

POLICE

HEADQUARTERS

J&K

JAMMU

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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.

Pursuant to the queries raised by the intending firms the clarifications of the queries are made on annexure-A and specifications of some of the desired items on annexure 'B' of this notice for information of the intending firms.

The main NIT & BOQ shall now stands amended wherever, applicable viz -a-viz the reply of queries given through this notice. Other specifications and terms and conditions of the e. tender shall remain unchanged.

  
(AIG Provision/Transport) 19/2

For Director General of Police,  
J&K Jammu.

NO: Prov-IIWPR-32/2013-14/

Dated: -19 .2. 2014


Copy to the:-

1. IGP Technical Services J&K Jammu for information. This is in reference to Tech Hqrs letter No Q-61/Dial - 100/14/1248 dated 7.2.2014 and 1544 dated 15.2.2014
2. DPT J&K Jammu for information.
3. M/s Rolta India Ltd. for information. This is in reference to the queries mentioned above.

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4. M/s Mistral Solutions Pvt. Ltd. This refers to the queries raised above
  5. M/s Steria India Ltd Noida .This refers to the queries raised above.
  6. S.O e.procurement for placement of notice on e.tendering portal for general information of the tenderers.
  7. SO IT for placement of the notice on the website of J&K Police.

  
(AIG Provision/Transport) 19/2

For Director General of Police,  
J&K Jammu.

  
18-2-14

## Annexure 'A'

### 1. M/s Rolta India Pvt. Ltd.

S.No	Page /Clause No	Tender clause	Query	Clarifications
1.	Page No. 15 / Solution Overview	When Dial 100 calls are made to the Police Control Room from any source and through any available medium of communication PSTN Call, Cellular Phone Call (GSM, CDMA and WLL), Police Radio, SMS, e-mail, alarm inputs or VoIP calls.	SMS & e-mail :  Request confirm SMS (NIC) gateway and e-mail exchange server will be made available by J&K Police along with API and technical details.  Alarm Inputs.  Understand this is a nice to have feature for future requirements and presently the details of the types of alarms and their location may not be available. Therefore, we request you to restrict this clause as software compliances for future requirement in the present scope. Additional time & cost efforts for integration would be indicated on availability of details.	Provision for the all three to be incorporated for future application
2.	Page No. 16 / Solution Overview	Dispatcher shall be able to call back the caller at the click of a mouse and it shall be possible to send an SMS to the number	PRI line provides the free incoming calls with annual rental. Outgoing calls by the dispatcher are chargeable. Requests confirm the outgoing charges will be borne by J&K police. If not, please provide approximate nos. outgoing monthly calls for call back facility to be catered.	Annual rent shall be paid by the J&K Police
3.	Page No. 16 / Solution Overview	The application shall suggest units and resources for dispatch based on predefined algorithm. The conditions could include jurisdiction, proximity, specialization, available equipment and rotational allocation of duties.	What is implementation work-flow for rotational allocation of duties in terms of Software? Please elaborate.	There should be provision to allocate duties to the PCR Vans according to the roster.

4.	Page No. 17 / General Technical requirements	The digital map of Jammu city and Srinagar city with live tracking of all the PCR Vans should be made available on Central screen at each PCR using heavy duty map projection system and area wise display on the screens of the dispatchers with zooming facility.	We understand that the Central screen at Jammu PCR will have map of the Jammu city and Srinagar PCR will have map of Srinagar city with live tracking of all the PCR vans in the respective cities. While dispatchers in both cities will have the map of their respective city, the event and vehicle display will be area wise. Please confirm	Yes
5.	Page No. 17 / General Technical requirements	If a repeated call from the same originator is received, it should open the earlier call challan(s) and preferably land on the same DIAL 100 at two places simultaneously. One at Central recording of all calls, secondly on LAN for individual recordings.	Voice logging is done in the Voice logger server catered centrally in the CAD system. The generated voice files are attached with events/incidents. Please clarify what is meant by "One at Central recording of all calls, secondly on LAN for individual recordings"?	All the voice conversation are to be recorded on the voice logger centrally and automatically linked in the distress call already logged in the voice logger so that from distress call reception to its final disposal which includes dispatcher conversation during the event, are constituted as ONE PIECE EVENT
6.	Page No. 18 / General Technical requirements	If a repeated call from ..... Dispatch wireless operator should be able to listen to the call, if need be, and also should be able to forward it to the PCR Van through the GPRS/CDMA channels.	Please provide minimum technical specifications for the MDT to support receipt, listening and storing of the voice file, printer and CCTV camera, up-gradable to support video camera etc	Details attached
7.	Page No. 18 / General Technical requirements	The system should have capability of redirecting any recorded call to the user defined telephone number.	We understand that the requirement here is that the system should have provision to redirect a call being recorded to the defined number. Please confirm	Yes
8.	Page No. 18 / General Technical requirements	The supplier shall update Caller information database in the system on regular intervals by obtaining the caller data from different service providers (GSM as well as Land-line).	To create and update the database, Land-line and Mobile telephone directory in soft-copy format will be provided by J&K police. Since these are confidential, such data is not shared with private vendors. Please confirm	Yes, the soft-copy format of Landline and mobile telephone directory will be provided by J&K Police and the vendor will be responsible to create and update the Database periodically

