

**Assam State Disaster Management Authority
Assam Secretariat Complex,
Dispur, Guwahati**



TENDER DOCUMENT

For

**Supply and Installation of Computer Aided Disaster
Management Response System at the State Emergency Operation
Centre, Assam Secretariat, Dispur, with onsite warranty for 3-
(three) years**

**COST OF TENDER DOCUMENT RS. 1,000/- (NON REFUNDABLE &
NON TRANSFERABLE)**

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1. NOTICE INVITING TENDER (NIT)

The Chief Executive Officer, Assam State Disaster Management Authority invites sealed Technical & Financial Bids from Original Equipment Manufacturers (OEM) or Authorized Dealers for supply, installation, testing and commissioning of Computer Added Response System for the office of Assam State Disaster Management Authority (ASDMA), Dispur, Guwahati-781006.

Tender documents shall be available from the office of Assam State Disaster Management Authority (ASDMA), Secretariat Complex, Assam Secretariat, Dispur, Guwahati-781006 on payment of non-refundable fee of INR 1,000/- (INR One Thousand only) by Demand Draft in favour of "CEO, Assam State Disaster Management Authority" payable at Guwahati .

Complete tender documents are also available on ASDMA's website, as noted below:
<http://www.asdma.gov.in>

The documents downloaded by the parties from the website shall be valid for participation in the tender process. Those making use of the tender documents down loaded from the website shall have to pay the fee of the document i.e. Rs. 1,000/- (Rupees One Thousand only) in the form of a demand draft along with the tenders. Tenders received without the requisite fee shall be considered as invalid ab-initio.

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Last date for seeking clarification, if any: 7 (Seven) days prior to the scheduled date of opening. Bidders are advised to check the ASDMA website regularly for amendments, if any.

1.1 ELIGIBILITY CRITERIA

1. The bidder should be either Original Equipment Manufacturer (OEM) or Authorized Dealer.(Please submit manufacturer's authorization letter on the OEM's letter head duly signed by authorized signatory).
2. Average Annual Financial Turnover during the last 3 years, ending 31st March 2017, should be Rs 50 Lakh. Please submit Annual Report (Balance Sheet and Profit & Loss Account) for the last three financial years. The same should be certified by concern CA firm separately for the last 3-(three) financial years.
3. Bidder should have experience of having successfully completed similar supplies during the last 2 financial years ending 31st March, 2017. (Please submit attested copies of supply order/completion certificate)
4. The Bidder should not have been barred by any PSU/Govt. Dept. in doing business with them. (Please submit self-declaration).
5. The Bidder is required to quote for all the items in the Lot that he is bidding for. Partial quote will be rejected.
6. Bidder should have updated valid CST/GST Registration certificate (as applicable).

Officer

7. Bidder is required to provide a Buy Back Offer in the bid proposal. Please refer to Clause at **Buy Back Offer at (3.11).**

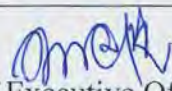
Note: Bidder must provide the scan copy of necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

Interested and eligible Bidders are required to submit the necessary documents related to Eligibility Criteria, Technical and Financial Bids in 3 (three) separate sealed envelopes. The documents of Eligibility Criteria should be accompanied by Tender Fees & EMD as specified in this Bid Document by the prospective Bidder in the first envelope. The detailed Technical bid documents will have to be furnished in a second envelope. The Financial Bid along with the detailed terms and conditions will have to be furnished in the third sealed envelope. The required documents related to Eligibility Criteria, Technical and Financial Bids together should be put in a separate forth envelope and must be delivered to the Office of Assam State Disaster Management Authority, Secretariat Complex, Janata Bhawan, Dispur-6 on the date specified below.

The envelope containing the Eligibility Criteria & Technical Bid will be opened on the specified date and time in presence of Bidders or their authorized representatives who choose to attend. In the event of the date specified for bid receipt and opening being declared as a holiday, the due date for submission and opening of bids will be the following working day at the appointed times.

The summary of various activities with regard to this invitation of bids are listed in the table below:

Sl. No	BID REFERENCE	DATE & TIME
a.	Date of commencement of issue of Bid documents.	12.12.2017
b.	Pre-bid meeting & submission of queries/ request for clarification	27.12.2017 (11.am at ASDMA)
c.	Last date and time for purchase of Tender Documents	04.01.2018 (3.00 pm)
d.	Last date and time for submission of bids	04.01.2018 (4.00 pm)
d.	Date & Time of opening of the document related to eligibility criteria	Will be intimated to the bidders by the purchaser
e.	Date & Time for opening of Technical Bid	Will be notified later
f.	Date & Time for opening of Financial Bid	
g.	Place of issue of Bid document; Bid submission and opening of Technical & Financial Bids	Office of the Assam State Disaster Management Authority, Opposite to State Bank of India, Secretariat Branch, Janata Bhawan, Dispur-06
h.	EMD	0.20 Lakh


 Chief Executive Officer,
 Assam State Disaster Management Authority
 Dispur, Guwahati.



SECTION -2

2. Description of Computer Aided Disaster Management Response System and Scope of Work

The Assam State Disaster Management Authority' intend to implement a '**Computer Aided Disaster Management Response System (CADMR)** that would perform the function of providing disaster response and communication capabilities from the State Emergency Operation Centre (SEOC) for citizens to call and share information in case of an emergency situation through Disaster Management Toll Free Service.

The proposed Computer Aided DM Response System is to be based on a dedicated ISDN PRI Line connectivity and is envisaged to be created on BSNL ISDN PRI Line infrastructure provided and available at the Chief Minister's Block of Assam Secretariat, Dispur. In this regard, the Information Technology Cell of Chief Minister Office has recently been provided with a dedicated ISDN PRI Line connectivity of BSNL by the BSNL for the operationalization of the Special Cell known as CM's Woman and Child Welfare Cell at the ground Floor of the CM Block.

The proposed Computer Aided DM Response System to be established in SEOC is located at the ground floor of the CM's Block which is adjacent to the CM's Woman and Child Welfare Cell where the aforesaid BSNL ISDN PRI Line connectivity has been provided. The availability of the ISDN PRI Line connectivity facilities provided by BSNL at the CM's Block is envisaged to provide the backbone connectivity for the proposed Computer Aided DM Response System in the SEOC. In this regard, necessary consent from the concern department in CM's Office has been drawn for availability of the BSNL facilities for extension from the CM's IT Cell upto the SEOC situated at the same ground floor of the CM's Block.

