firms	All the participating firms requested for change of last date for submission of the bid on 13th March Thursday instead 10th March Monday due to the reasons that most of the offices of OEM remain closed on the weekend and they are not able to obtain rates from them	As per requests the last date for submission of the bids and online opening of the e.tender are refixed as 13th and 17th March respectively.

However, other specifications and terms and conditions of the e. tender shall remain unchanged.


(AIG Provision/Transport)
For Director General of Police,
J&K Jammu.

NO: Prov-IIWPR-32/2013-14/13268-72 Dated: - 04.03.2014
Copy to the:-

1. Principal Secretary to Govt. Home Department J&K Jammu for favour of information
2. IGP Technical Services J&K Jammu for favour of information. This is in reference to letter No Q/DPT/2013-14/2400-01 dated 3.3.2014 received from technical committee.
3. Director Police Telecom J&K Jammu for information
4. S.O e-tendering PHQ for placing the notice on the J&K Govt. Tender Portal for the information of intending tenderers.
5. In-Charge IT Centre PHQ for placement of the notice on the website of J&K Police.


(AIG Provision/Transport)
For Director General of Police,
J&K Jammu.

Annexure 'B'

Features of Mobile Data Terminal Software		
1	General	The Software is to provide the Mobile workforce with full access to the police event data empowering them to make informed decisions while in the field. It will enable the mobile workforce to remain in communication with the command center allowing event assignment information to be delivered to the devices as required
2	Display Dispatch Message	The Software should display all the Dispatch related transactions assigned to the respective units. All the event information as dispatched by the dispatcher must be captured and displayed.
3	Update Dispatch Status	On activating an assigned event by the mobile unit staff, the mobile application software should also display the Event & Vehicle Status – i.e. dispatch, en-route, at scene, back to base and closed.
4	Event Details	On activating an assigned event by the mobile unit staff, the mobile application software should also display event information – i.e. Event-id, Event-Type, Caller Phone Number, Caller Name, Caller Address, on browser and Event location on map window.
5	Action Taken Report	It should also enable the mobile users to report Action Taken by Text Entry. All Action Taken data should be available to Dispatcher and Supervisor through logs. The software should have provision for Attaching Audio Files, Image Files and Video Files as Future requirement.
6	Vehicle Location	The mobile application software should have the capability to display real-time location of the Vehicles on the map.
7	Communication	The mobile application software should support GPRS Capabilities between the dispatch consoles and mobile unit.
8	Location based Service	The Mobile application software should enable the mobile users to perform location based services like – Nearby events, Nearby responding Vehicles, Search for nearby Points of Interest and use the map to view the same.
9	Mobile User Status	The Mobile application software should support a clock based status update to the command center. It should be possible to update the Status like Available, Attending to Events, On Break , etc should be supported
10	Login/logout Support	The Mobile application software should support login/logout support and provide a secured access through unique user name and password.

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