9.	Page No. 18 / General Technical requirements	J&K police will own the AVTS data and application software developed for J&K Police under this project along with its source code including supporting classes, modules etc. which shall be provided by the supplier before final acceptance of the system.	Source Code is the company asset and the Intellectual Proprietary. These are used for other clients and installations. We will provide the developed software to J&K Police. Request consider accordingly	The J&K Police deptt. will take the responsibility to protect the source code and in case of any misuse the defaulter shall be facing departmental inquiry
10.	Page No. 19 / System Architecture	.....and a standard commercial relational database management system (RDBMS), such as Oracle etc	Please include RDBMS (such as Oracle, SQL etc)) Qty with CAL licenses in the BOQ.	Refer the solution architecture for the same
11.	Page No. 19 / System Architecture	The proposed system must have an open architecture and be based on Web browser technology.	The proposed system must have an open architecture and could be based on the client-server technology for optimum performance and security. Requests consider, accordingly	Provision should be available for both. It should have optimum performance and security, with minimum downtime
12.	Page No. 23 / Advanced Capability software	Advanced GIS Capability software	The software required for "Advanced GIS Capability" is not mentioned in the BOQ, please include the same	Annexure 'A' Schedule of requirement (page 40 -2 Software) is amended to add Sr. No 2.9 "Software required for advanced GIS Capability"
13.	Page No. 24 / GIS Digital Map Parameters	Digitized Map of Jammu City and Srinagar City with the Scale of 1:1000.....	Please provide the approx. area in Sq. Km. for map creation of Jammu and Srinagar Cities.	The area of the districts, Jammu as well as Srinagar is to be considered.
14.	Page No. 25 / Messaging Capabilities	The system should provide the capability to prioritize the AVL messages.	Please elaborate the exact requirement of prioritize the AVL messages	Priority is to be determined by utilizing a combination of the incidents impact and severity categorized as LOW, MEDIUM & HIGH.
15.	Page No. 27 / System Configuration	e) Enquiry Position	Understand, for Enquiry Position, a separate workstation will be required. If, yes then please include in BOQ	Annexure 'A' Schedule of requirement (page 39 &40 -1 (Hardware) is amended to read Sr. No 1.1 to 1.21 instead of 1.19 and 1.22 is also added for 01 No Workstation for enquiry Position.
16.	Page No. 26 / Vehicle Sub- System	It should have a suitable printer for printing received message.	Please confirm printer required for each PCR van, specifications and include in BOQ.	For detailed specifications of the printer please see Annexure 'B'.
				Sr No 1.23 is added in the requirement schedule Annexure

				<p>'A' about the requirement of MDT compatible Printers for each PCR Vans</p>
17.	Page No. 27 / Communication Sub-System	Identify specific areas of existing GPRS/CDMA blackout zones and Police critical locations in JAMMU and Srinagar city, and enhance number of BTS towers and their capacities if required.	<p>The GSM and GPRS network availability will be the responsibility of the telecom service provider. J&amp;K police may suggest the preferred service providers to ensure less black out zones.</p> <p>Tripartite arrangement between the J&amp;K police, Service provider and the vendor is recommended to ensure less blackout zone and to create infrastructure by the telecom service provider in view of the special requirements and the guidelines for the state. This is recommended to be a joint responsibility. Please consider this clause accordingly.</p>	<p>No need to add clause. Telephone Service provider will be requested to enhance BTS towers and their capacities if need aroused by the J&amp;K Police.</p>
18.	Page No. 34 / Enquiry Positions & Women Helpline	Four separate analog extensions with CLI telephones to be provided for Women Helpline, Women Mobile Stalker Helpline, Domestic Violence and Suicide Helpline.	<p>Are these separate incoming help lines or all the calls for help will land on Dial 100 and depending upon the help required these will be transferred to the four dedicated console /analog extension by the call taker. Please clarify.</p>	<p>All these calls will land on DIAL 100 and depending upon the Help required these will be transferred to the analog extension with the provision of recording it in the form of ONE PIECE EVENT.</p>
19.	Page No. 35 / Future aspects	<p>Video/ CCTV Surveillance</p> <p>Handheld MDT and Smart phone interface</p> <p>APCO25, TETRA, DMR and other Radio Technology interface.</p> <p>Remote Viewing of the AVTS network</p>	<p>Understand this is a nice to have feature for future requirements and not covered in present scope of work, presently the details may not be available. Therefore, we request you to restrict this clause as software compliances for future requirement in the present scope. Additional time &amp; cost efforts for integration would be indicated on availability of details.</p>	<p>The software should have all these features for future upgradation</p>