2.1. a Computer Aided Disaster Management Response System Overview

With the increasing in the quantum of disasters day by day there is an exponential increase in incoming calls to the EOCs thereby creating call constraints due to the limited capacity of the DM Toll Free Services 1070/1079. Henceforth, creating instances of distressed calls of being unattended/unanswered or unavailability of the DM Toll Free Services. Besides this, the limited scope of dissemination of group SMS alert messages/ DM Content information in the existing facility which incurs inadequate confirmation of message recipients, considering these, ASDMA has embarked upon a CADMR System that will help to enhance the existing responding capacity of the SEOC from manual centric approach to an Automatic Computer Aided approach through adoption of a Computer Aided DM Response System to provide and capacitate the SEOC in a manifold manner for better response.

2.1. b Objectives of the Computer Aided Disaster Management Response System

- To provide the citizens an uninterrupted 24x7 access to the State Emergency Operation Centre (SEOC) through multi-channel dialling of 1070/1079 Disaster Management Toll Free Service facility for sharing of information.
- To minimize the response time of the State towards any disasters under situation requiring immediate State intervention through quick and efficient transmission of alert information/ group/bulk SMS messages to responding agencies from the SEOC .
- To capacitate the SEOC to aware callers on disaster management through dissemination of disaster management capsule information through IVRS.

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- To provide information about caller details (caller identity) so as to respond to any disaster and to contact callers for information on any reference incidence, figure out geographical location of any disaster of the affected site.
- To enable SEOC to collect caller information through voice logging in case call is auto receive and responded. And under such situation, enable SEOC to respond back to emergency calls through the available caller information.
- To provide SEOC with a facility to respond to Priority distress calls and to check/restrict vague/prank calls.
- Allow SEOC to generate daily call records and SMS records for any official analysis and verification.

2.2 Computer Aided Disaster Management Response System Functional Overview

The proposed **Computer Aided Disaster Management Response System** to be installed at the State Emergency Operation Centre (SEOC) located at the Ground Floor of the Chief Minister Block, Assam Secretariat Dispur is required to function in disaster situation as well as day to day citizen emergency situation.

2.2.a). Caller seeking or sharing information on disaster management / disasters will dial the DM Toll Free Service 1070. The first priority incoming call detected by the CADMR System will be responded by the Information Assistant placed at the SEOC who is responsible for acknowledging and discharging the call. During this situation, subsequent instantaneous incoming calls to the DM Toll Free Service 1070 will be auto receive and responded by the CADMR System which will record calls for future verification and analysis and save the same with caller details and time of call.

2.2.b). At the end of each call whether responded by the Information Assistant or auto receive and responded by CADMR System, the caller shall be provided with disaster management capsule information on various disaster through IVRS. The content for disaster management capsule for IVRS will be provided by ASDMA.

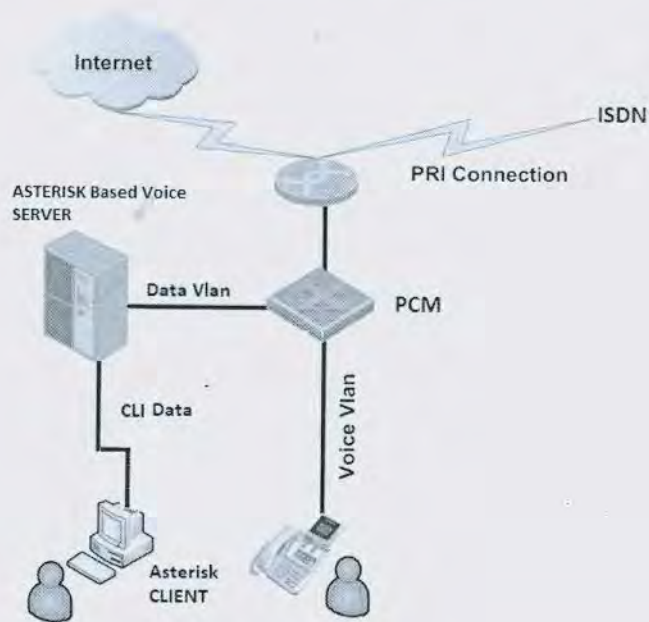
2.2.c). Besides, the CADMR system shall provide a web interface for dissemination of SMS messages/alert messages to responding agencies. The database of contact numbers of officials such agencies shall be provided by ASDMA.

2.2.d). CADMR System shall provide a mechanism to recognise priority callers so as to restrict vague calls.