20.	Page No. 36 / Integration & Training	The successful bidder has to implement the entire project on turnkey basis. It shall include design, development, supply, installation, integration with existing components, commissioning and providing the warranty and post warranty services for successful implementation and operation of the Advanced Dial-100 project of J&K Police.	Please provide the details of "existing components" and integration required. The API and other technical documents for integration will be made available by the J&K police.	The intending firms has to design develop, supply & install /commission dial 100 system as a turn key project. However, the details of existing components for integration if feasible will be shared with the successful tenderer.
21.	Page No. 5,6 & 38 / Guarantee / Warranty	The firms should quote year wise post warranty AMC rates for a period of 03 years in respect of whole project.  The tenderer shall provide warranty of the systems for a minimum period of 05 years commencing  Schedule of Requirement, Sr. No 3 Services, 3.3 & 3.4 SIM cards & Leased line connectivity charges with 3yrs mention.	Please confirm, actual warranty period - 3 yrs or 5 yrs	The warranty period for the system is 05 years and firms has to quote the AMC rates for 05 years. Moreover, lease lines connectivity charges, Sim card and its Charges will be provided & paid by the J&K Police.
22.	Page No. 37 & 38 / Annexure - A (Schedule of Requirement)	1.9 Heavy Duty Laser Printer  1.10 Online UPS - 10 KVA(N+1) line interactive with 6 hours backup  1.14 15 KVA Automatic Voltage Regulator with isolation Transformer  1.16 25-KVA Noiseless Genset	Please provide the technical specifications for these items.	please see Annexure 'B'
23.	Page No. 38 / Annexure - A (Schedule of Requirement)	1.17 Air conditioning for the Data centre and control room  1.18 Fire Extinguisher  1.19 Logistics  Site preparation	Quantity/description for these items is not shown in the BOQ. Please provide the same, if required to be supplied	These items will be provided by the J&K Police as per requirement
24.	General Query		Necessary place, electric power, electrical cabling with sockets, furniture including table and	Although required accommodation, power and furniture is to be

			chairs will be provided by J&K Police, Please confirm	provided by the J&K Police but this is a turnkey project and successful tenderer has do everything which would be necessary to make the system successful.
25.	General Query	EPABX system - GSM /CDMA	Tenderer will not be responsible for any site work, except LAN cabling and Hardware & Software setup, Please confirm Understand SIM cards required for the GSM and CDMA card will be provided by J&K police. If not, then please provide qty with plan required.	Shall be provided by the J&K Police.
26.	Page No. 3 para 7	Payment Terms	Kindly elaborate more on the payment Terms. is it 1005 after successful completion of the project? if yes, you are requested to please review the same considering it a Turnkey project, you are requested to make payment Ters against few milestones .	No amendment can be made in the payment terms.
27.	Page 5 para 15	Performance Statement	Considering the proposed project as a large Turnkey project, you are requested to please consider performance statement for at least last 5 years.	The performance statement of last 5 years will be considered instead of 02 years.
28.	Page 19	System Architecture	Specs of Monitor are different on different pages. ( Page 19- 19"/Page 37- 21"/Page 42-18.5".Please clarify	Please read it as 21" instead of 19"
29.	Page 38	Services	Each of Jammu & Srinagar police control Rooms have PRI Line, can that be used for this project or a fresh PRI Line is proposed? It is suggested, if Police Department can provide the PRI line.	PRI Lines shall be provided by J&K Police deptt. The existing lies if feasible can also be used by the successful tenderer
30.	Page 42	Proposed Hardware	The operating system mentioned is Windows 7 for PC's and Windows Server 8 FOR Servers, whereas on page No19 Linux/Windows is mentioned, please clarify.	Please read it as Windows.



31.	Page 46	Proposed Hardware Please clarify on "Recorded voice files should be accessible from the web based application to the authorized users,"	As each voice file automatically linked with the event ID generated against a spot, accessing it on web based application is not advisable. For optimum performance and security, the system should be based on a client-server technology and not on Web based. Requests consider, accordingly.	Provisions should be available for both. It should have optimum performance and security, with minimum downtime.
32.	Page 42/ Annexure C	(proposed hardware)	Database server is not intended for High Graphics memory operations and controllers with 64 MB RAM for servers are typically not available. Request to consider removal of this clause.	Hardware, Features and capabilities of the offered system for successful and trouble free installation, commissioning, operation and maintenance of the system over and above the specifications mentioned in the tender document will be preferred.
33.	Page 42	Annexure-C (proposed hardware) Backup & Recovery	The specifications ask for external 72 GB DAT drive or better. Since, DAT drives or better. Since, the DAT drives are becoming obsolete, recommend replacing the same with the external USB 2TB HDD for each server.	Consider the latest equipment so that it does not goes obsolete for next 10 years.
34.	Page 38 / 3. Services	No of PRI lines from BSNL	As referred in C communication server, should we consider 2 Nos of PRI lines from BSNL	Yes
35.	Page 37	Annexure A Schedule of requirement 1.1- ii) & iii)	Kindly clarify the distribution of digital and Analog telephone instruments	Call takers : 04 digital, 04 Analog with CLI display Dispatcher : NIL Supervisor : 01 digital, 01 analog with CLI display Administrator : 01 digital, 01 analog with CLI display