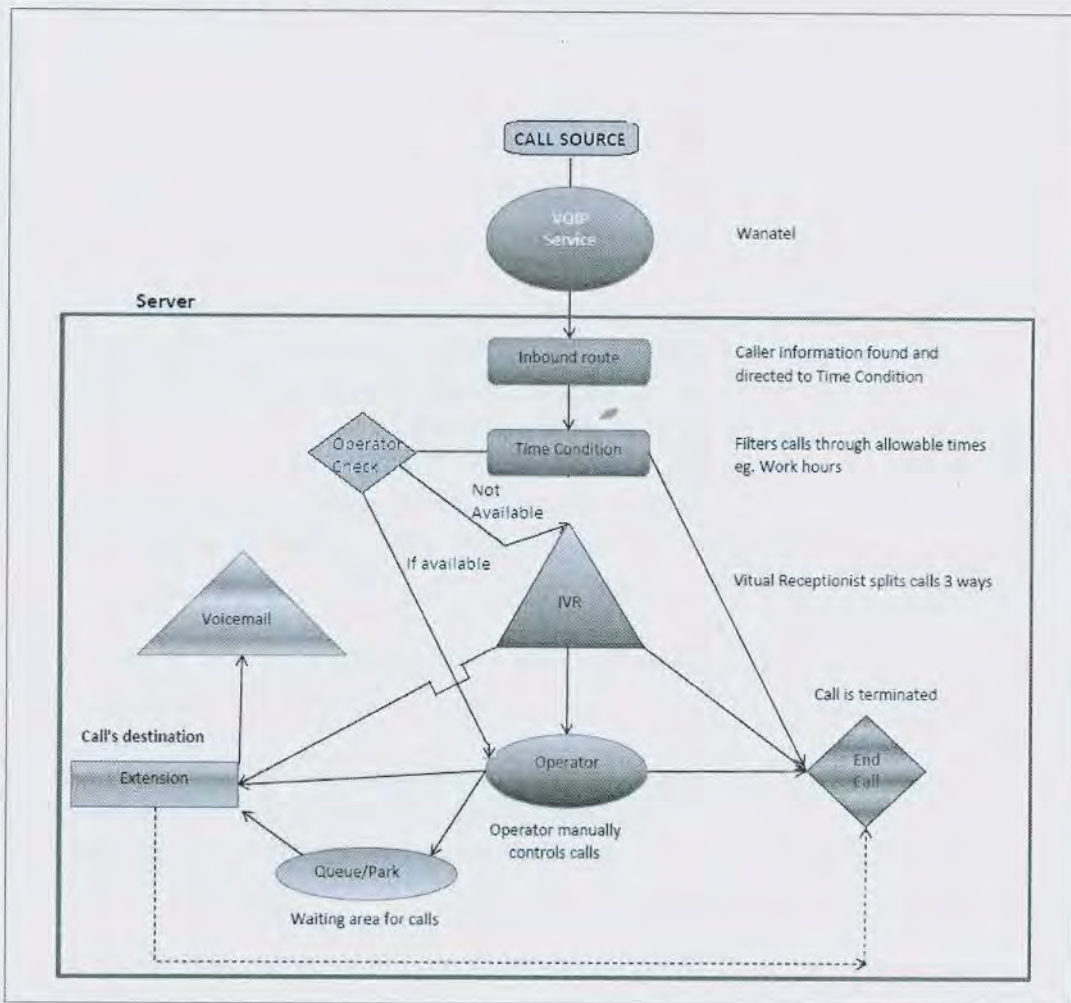
2.2.e). CADMR System shall provide information about caller identity. The required liaising with Department of Telecom/BSNL/Airtel/Aircel etc. for providing the bidder with database of TSP subscribers of Assam Circle as well as details of telecom towers of TSPs spread across Assam Telecom Circle to be required for implementing the same shall be taken up by ASDMA.

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2.3 Network Architecture (Diagram):



2.4 Call flow (Diagram):



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2.5 Scope Overview:

The Bidder has to ensure the successful installation of the proposed CADMR system, as explained in detailed scope section and the same shall be its sole responsibility. Any functionality not expressly stated in this bidding document but subsequently required to meet the requirement of the CADMR System shall essentially be under the scope of the Vendor and for that no extra charges shall be admissible.

2.5.(a) Solution:

- The bidder must implement the above mentioned system as per the identified needs of the ASDMA.
- The selected bidder shall be responsible for procurement of any software/licenses required for successful implementation and managing of the CADMR System.
- **Please note : ASDMA shall do the necessary liaising with the Department of Telecom/ Telecom Service Providers of Assam Circle for providing the bidder with relevant information regarding TSP subscriber database and Mobile/ Base Station information to allow bidder for integration of caller information.**
- The Bidder shall bring into notice of ASDMA administrative support, any, if required for successfully installation and operationalization Of the CADMR System as per identified needs of ASDMA.
- The bidder shall implement user authorization as well as other IT security controls for the CADMR System.

2.5. (b) Supply, installation, testing and commissioning of CADMR System:

- Supply, installation, testing and commissioning of CADMR System Infrastructure components such as server, display unit (preferably wall mounted), telephone interface cards, hard-phone/IP Phone, power supply, accessories/cables, networking & security components and other IT components required as part of the bidding document.

2.5.(c) Supporting infrastructure, civil work and passive components :

- The bidder shall be responsible for providing minimum supporting infrastructure for installing and accommodating the IT and non IT components supplied against the CADMR System to ensure systematic arrangement of equipments at the SEOC. No extra charges for the infrastructure (civil works) would be payable.

2.5. (d) Pre- Installation requisites:

- Pre- installation requisites (electrification/space/cabling etc) if any should invariably be mentioned clearly in the proposal. Installation will be the full responsibility of the supplier and shall be considered as a part of the proposal and no extra charge shall be borne by the purchaser for such works.

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2.5. (e) System Testing:

- Selected bidder shall design a testing strategy. Testing should include atleast unit testing, performance testing, loadtesting, system integration testing etc.
- Bidder shall perform the testing as per the proposed testing plan/strategy in presence of the SEOC staff/incharge etc. In the process, the bidder shall document the testing results and shall fix errors if any arises.
- Observations/recommendations by the SEOC staff/Incharge etc if any made during the testing alongwith final testing results should be submitted to ASDMA before official operationalization of the System.

2.5. (f) Product documentation:

- Bidder shall provide the final user manual (in colour print) with screen shots incorporating all details of menus and functionality provided by the CADMR System. Key product documents shall include SOPs (Standard Operating Procedures) for all possible scenarios for all types of operations like call taking, call despatch, message sending, tracking of (auto receive respond) recorded calls, tracking of vague/frank calls, generating of call reports etc.
- Toolkit and trouble-shoot guide for each component of the System as well as IT infrastructure.
- System administration manual indicating the system settings for each module.
- Any other documentation required for usage and maintenance of the CADMR System.
- The bidder shall provide minimum Three hard copies and two soft copies for the above mentioned manuals.

2.5 (g) Post Implementation Support Services:

The services shall be rendered onsite from the Departments designated premises. The scope covers the following activities:

- System installation and testing whenever required .
- Provide technical support on system parameters and requirement of ASDMA for any future upgradations.

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- The Bidder shall identify and resolve system problems like system malfunctions, performance problems, data corruption etc. due to which CADMR system is not able to give the desired performance.
- Timely logging of Bugs/Problem.
- Selected bidder will ensure that the Telecom Subscriber database which is subject to availability by Deptt. of Telecom/ Telecom Service Providers of Assam Circle is kept updated in the system to reflect the latest caller information. For this purpose, selected bidder is expected to carry out the updation of database/relevant data layers every 3 months or as required by ASDMA.
- Bidder shall provide comprehensive warranty of all the tendered items supplied for the project. It shall be for 36 months from the date of successful installation of CADMR System. In case the installation extends beyond schedule, the warranty for the tendered items shall also be extended correspondingly by the bidder.
- The backbone connectivity for proposed CADMR System is presently being installed and established at the CM Information & Technology Cell located at the ground floor of the CM Block, Assam Secretariat, Dispur. If in case, it is decided to shift or relocate the backbone infrastructure of BSNL to any alternate location, in that situation, it shall be the responsibility of the bidder to make necessary liaising with BSNL to make arrangement for uninterrupted functioning of the CADMR System. In that case, any expenses arising out of re-connectivity works performed by the bidder shall be admissible for payment by ASDMA which is not within the jurisdiction of BSNL.

2.5 (h) Training

- Bidder shall deliver initial training on operationalization of the CADMR System to the SEOC Staff as part of the implementation of the CADMR System. Bidder shall develop the training plan while working closely with the ASDMA Response Wing/SEOC In-charge.

2.5 (i) CADMR System Implementation Timeline.

Sl. No.	Activity	Completion Timeline
1.	Supply of Hardware & Software	4 weeks from the date of issue of Work Order by ASDMA
2.	Installation & CADMR System Go-live	3 weeks from the date of drawing of BSNL PRI connectivity by ASDMA and mapping of the Disaster Management short code by BSNL.
3.	Training	As per training strategy of bidder to be executed soon after CADMR System Go-live.
4.	Operation & Warranty	Go-live + 3 years.

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2.5 (j) Exit Management

- Selected Bidder will be responsible for formulating a detailed exit management plan to help facilitate ASDMA in managing CADMR system upon exit of the Bidder. The plan should clearly outline the risks involved and give a detailed transition schedule. The exit plan shall be updated on an annual basis to reflect the current status.
- The System Integrator/bidder will be responsible for necessary knowledge transfer to the next incumbent for smooth operation of the System.

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SECTION 3

3. INSTRUCTIONS TO BIDDERS

3.1 INTRODUCTION (DEFINITIONS)

- 3.1.2 "Purchaser" means Assam State Disaster Management Authority.
- 3.1.3 "Bidder" means the Original Equipment Manufacturer/Authorized Dealer that participates in the tender and submits its bid.
- 3.1.4 "Goods/Products" means all the hardware equipments and software including consumables which the supplier is required to supply to the Purchaser under the Purchase Order,
- 3.1.5 "Letter of Intent (LOI)" means the communication of the intention of the Purchaser to the Bidder to place the Purchase Order for the former's offered goods/services,
- 3.1.6 "Purchase/Work Order (PO)" means the order placed by the Purchaser on the Supplier duly signed by the Purchaser's authorized representative to purchase certain goods & services from the vendor/contractor.
- 3.1.7 "Contract" means the Agreement entered in between the Purchaser and the Supplier, together with the contract documents referred to therein, including all' attachments, appendices, and all documents incorporated by reference therein,
- 3.1.8 "Contract Document" means the document listed in the Agreement, including any amendments thereto.
- 3.1.9 "Contract Price" means considerations payable to the supplier/contractor as stipulated in the Purchase or Work Order for performance of specified contractual obligations,

3.2 BIDDER TO BEAR COST OF PURCHASE OF TENDER

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser in any case will not be responsible or liable for these costs regardless or the conduct of the bidding process.

3.3 BID DOCUMENTS

3.3.1 Bid Documents include:-

Section 1	Notice Inviting Tender
Section 2	Description of CADMR System and Scope of Work.
Section 3	Instructions to Bidders
Section 4	General Conditions of the Contract
Section 45	Special Conditions of the Contract

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- Annexure-I Format of Performance Bank Guarantee (PBG)
- Annexure-II Format for Service Level Agreement
- Annexure -III Technical Requirements and Indicative Bill of Quantity (BOQ)
- Annexure-IV Data sheet
- Annexure -V Price Bid schedule
- Annexure-VII Form of Contract Agreement
- Annexure-VIII Evaluation Matrix

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3.4 AMENDMENT TO BID DOCUMENTS

a. At any time, prior to the date of submission of bids, the purchaser may for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

b. The amendment/corrigendum will be notified on official website of ASDMA www.asdmagov.in and these amendments will be binding on them. Bidders are advised to visit the ASDMA official website regularly for any updates in this Tender.

3.5 EXTENSION OF TIME

In order to give prospective bidders the required time in which to take the amendments into action in preparing their bid, the purchaser may at its discretion extend the deadline for submission of bid.

3.6 BID PRICE

a. Prices should be inclusive of all taxes and duties including but not limited to Excise Duty, Sales Tax and other taxes, freight and GST etc. No claim whatsoever on the bid price will be entertained subsequently due to wrong quoting of tax or rate of any tax.

b. However, rate of taxes and duties included in the price offered should also be given separately from the basic price. The prices quoted by the bidder shall remain firm during the entire period of the contract and shall not be subject to variation. The bid submitted with a variation clause will be considered as rejected.

3.7 BIDDERS ELIGIBILITY

3.8 EMD

3.8.1 The bidder shall submit EMD amounting to Rs 0.20 Lakhs unless exempted. EMD shall be in either of the following forms:

- a. A Bank Guarantee/ Fixed Deposit Receipt issued by any Nationalised Bank in Purchaser's interest .i.e in favour of CEO, Assam State Disaster Management Authority, payable at Guwahati. The EMD should be valid for 150 days from the opening date of the tender. EMD in any other form would not be accepted.
- b. The EMD shall be returned to the unsuccessful bidder after final bid validity and latest on or before 30th day after expiry of the bid validity period prescribed by the purchaser. The EMD for the successful bidder shall be returned upon the submission of the Performance Guarantee.

3.8.2 The bid security may be forfeited under following circumstances;

- a. If the bidder withdraws its bid during the validity of bid period.
- b. If the bidder (in case of successful bidder) fails to submit the Performance Guarantee within the prescribed time.
- c. If the bidder fails to supply the materials in terms of the conditions of contract.

- 3.8.3 No interest is payable on EMD.
- 3.8.4 In case of non-submission of prescribed EMD, the tender shall be deemed as disqualified and shall be summarily rejected in the technical evaluation.

3.9 Validity Period of Bid

Bid shall remain valid for a period of 180 days after date of technical and financial bid opening. The Bid valid for a shorter period than the prescribed validity shall be deemed as non-responsive bid and shall be summarily rejected. In exceptional circumstances the purchaser may request the consent of the bidder for an extension of the period of bid validity. The EMD provided under clause 1.(a) shall also be suitable extended. A bidder accepting the request and granting extension will not be permitted to modify his bid.