					Enquiry : 01 digital, 01 analog with CLI display
36.		General query		Necessary earthing, any civil works including generator foundation will be provided by J&K Police. Pls confirm.  Tenderer will not be responsible for any site work except LAN cabling and hardware and software setup. Pls confirm.	Helpline : 04 analog with CLI display Yes

## 2. M/s Steria Pvt. Ltd

S. No	Bidding Document Volume I/II/III	Bidding Document Reference Section & Page Number	Content of the RFP requiring clarification	Points of clarification	Clarification
1	Tender Document (SBD.PDF)	2 / Pg 1	Last date and time for receipt of samples (wherever asked)	The RFP is not clear whether bidder has to provide demonstration of the system or submit any samples. Pls clarify the same.	No sample is required at the time of bid submission. However, decision for demo if required will be conveyed to the firms separately
2	Tender Document (SBD.PDF)	19 / Pg 6	The tenderers shall provide warranty of the systems for a minimum period of 05 years commencing from the date of survey / installation / commissioning whatever applicable, covering whole systems including batteries of the UPS etc. sub systems and subsequent AMC for a period of 05 years.	Most of the IT Products like Servers, Workstations etc have a life of 5 years post which they become end-of-life & OEM do not support the product thereafter. So request you to modify the clause with Warranty of 3 years & AMC of 2 Years	The modification in the warranty clause can not be considered.
3	Tender Document (SBD.PDF)	Annexure A, 3 / Pg 18	If a repeated call from the same originator is received, it should open the earlier call challan(s) and preferably land on the same DIAL 100 at two places simultaneously.	There will be only one recording happening at the Extension side. No Central Voice Logger will be needed. Request you to kindly modify the clause	All the voice conversation are to be recorded on the voice logger centrally and automatically linked in the distress call already logged in the voice logger so that from distress call reception to its final disposal which

4	Tender Document (SBD.PDF)	Annexure A, 3 / Pg 18	<p>One at Central recording of all calls, secondly on LAN for individual recordings. Each individual call will be recorded and attached with the challan form of that call and will be forwarded to the dispatch wireless operator on the LAN along with the challan. Dispatch wireless operator should be able to listen to the call, if need be, and also should be able to forward it to the PCR Van through the GPRS/CDMA channels.</p> <p>J&amp;K police will own the AVTS data and application software developed for J&amp;K Police under this project along with its source code including supporting classes, modules etc. which shall be provided by the supplier before final acceptance of the system.</p>	<p>Source code will not be provided. Our application is license based for a site Model. We can provide an undertaking for customising the software to J&amp;K Police's requirements and provide support for the contract period. Request you to amend the clause accordingly</p>	<p>includes dispatcher conversation during the event, are constituted as ONE PIECE EVENT</p>
5	Tender Document (SBD.PDF)	Annexure A, 4 / Pg 19	<p>The solution must incorporate current technologies and open-systems components that are commercially Complied for both software and hardware computing systems. The intent is to use the standard platform for all hardware, the latest Linux/Windows software as the operating system, and a standard commercial relational database management system (RDBMS), such as Oracle etc. This common database should serve all the needs of the J&amp;K Police. It is</p>	<p>Since the CAD application uses extensive GIS functions it is recommended to use Spatial RDBMS. In this context we would like to provide standard RDBMS based on PostgreSQL/Post GIS . We accordingly like this to be revised to include PostgreSQL/PostGIS in addition to MS SQL/Oracle .</p>	<p>The J&amp;K Police deptt. will take the responsibility to protect the source code and in case of any misuse the defaulter shall be facing departmental inquiry.</p> <p>Refer the solution architecture for the same</p>