3.10 Format of Signing the bid

- a. The bidder shall also prepare two copies of the bid clearly marking one copy as “original” and the other copy as “copy” and also provide soft copy of technical bid on CD ROM in MS-Word Format.
- b. In the event of any discrepancy between them, the Original copy shall prevail.
- c. The original copy of the bid shall be typed and shall be signed by the bidder or a person duly authorised by the bidder. The letter of authorization shall be accompanied by a written Power of Attorney accompanying the bid.
- d. All pages of the original bid except printed literature shall be initiated by the person signing the bid.
- e. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be initialled by the bidder signing the bid.

3.11 Buy Back Offer

The bidder shall provide a Buy Back Offer, such offer shall come into force if in the later years of implementation of the CADMR System, ASDMA opines/decides to replace the old items/equipments or old version with new items/equipments and better version considering the existing items as obsolete/outdated. Under such circumstances, ASDMA may trade the existing old items for purchasing the new one, however, at that stage the bidder may evaluate the price for purchase of the old items depending upon the value and condition of the old equipments at that time. The proposed new items/System/version deemed as required by ASDMA at that stage shall be procured from the same vendor. For this purpose, the Bidder may formulate their bids accordingly in the proposal.

3.12 Deadline for Submission of Bid

Bid must be received by the purchaser at the address specified and not later than the date and time specified in the NIT.

3.13 Late Bid

Any bid received late by the purchaser after the deadline for submission of the bid shall be rejected and returned unopened to the bidder.

3.14 Modification and withdrawal of bids

a. The bidder may modify or withdraw his bid provided that written notice of modification or withdrawal is received by the purchaser prior to the deadline prescribed for submission of bids.

b. No bidder may modify or be allowed to withdraw bid subsequent to the deadline for submission of bids.

3.15 Submission of bid

Bids are to be submitted in three bid form comprising of

- 1) Documents containing Eligibility criteria 2) Technical Bid and 3) Financial Bid. Each of the bid documents is to be sealed. The documents to be placed under each of these sections are as follows:

Documents containing Eligibility criteria:

- Documents evidence in respect of the Eligibility Criteria mentioned in Section- 1.
- EMD
- Demand Draft for INR 1,000/- in favour of "CEO, Assam State Disaster Management Authority". payable at Guwahati, if the tender document is downloaded from the website.

Technical bid: The Technical bid will comprise of the following bidding documents.

- Technical fact sheet (Annexure- III A) mentioning about detail technical solution of the proposed features of the CADMR System. It may specifically be mentioned whether the technical solution offered is strictly as per the proposed features of bid technical fact sheet. If not, deviations must be spelt out specifically, in the absence of which, the quotation may be rejected.
- Data sheet (Annexure- IV) mentioning complete technical specifications, make, model, name of supplier/manufacturers and commercial terms etc. of the equipments offered. It may specifically be mentioned whether the quotation is strictly as per bid technical specifications. If not, deviations must be spelt out specifically, in the absence of which, the quotation may be rejected.
- Power of attorney/authorization with a seal of the company, of person signing the bid documents. All the pages of the bid (original & copy) must be serially numbered and

Signature

kept in a file. Each page must indicate the page no. of that page/ the total no. of pages the bid contains. For example, if the bid contains 99 pages in total, the marking on page 1 shall be 1/99, on page 2 it will be marked as "2/99" and so on.

Financial Bid: Financial Bid shall contain the Price Bid Schedule as per the format given in Annexure-V of the Bid Document

3. 15.1 A single sealed envelope containing both the envelopes (i.e. Eligibility Criteria Envelope 1 and Technical Bid Envelope 2 & Price Bid Envelope 3 sealed separately) shall be addressed to the purchaser at the following address:

To,
The Chief Executive Officer
Assam State Disaster Management Authority
Assam Secretariat Complex,
Guwahati-781006

The envelopes should be super scribed "**TENDER FOR Supply & Installation of Computer Aided Response System.: DO NOT OPEN**"

The tender box shall be sealed at the stipulated deadline for submission.

The tender box shall be opened at the stipulated time of opening in the presence of intending bidders.

For any queries/ information the bidder can contact at the address mentioned below:

Assam State Disaster Management Authority

Assam Secretariat Complex,

Guwahati-781006

EmailID: asdmaghy@gmail.com

Tel: 0361-2237221,

Fax:0361- 2237010

- The inner and outer envelopes shall indicate the name and address of the bidders to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'.
- **VENUE OF TENDER OPENING:** Tender shall be opened in the office of Assam State Disaster Management Authority, Assam Secretariat Complex, Dispur, Guwahati- 781006 at the time on the due date mentioned in the N.I.T. If due to any administrative reason the venue of Bid opening is changed it will be duly intimated.
- Offer received through Fax/E-mail or through open letter shall be ignored.

3.16 OPENING OF TECHNICAL BID

- The Purchaser shall open the Technical Bid in the presence of the bidder or their authorized representatives, who choose to attend at date and time specified in the NIT.

The authorized representatives, who remain present, shall sign the Attendance Register.

- A maximum of two representatives authorized by any bidder shall be permitted to attend the bid opening.
- The date fixed for opening of bids, if subsequently declared as a Govt. holiday, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

3.17 OPENING OF FINANCIAL BID

Financial Bid of only those bidders will be opened whose Technical Bids are found to be qualified and acceptable to ASDMA. Authorized representative of the bidders may attend the Financial Bid opening. The qualified parties shall be notified with the date, time & venue of the opening of the Financial Bid.

3.18 EVALUATION OF BIDS

3.18.(a) The evaluation would consist of following phases:

Phase I: Evaluation of Eligibility Criteria.

Phase II: Evaluation of Technical Bids.

Phase III: Evaluation of Financial Bids.

Phase IV: Combined Evaluation of Technical and Financial Bids.

3.18 (b) Phase I: Evaluation of Eligibility Criteria:

In this part the Agency will be evaluated for the fulfilment of the conditions specified in the Eligibility Criteria under Clause 1.

3.18 (c) Phase II: Evaluation of Technical Bids:

In this part the technical bid only those agencies who have qualified the phase I. i.e. Eligibility Criteria will be evaluated.