			expected that the system will be more or less commercial, off-the-shelf (COTS) application, tailored and optimised for J&K Police.		
6	Tender Document (SBD.PDF)	Annexure A, 5 / Pg 20	Analog, Digital (PRI/E1) features for IP Client based operators	Please clarify whether the listed functionalities should be achieved through Hard Phone or Soft Phone	Both
7	Tender Document (SBD.PDF)	Annexure A, 5 / Pg 20	Analog, Digital (PRI/E1) features for IP Client based operators	Request you to provide details on the RADIO Integration intended by J&K Police	RADIO INTEGRATION with existing analog VHF/UHF radio including recording of voice, and with capability to integrate with RADIO TRUNKING.
8	Tender Document (SBD.PDF)	Annexure A, 7 / Pg 23	Interactive and batch tools for both data entry and processing.	Please clarify what kind of data that needs to entered?	A range of interactive and batch processing functions for entry of map data through such means as board digitizing, coordinate geometry entry (COGO), scanning and heads-up digitizing, along with capabilities for editing GIS data, performing error checking and resolution, map rectification and transformation of coordinate systems and map projections
9	Tender Document (SBD.PDF)	Annexure A, 7 / Pg 23	Efficient data collection functions	This point is not clear. Request you to please provide more inputs on the same	Kindly refer GIS terminology
10	Tender Document (SBD.PDF)	Annexure A, 7 / Pg 23	LOI (Location of Interest) from Map	This point is not clear. Request you to please provide more inputs on the same	Place of occurrence of event on map
11	Tender Document (SBD.PDF)	Annexure A, 7 / Pg 23	The necessary mapping software must allow to maintain and update map features and associated geofile data including the following capabilities	Request you to kindly elaborate what does J&K Police means by Geofile Data?	Geo file data is in reference to GIS feature
12	Tender Document (SBD.PDF)	Annexure A, 7 / Pg 23	Digitized Map of Jammu City and Srinagar City with the Scale of 1:1000 with all the main buildings, roads, traffic junctions and other points of interest should be visible on the operator's Monitor.	Kindly note that in order to create a digital map of the scale 1:1000, high resolution satellite image will be required. The recommended resolution of the satellite image would 0.5 meters. This data can be obtained from NRSC through proper Police Department	As per norms

13	Tender Document (SBD.PDF)	Annexure A, 11 / Pg 26	<p>The MDT should have capability of receiving and displaying SMS of 160 characters.</p> <p>It should have a suitable printer for printing received message.</p> <p>It should have auto-fallback mode to send the vehicle position information to PCR through SMS as and when GPRS/ CDMA data connectivity is un Complied and resume back to normal operation automatically.</p> <p>It should be possible to use the same GPRS/CDMA modem for different service providers.</p> <p>Alarm and alert notification to be given to the driver in case of any failure in vehicle subsystem.</p> <p>MDT should be upgradable to support video camera input at the PCR Van.</p> <p>MDT should have headphone capability to receive audio sent over GPRS/CDMA data channel from Dispatch Wireless operator and automatic recording facility for minimum 15 mins so that MDT is capable of storing the data of 5 calls digitally at a time by following the pattern of first-in first-out.</p> <p>MDT &amp; Modem parameters can be configured locally or</p>	<p>authorisation. Since Jammu and Srinagar is sensitive area as per the rules of NRSC they will mask all the sensitive area before it is delivered. Will J&amp;K Police be Okay with this?</p> <p>Please clarify why we need to print the sms messages as it is always available in the MDT to retrieve it anytime.</p> <p>Please clarify if the Printer needs to be wired to the MDT or can we use a Wifi / Blue Tooth Printer.</p>	Provision for both wired and Bluetooth.
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14	Tender Document (SBD.PDF)	Annexure A, 12 / Pg 27	Identify specific areas of existing GPRS/CDMA blackout zones and Police critical locations in JAMMU and Srinagar city, and enhance number of BTS towers and their capacities if required.	remotely	This is the responsibility of Telecom Service Provider & not the bidder. J&K Police will have to negotiate with TSP for increasing number of BTS. Request you to please remove this clause	J&K Police take the responsibility to provide required Sim cards and negotiate with the TSP for enhancement of Capacity if required,
15	Tender Document (SBD.PDF)	Annexure A, 12 / Pg 27	The GPRS/CDMA data connectivity should be seamless while moving from one BTS site to another BTS site in Jammu City and Srinagar City.		This is the responsibility of Telecom Service Provider & not the bidder. Request you to please remove this clause	Matter pertaining to the TSP will be taken up by the department if required.
16	Tender Document (SBD.PDF)	Annexure A, 13 / Pg 28	Each call taker must be provided with Analog phone in order to receive call in case of SYSTEM FAILURE.		Kindly clarify whether it is an extension of the system OR physical phone line from PSTN	It is an extension from the system which can work in standalone mode in case of system failure
17	Tender Document (SBD.PDF)	Annexure A, 13.3 / Pg 33	All the challan/ printouts will be signed by the shift incharge.		Need input on this feature. How shift incharge will sign the challan?	As desired in the tender enquiry
18	Tender Document (SBD.PDF)	Annexure A, 14 / Pg 34	The system must be able to reconstruct the total scenario of distress caller at DIAL-100 and Radio communication in the form of one piece event.		Please elaborate on this requirement	All the voice conversation are to be recorded on the voice logger centrally and automatically linked in the distress call already logged in the voice logger so that from distress call reception to its final disposal which includes dispatcher conversation during the event, are constituted as ONE PIECE EVENT
19	Tender Document (SBD.PDF)	Annexure A, 14 / Pg 34 & 5 / Pg 46	The system should have the capability to store and retrieve the selected audio calls archived to a DVD-RAM Drive for long time. & The system should have capacity to retain voice logs for a minimum period of 360 hours.		Kindly clarify how much storage is required.	Calculate with reference to minimum period mentioned ,i.e., 360hrs
20	Tender Document (SBD.PDF)	Annexure A, 15 / Pg 34	Reliability/Redundancy		Kindly describe the requirement of Redundancy more elaborately. Also specify that at what level this is required.	The level of redundancy should be of the level that failure of single unit comprising the system should not affect its functioning (provided in