3.18 (d) The technical bid will be analysed and evaluated and the technical bid marks shall be assigned to each bid on the basis of the evaluation matrix at **Annexure- VIII** :

3.18 (e) Analysis of technical bid:-

i. In this part, the technical bid will be analysed and evaluated and the technical bid marks (Stm) shall be assigned to each bid on the basis of evaluation matrix.

ii. Each competency group will have Minimum Qualification Score and only those Technical Bids receiving marks greater than or equal to cut-off marks in each competency group will be eligible for consideration in financial bids. If required, the Authority may seek specific clarifications from any or all Tenderer(s) at this stage. The Authority shall determine the Tenderer that qualify for the next phase after reviewing the clarifications provided by the Tenderer(s).

iii. Technical Bid Score: The Technical Bid Score 'St' of the Tenderer shall be derived as under

$$St = (Stm/S_H), \text{ where}$$

St is the Technical Bid Score

Stm = Total technical bid marks of the bid under consideration

S_H = Highest total technical bid marks amongst all evaluated bids

3.18 (f) The Authority reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Tenderer of any such change. At any time during the process of evaluation the Authority may seek specific clarifications from any or all Tenderer.

3.18 (g) Phase III: Evaluation of Financial Bids:

In this phase, the Financial Bids of the Tenderer, who are technically qualified in Phase II, shall be opened. Formula to determine the scores for the Financial Bids shall be as follows

$$Sf = (F_L / F),$$

Where

Sf is the Financial Score

F_L is the value of lowest Commercial Bid

F is the price quoted in the bid under consideration

3.18 (h) Phase IV: Combined Evaluation of Technical & Financial Bid

i. The Total score of the Tenderer will be determined as under

$$\text{Total Score (Ts)} = (70 \times St) + (30 \times Sf)$$

ii. The Bid of the Tenderer, who obtains the highest T, value, will be rated as the best Bid. In the event of a tie, the bid with the highest technical score (St) will be rated as the best bid. Beyond that, Authority will decide the matter in its full discretion.

iii. The Authority will award the Contract to the successful Tenderer whose bid has been determined to be substantially responsive and has been determined as the best bid, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily. The Authority shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid, wholly or in part.

3.19 PURCHASER'S RIGHT TO VARY QUANTITIES

3.19 (a) The Purchaser reserves the right at the time of award of the contract to increase the quantity of the goods and services specified in the schedule of requirements without any change in unit price of the ordered quantity.

3.19 (b) In case of division of order among a number of parties, the distribution of quantity will be accordingly done by the Purchaser on an individual tender.

3.20 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Purchaser does not bind himself to accept the lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action.

3.21 NOTIFICATION OF SUCCESSFUL BIDDER

3.21 (a) Prior to the expiration of the bid period, the Purchaser will notify the successful bidder in writing by registered letter or fax or e-mail, to be confirmed in writing by registered letter that its bid has been accepted.

3.21 (b) The notification of the award will constitute the formation of the contract

3.21 (c) The successful bidder will furnish the Performance Bank Guarantee (PBG) within 10 days of the notification.

3.21 (d) Upon successful bidder furnishing the PBG, the Purchaser will notify each unsuccessful bidder and will discharge its bid bond.

3.22 SIGNING OF CONTRACT

- At the time when the Purchaser notifies the successful bidder that its bid has been accepted, the Purchaser will send the Bidder the contract form provided in the bidding documents, incorporating all agreement between the parties.
- Within 7 days of receipt of the contract form, the successful bidder shall sign and date the contract and return it to the Bidder.

3.23 CANCELLATION OF LETTER OF INTENT

- Failure of the successful bidder to comply with the requirement of submission of Performance Bank Guarantee in time shall constitute sufficient ground for the cancellation of the acceptance of bid and forfeiture of the bid bond, in which case Purchaser will have the discretion to make the offer to any other bidder or call for new bids.

3.24 POST BID CLARIFICATIONS

No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

3.25 DELIVERY

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the Special condition of the contract and goods shall remain at the risk of the supplier until the completion of delivery in full. The Schedule of delivery shall be the essence of the contract.

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SECTION 4

4. GENERAL CONDITIONS OF THE CONTRACT

4.1 PRICE APPLICABILITY

Prices quoted by the bidder in the Price Bid Schedule (Annexure V) shall remain valid for a period 1 year from the date of signing the contract between the Purchaser and the Supplier.

4.2 STANDARDS

The goods supplied under the contract shall conform to the standards mentioned in the General System requirements and the Technical Specifications (**Annexure III (A) & III(B)**).

4.3 PATENT RIGHTS

The Supplier shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

4.4 PERFORMANCE BANK GUARANTEE

4.4.1 Within 10 days of the Supplier's receipt of Letter of Intent (LOI)/P.O., the Supplier shall furnish a Performance Bank Guarantee amounting to 10% of the contract/P.O. value issued by a Nationalised Bank in the prescribed format given in this tender (**Annexure-I**).

4.4.2 The proceeds of the Performance Bank Guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the contract.

4.4.3 The Performance Bond will be discharged by the Purchaser after completion of the Supplier's obligations including any warranty obligations under the contract.

4.4.1 As regards validity of Performance Bank Guarantee, please refer to Special Conditions of the contract (Section-4).

4.5 INSPECTION AND TESTS

4.5.1 The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted. Where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs. In case the tested goods fail to conform to the specifications, the Inspector

may reject them and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

4.5.2 Notwithstanding the pre-supply tests and inspections, the material on receipt in the Purchaser's premises shall also be tested and if any material or part thereof is found defective, the same shall be replaced free of cost to the Purchaser.

4.5.3 If any material before it is taken over is found defective or fails to fulfil the requirements of the contract, the Purchaser shall give the Supplier notice setting forth details of such defects or failures and the Supplier shall make the material good or alter the same to make it comply with the requirements of the contract and in any case within a period not exceeding 2 months of the initial report. These replacements shall be made by the Supplier, free of all charges, at the site.

4.5.4 As regards Inspecting Authority and other details please refer to Special Conditions of the Contract (Section-5).

4.6 TRAINING

4.6.1 The Bidder shall provide all training materials and documents and aids.

4.7 WARRANTY

4.7.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser, who shall state in writing in what respect goods are faulty. This warranty shall survive inspection or payment for, and acceptance of goods after the goods have been taken over.

4.7.2 However, the warranty period specified, if any, in the Special Conditions of Contract (**Section - 5**) the same shall rule.

4.7.3 If it becomes necessary for the supplier to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions of equipment's replaced or renewed or until the end of the warranty period. If any defect is not remedied within a reasonable time, the Purchaser may proceed to get the work done at the Supplier's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Supplier in respect of such defects.

4.7.4 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.

4.8 CHANGE IN ORDERS

4.8.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in anyone or more of the following:-

- a) Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.
- b) Method of transportation or packing.
- c) Place of delivery.
- d) Services to be provided by the supplier.