21	Tender Document (SBD.PDF)	Annexure A, 18 / Pg 36	The successful bidder shall provide, to the purchaser, the source code as well as the object model diagram of the application specific to J&K Police.	Any source code is exclusive IPR of the bidder. The IPR of standard hardware & software shall remain vested with the OEM/owner of such rights. So request you to please drop this clause.	the Schedule of requirement) The J&K Police deptt. will take the responsibility to protect the source code and in case of any misuse the defaulter shall be facing departmental inquiry. Secondly, it is mandatory to provide network architecture and the diagram of the system installed
22	Tender Document (SBD.PDF)	Annexure "A" Schedule of Requirement 1.16, 1.17. 1.18 / Pg 38	Air conditioning for the Data centre and control room, Fire Extinguisher, Logistics	The quantities required for these are not mentioned. We assume that these are not in the scope of bidder and if required J&K Police will provide these items. Is our assumption correct?	These items will be provided by the department
23	Tender Document (SBD.PDF)	Point C / Page 44	Redundancy: In case of complete system breakdown the calls should land on the phone instruments placed at the call takers, dispatcher and, supervisors' desks.	Request you to please elaborate on this requirement	In case of system breakdown, the provision should be made that calls land on the ANALOG PHONES provided at the CALL TAKER, ENQUIRY, HELPLINE, SUPERVISOR & ADMINISTRATOR POSITIONS
24	Tender Document (SBD.PDF)	4 / Pg 45	Radio Gateway	Please clarify whether J&K Police require an Analog Gateway or an IP Gateway.	Please refer the tender document
25	Tender Document (SBD.PDF)	1.1 / Pg 47	USB Microphone with PTT button and indication LED+USB cable for Call takers and Dispatchers	Pls clarify the same	Consider this item for CALL TAKERS ONLY
26	Tender Document (SBD.PDF)	1.1 / Pg 47	Digital Telephone instruments for supervisors and operators	In specifications IP Phones are mentioned whereas in BoQ, Digital phone are asked. Kindly clarify the same	Read the mentioned as DIGITAL PHONE
27	Tender Document (SBD.PDF)	General	Voice Logger	Pls clarify whether Digital or IP Voice Logger is required. This is dependent on type of IP Phone.	Consider it depending on the compatibility with present and future requirements
28	Tender Document (SBD.PDF)	General	Site Preparation at Control Room	We assume that site preparation including False ceiling, False flooring, Furniture, Electric cabling etc will be in the scope of J&K Police. Is our assumption correct?	Yes.
29	Tender Document (SBD.PDF)	General	Recurring Charges	We assume that recurring charges of Electricity, Diesel charges for Generator & Other consumables like paper for printer & printer cartridges will be borne by J&K Police. Is our	yes

30	Tender Document (SBD.PDF)		Specific servers are mentioned to be as rack server	Understanding correct? Kindly clarify whether rack mount servers are needed or tower based model servers for the complete project?	Consider RACK MOUNT SERVER
31	Tender Document (SBD.PDF)		Under minimum specification every server is asked to quote with keyboard, mouse and monitor whereas in BOM KVM switch is also mentioned	As per Tower Based server architecture, KVM switch and display is not required. However KVM switch and displays are required only for rack based server architecture. So we assume that J&K police is looking to have all servers as rack mountable. Please confirm?	Yes
32	Tender Document (SBD.PDF)	Clause 2 /Page no. 15	Incoming call through SMS	Although application supports receiving and sending SMS and it can be enabled any time in future also. But to enable this functionality, some infrastructure items (like SMS Gateway Hardware, SIM Card) and recurring charges for SIM card are required. Is J&K Police looking to enable this functionality on day one with tender response or later when needed?	Later on ,the Sim card etc. will be provided by the J&K Police
33	Tender Document (SBD.PDF)	Clause 2 /Page no. 17	All voice conversation are recorded on the voice logger and automatically linked in the distress call already logged	We assume that voice conservation refers to the conversation between distress caller and call taker. Please confirm?	All the voice conversation are to be recorded on the voice logger centrally and automatically linked in the distress call already logged in the voice logger so that from distress call reception to its final disposal which includes dispatcher conversation during the event, are constituted as ONE PIECE EVENT
34	Tender Document (SBD.PDF)	Clause 4 /Page no. 19	Server is mentioned to be as 'Rugged'	As servers will be installed and maintained in control environment and will not be moved from place to place. So can we propose to use the normal rack/tower servers? Please confirm?	Consider RACK MOUNT SERVER
35	Tender Document (SBD.PDF)	Clause 5 /Page no. 19	Support multiple channels/ instances	Please elaborate as what is meant by same	Self explanatory
36	Tender Document (SBD.PDF)	Clause 5 /Page no. 20	Telephone and Radio / GSM / VoIP integration	Please elaborate the same on scope of work i.e. each and every functionality like daily receiving calls from all Radop/GSM/PSTN etc.	Already elaborated .
37	Tender Document			How many radio frequencies to be catered?	The radio frequency data will be shared during the project