4.8.2 If any such change causes an increase or decrease in the cost or the time required for the execution of the contractor, an equitable adjustment shall be made in the contract price or delivery schedule or both and the contract shall accordingly be amended.

4.9 SUB-LETTING

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

4.10 LIQUIDATED DAMAGES

4.10.1 The date of the delivery of the goods/services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed not later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

4.10.2 In case the Supplier fails to supply the goods/services against the order, the same shall be procured from other suppliers at the cost and risk of the Supplier and the excess money will be recovered from any dues of the party.

4.10.3 For late deliveries, as liquidated damages, a sum equal to 2% of the price of any goods/services not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier. The Purchaser also reserves the right to cancel the order in such cases and forfeit the Performance Bank Guarantee and may also debar the Supplier for future purchases.

4.10.4 LD can be recovered from any dues of the Supplier.

4.11 ARBITRATION

4.11.1 In the event of any dispute arising between ASDMA and the Supplier in any matter covered by this contract, the Tribunals and Courts at Guwahati will have the exclusive jurisdiction in respect of all matters and the provisions of the Indian Arbitration Conciliation Act, 1996 shall apply to such arbitration.

4.12 RISK PURCHASE

4.12.1 In the event of Supplier's failure to execute the contract to the satisfaction of the Purchaser, the Purchaser reserves the right:

- To reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the Purchaser.
- To terminate the Contract by giving 2 weeks notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Supplier.

4.13 GENERAL LIEN

Whenever under this contract any sum of money is recoverable from and payable by the Supplier, the Purchaser shall be entitled to recover such sum by appropriating in part or in whole the Performance Bank Guarantee of the Supplier. In the event of the Performance Bank Guarantee being insufficient, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Supplier or which at any time thereafter may become due to the Supplier under this or any other contract with the Purchaser. Should this sum be not sufficient to cover the full amount recoverable, the Supplier shall pay to the Purchaser on demand the remaining balance due.

4.14 PACKING

The supplier shall ensure that the Goods/Equipment are securely and adequately packed to ensure safe arrival at the destinations fully withstanding all hazards such as rough handling etc. during transit.

4.15 REPLACEMENT OF DEFECTIVE EQUIPMENT

4.15.1 If any equipment or any part thereof, is found defective or fails to meet the requirements of the contract before it is accepted, ASDMA shall give the Supplier a notice setting forth details of such defects or failures and the Supplier shall forthwith arrange to set right the defective equipment or replace the same by a good one to make it comply with the requirements of the contract. This in any case shall be completed within a period not exceeding one month from the date of the initial report pointing out the defects. The replacement or rectification shall be made at site by the Supplier free

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of cost. Should the Supplier fail to do the needful within this stipulated time frame, the purchaser reserves the right to reject the equipment in full or in part and get it replaced at the cost of the Supplier. The cost of any such replacement made by the Purchaser shall be deducted from the amount payable to the Supplier against this purchase order.

4.15.2 If any equipment or part thereof is lost or rendered defective during transit, pending settlement of the insurance claim, fresh order shall be placed on the Supplier for such loss or defective equipment and the Supplier shall arrange to supply the same within three months of such order at the same prices and on the same general terms and conditions as mentioned in this purchase order.

4.16 FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God (hereinafter referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be the reason of such an "eventuality" and be entitled to terminate this contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or ceased to exist. In case of any dispute, the decision of CEO, ASDMA, shall be final and conclusive, provided further that if the performance in whole or part of any, obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of manufacture which may be in the possession of the Supplier at the time of such termination, or such portion thereof as the Purchaser may deem fit except such material, as the Supplier may, with the concurrence of the Purchaser, elect to retain.

4.17 TERMINATION FOR DEFAULT

4.17.1 The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part.

- If the supplier fails to deliver any or all the goods within the time period (s) specified in the contract, or any extension thereof granted by the Purchaser.
- If the Supplier fails to perform any other obligation(s) under the contract; and if the Supplier, in either of the above circumstances, does not remedy his failure within a

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period of 15 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

- On a notice period of 30 days.

In the event the Purchaser terminates the contract in whole or in part pursuant to the above para, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar goods. However, the Supplier shall continue the performance of the contract to the extent not terminated.

4.18 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the supplier if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

4.19 ADD ON/REPEAT ORDER

ASDMA reserves the right to place Add on/Repeat order for additional quantity upto 100% of the original quantity at the same rate and terms & conditions of the purchase order within 1 year from the date of issue of purchase order.

A. K. Raychowdhary

SECTION -5

5. SPECIAL CONDITIONS OF CONTRACT

The following special conditions of the contract shall supplement the general conditions of the contract. Whenever there is a conflict, the provision herein shall prevail over those in the general conditions of the contract.

5.1 PRICE BASIS

F.O.R. Destination basis, the list of project sites is given at Annexure-VI

5.2 PAYMENT TERMS

Payment will be released by the Assam State Disaster management Authority in Indian Rupees as follows:

- 50% payment within 2 months from the date of supply and installation at the site.
- Next 20% to be released within 2 months from the date of user acceptance & CADMR System Go-live .
- Further, remaining 30% payment within 6 months from the date of Go-Live (@ 15% in each three months)
- No payment will be made for goods rejected on testing and defects will be replaced by the bidder at his cost

5.3 PAYING AUTHORITY: - Assam State Disaster Management Authority (ASDMA).

5.4 CONSIGNEE: As per the List enclosed at **Annexure-VI**

5.5 INSPECTING AUTHORITY

The Inspecting Authority will be nominated at the time of issue of Purchase Order.

5.6 DELIVERY SCHEDULE

Within 4 weeks from the date of issue of purchase order.

5.7 LIQUIDATED DAMAGES (LD)

Shall be applicable @ 2% per week subject to a maximum of 10% of the P.O. value

5.8 PERFORMANCE BANK GUARANTEE (PBG)

The bidder is required to submit PBG for an amount equivalent to 10% of the P.O. value valid up to end of Warranty Period i.e. 3-(three) years.

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5.9 WARRANTY

The bidder has to provide comprehensive warranty for 3 (three) years for all items including hardware/software and tools for efficient operation of the system without any cost at the site. After expiry of the warranty period, the bidder shall enter into an Annual Maintenance Contract (AMC) for a period of 2 years for goods.