	(SBD.PDF)	Clause 9 /Page no.	SMS	We assume that the retention duration of SMS will be same as voice calls from callers. Please confirm?	Implementation Yes
38	Tender Document (SBD.PDF)	Clause 9 /Page no.	SMS	We assume that the retention duration of SMS will be same as voice calls from callers. Please confirm?	Yes
39	Tender Document (SBD.PDF)	Clause 11/ Page No. 4	Clause 11 states that, "No conditional tender will be accepted / entertained. It will be summarily rejected. No other condition than those mentioned (in the terms set-forth) will be entertained.", in addition, the Tender document is silent on all substantial provisions of the 'conditions of the contract' also (such as 'Limitation of liability', IPR, Termination, Dispute Resolution & Force Majeure etc.).	Need clarity that whether the Department will provide 'Conditions of the contract' of this opportunity to review from our end or the Purchaser has liberty to suggest its standards contractual terms & conditions in the Proposal.	Tenderer has to go as per terms and conditions of the tender
40	Tender Document (SBD.PDF)	Clause 20/ Page 6	Liquidated Damages: it is stated that, "Successful tenderer shall have to make the supplies within stipulated period as would be mentioned in the supply order. J&K Police reserves the right to impose liquidity damages of 2% for initial 15 days and then 5% of the cost of unsupplied stores which shall depend upon the nature of supplies and extent of delay."	This provision is silent on the maximum cap of LDs, thus as per standard industry practice, we assume that the overall cap of all the Liquidated Damages (of any nature, including but not limited to penalties), as may be applicable in relation to the agreement, shall not exceed the amount equivalent to the 10% of the value of the project contract. Please confirm.	Liquidated damage charges will be mentioned in the supply order to successful tenderer
41	Tender Document (SBD.PDF)	Clause 29/ Page 8	We assume that the 15 days' notice period, as specified under clause 29, will be given by the Department to the approved supplier in the case of it fails to supply/commission the system also, within the stipulated period. Please confirm.		The department has discretion to give extension or take action against firm

42	Tender Document (SBD.PDF)	Clause 36/ Page 8	Clause 36 states that, "The Department reserves the right to add or suitably modify the BOQ, terms and conditions (without prior notification) as per exigencies and hence above shall not be construed as all inclusive."	From the contents of the above clause, We understand that the Department may exercise this right only prior to award of the contract and not after signing thereof between the Department and the Purchaser, as any change/s in the signed/executed contract should be subject to mutual consent between both the parties. Please confirm.	As per tender clause
43	Tender Document (SBD.PDF)	Clause 19 of page 6		<ul style="list-style-type: none"> <li>• AMC after warranty of 5 years: Is it for 3 years (as suggested in point i of Second Cover on page 5) or 5 years</li> </ul>	5 years.

### 3. Mistral Solution Pvt. Ltd

Query No.	Query	Reply
1.	Technical Specifications of IP EPABX	Consider the same, as per the Architecture and Users mentioned in Schedule of requirement of the offered system for successful and trouble free installation, commissioning, operation and maintenance of the system
2.	Specs of Air conditioning for data center	Air conditioners will be provided by the J&K Police.
3.	Client Software Licenses	Consider the same, as per the Architecture and Users mentioned in Schedule of requirement of the offered system for successful and trouble free installation, commissioning, operation and maintenance of the system
4.	No. of PRI Lines to be quoted	PRI Lines will be provided by J&K Police
5.	VHF/UHF radio channels	The radio frequency data will be shared during the project implementation
6.	Technical specs of Genset& UPS	Details attached as Annexure 'B'
7.	Logistics	Every thing which would be necessary for efficient dial 100 system.

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

18.02.14

# Annexure 'B'

(Tby)

S No.	Item	Specifications
1.	15 KVA Automatic Voltage Regulator (Static) with Isolation Transformer	<p>Capacity : 15 KVA single phase                      Type: Control Circuitry based on micro controlled and fully solid state power stage. No moving part in Power stage.                      I/P Voltage : 100-270 Volts                      Frequency : 48-53 Hz                      Waveform : Sine wave                      O/P Voltage : 220 Volts +/-5% Single phase                      Correction speed : 1000 Volts per second                      Response Time : within 100 milliseconds                      Maximum O/P Current : 1.5 times the rated current for 1 minute at nominal condition                      Technology to be used : Fully Solid State power thyristors for switching thyristors</p> <p><b>Protections :</b></p> <ol style="list-style-type: none"> <li>i. Input under/over Voltage</li> <li>ii. Output under/over Voltage</li> <li>iii. Output overload</li> <li>iv. Output short circuit</li> <li>v. Current sensing protection for each triac individual protection through electronic current limit circuit</li> </ol> <p><b>Control:</b> The power device used for controlling will be switched on/off at voltage /current zero cross over, so that generation of spikes/surges can be avoided.  <b>By Pass:</b> Provision of suitable auto/manual service bypass in case of any malfunction of the unit.</p> <p><b>Metering:</b> LCD meter for input and output status of voltage/current  <b>Indication:</b> Mains, output, fault  <b>Types of Cooling :</b> Air cooled through fan  <b>Insulation resistance:</b> Better than 500 Mega ohms.  <b>Leakage Current :</b> 5m Amps</p>
2.	Online UPS – 10 KVA (N+1) line interactive with 6 hours backup	<p><b>1.General</b></p> <ol style="list-style-type: none"> <li>i. 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.</li> <li>ii. By-pass facility shall be provided for maintenance of UPS.</li> <li>iii. UPS shall supply output power and charging current at the same time.</li> <li>iv. Switching device shall be MOSFET or IGBT and the same shall be confirm in the offer.</li> <li>v. Switching frequency shall be above 10 KHz and shall be declared in the offer.</li> <li>vi. KW rating of the UPS shall be 0.70 times the KVA rating.</li> </ol> <p><b>2. Input :</b> 130V-260V, 50 +/-3% Hz single phase AC</p>

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**3. Output:** 230V +/-1% (with alternative setting for 220V +/-1%) 50 +/-0.5Hz, single phase.

**4. Total harmonics distortion at output:** 3% maximum for UPS on resistive load. If total input harmonics are less than or equal to 10%.

**5. Efficiency (at rated output voltage and frequency)**

Overall efficiency (minimum) : 90%

**6. UPS power factor at rated load:** better than 0.9 lagging.

**7. Over load:** UPS shall withstand 20% overload for 10 minutes and 50% over load for one minute.

**8. Protections :**

Following protection shall be provided in UPS:

- i. Over voltage, short circuit, and overload at UPS output terminal.
- ii. Under voltage at battery terminal.
- iii. Over shoot and under shoot shall not be greater than 4% of rated voltage for duration of 40m sec. (maximum)

**9. Indicators and meters**

Following indicators shall be provided:-

- i. Mains presence.
- ii. Battery charging and discharging
- iii. Output overload
- iv. Low battery voltage.
- v. Digital meter shall be provided for monitoring the following parameters in UPS
  - ✓ Input AC voltage.
  - ✓ Output AC Voltage, current and frequency
  - ✓ Battery voltage and current.

**10. Battery bank:**

- i. UPS shall be supplied with SMF VRLA battery only.
- ii. Tenderers shall declare battery AH capacity, battery voltage, number of batteries of each rating,
- iii. Make and model of batteries offered with each item of UPS.
- iv. Batteries for UPS shall be of the reputed MAKE
- v. The UPS shall be complete with Trolley for battery bank and the firms shall also connect the batteries with UPS and commission the same

<p>5.</p>	<p><b>MDT for Vehicle (Rugged)</b></p>	<p><b>General</b> – The most important feature of a vehicle mounted device should be to sustain the vibration of the setup. The MDT along with the vehicle docking set up should be resistant to vibration &amp; shock. It should ensure that any radio communication from the vehicle does not interfere with the computing device ensuring error free uptime for the solution.</p> <p><b>Processor</b> – At least 1 Ghz <b>Memory</b> – 8Gb <b>Operating System</b> – Windows/Android <b>Generation</b> – 3G <b>GSM</b> – Yes <b>Voice</b> – Yes <b>Camera &amp; Video compatible (for future)</b> – at least 3 Megapixel and Flash (external with mount) <b>Screen size</b> – minimum 7" <b>Size/Dimension</b> – Dashboard mountable <b>Screen luminosity</b> – Daylight readable/ 1000 Nits <b>Ruggedness Standard</b> - MIL810G and IP 54 <b>GPS antenna</b> - Internal as well as external <b>Ports</b> – USB <b>Bluetooth</b> – Yes <b>Power</b> - Ability to derive power from the vehicle battery and designed for low power consumption</p>
<p>6.</p>	<p><b>MDT compatible Printer for PCR Van</b></p>	<p><b>Weight with Battery</b> – Less than 500gm <b>Size</b> - Wearable on belt <b>Media width</b> – 2" <b>Endurance</b> – approx. 800, 6" receipts <b>Power</b> – DC input 12 to 15V with external DC jack <b>Recharge Time</b> – less than 5 hours <b>Drop Specification</b> – 6 ft multiple drop <b>Print Technology</b> – Direct thermal, at least 200 dpi <b>Print Speed</b> – At least 2" per second <b>Media Type</b> – Direct Thermal receipt Paper <b>Communication</b> – RS 232, USB 2.0, Bluetooth adhoc network <b>Compatibility</b> – should be compatible with Windows/Android <b>Accessories</b> – Car charger adapter &amp; wall charger , Swivel mount belt clip</p>