5.10 SERVICE LEVEL AGREEMENT (SLA)

The System shall not be down for not more than 24 hours and considering the criticality of the ASDMA operation, the bidder has to respond to the request for maintenance call within 24 hrs from time of ASDMA reporting on the Site. A penalty of Rs. 500/- per day per equipment is liable to be imposed from the bidder, if same exceeds beyond 48 hours.

The successful bidder shall be required to sign the Service Level Agreement (**Annexure-II**) with the end user based on the operation requirements.

AK Rajbanshi

Annexure-I

FORMAT OF PERFORMANCE BANK GUARANTEE (PBG)

To
The Chief Executive Officer
Assam State Disaster Management Authority (ASDMA)
Guwahati

OUR LETTER OF GUARANTEE No. : _____

In consideration of "ASDMA", having its office at the Assam Secretariat Complex, Dispur (INDIA) (hereinafter referred to as "ASDMA") and having entered into an agreement dated _____ / issued Purchase Order No. _____

dated _____ with /on M/s _____ (hereinafter referred to as "The Supplier").

WHEREAS, the bidder having unequivocally accepted to terms of contract for awarding the contract as per scope of the RFP document, subsequent corrigendum and discussion for supply, installation, commissioning and maintenance of the system as per terms and conditions given in the agreement dated _____ / Purchase Order No. _____ dated _____ and

ASDMA having agreed that the bidder shall furnish to ASDMA a Performance Bank Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) of the value of the total Purchase Order i.e. for _____

We, _____ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay upto but not exceeding _____ (say _____ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the bidder having failed to perform the Agreement and despite any contestation on the part of above named supplier. This Contract will expire on _____ (after the completion of the warranty period) including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this PBG will become of no effect whatsoever whether returned to us or not.

ASDAMA reserves the right to deduct the amount from PBG if the supplier fails to comply with the terms of agreement of the supply or breach any stipulated time lines for rectification of problems reported to supplier.

Authorized Signatory

Manager
Seal of Bank

Signature

FORMAT FOR SERVICE LEVEL AGREEMENT

Terms of the Service Level Agreement would be as under:

For all items/Equipments as per (Annexure-III A & III B):

1. All the supplied goods should be under THREE YEARS on site comprehensive warranty including replacement of defective spare parts.
2. Bidder guarantees an uptime of 95% for the entire system failing which a penalty of Rs.500/- (Rs. Five hundred) per day per equipment will be recovered from the Bank Guarantee or the payment due to the Vendor.
3. For designated site, the response time for maintenance call of equipments should not exceed 24 hours. The Service down time should not exceed 24 hours from the time at which the complaint was made for these locations. If the down time is more than the stipulated period, the Supplier will provide a stand by Service. In case the Service is not provided or an alternative Service not arranged within the stipulated period from the time of failure report then the Purchaser may choose to get the same Serviced from any other agency and the cost and expenditure incurred therein shall be recoverable from the Supplier.
4. In case the CADMR System/equipments are not made operational within 3 days (three days) from the lodging of the complaint, Bank Guarantee provided by the bidder to ASDMA shall be invoked in respect of equipment during warranty period.
5. All other suitable terms & conditions from the above tender would be made part of this.

The downtime of the CADMR System/equipments starts from the time ASDMA's complaint is lodged/logged in at the bidder address as provided by the bidder for escalating complaints. The complaint can be logged during working hours (9.00 AM -6.00PM on all working days, excluding Sundays & National/State Holidays). Any delay in this shall be excluded from the availability calculations.

A. K. Sharma

General System Requirements for the CADMR System

Technical Fact Sheet				
Description	Requirement	Proposal/Solution	Remarks	Reference
			C-Complied, NC-Not Complied, PC-Partially Complied	Please indicate related pages in the bid proposal.
CADMR System Architecture	<ol style="list-style-type: none"> System should be able to support a fully functional integrated State Emergency Operation Centre for emergency response including call taking & dispatching, automatic call receive and responding with call recording if call unattended by SEOC operator, availability of optional IVRS for sensitization of callers on disaster management, broadcast of group messages etc. The solution should be designed with redundancy (Active-Active or Active-Standby) at all levels such as (i) Asterisk Server, (ii) UPS Power back up 			
Operating System	64bit Linux.			
Customization	System should be customizable to address the identified needs of ASDMA and future requirements that may arise. Note: It is desirable that the Supplier provides portable Hardware equipments for the installation site i.e. SEOC to facilitate easy transportation and which may be fitted in less space with low power consumption.			
Interoperability	System should allow operator to perform the task of call receive as well as dispatch simultaneously, if the need arises.			
Enterprise Support	<ol style="list-style-type: none"> Bidder to provide comprehensive onsite warranty of all hardware/software and tools etc. associated with the CADMR System free of cost for period of 3-(three) years from date of Go-Live to ASDMA. Bidder to provide a dedicated technical manpower for a period of 6-(six) months from the date of Go-Live at free of cost to operate and monitor the system and to handle any technical faults that may arise during the period. Note: However, if required, the manpower support to be extended beyond the expiry of validity of 6-(six)months from date of Go-Live on payment basis to be decided by ASDMA later on.			
Provision for reaching the Disaster Management Toll Free Service through Multi media	System should enable citizens/responding agencies to reach the Disaster Management Toll Free Service while dialling the short code using PSTN, Cell Phones and text messaging.			

Message /SMS Interface	System software should be capable of, in a pre-defined template as well as use defined template, sending SMS to the caller and/or responding agencies/ various department officials. SMS can be triggered manually at the discretion of the user. SMS may include SEOC contact number /address details. Note: The cost estimate of SMS volume alongwith terms & conditions for messages to be submitted by the bidder in the proposal.			
Call Management	System software should alert the call taker/operator about the possibility of a single call or multiple call situation for monitoring of auto receive and responded calls if any occurs.			
Emergency Number Set Up	System should have provision to setup Special Emergency help line number in case of emergency, if any arises or as decided by ASDMA.			
Hard Phone	System should be connected to a hard phone which can be used as a IP Phone in future.			
Caller Information	System should have the provision to display call history with call recording for desired period and caller information like caller phone no. & call time in general and with other information details like caller name, address as and when submitted by Department of Telecom/TSP.			
Call classification & priority	System should have the provision to allow the call taker to classify prank calls/ vague calls if any. It should be possible to create a reject list where repeated crank calls can be placed after verification.			
Status Display & Search	System should provide the call taker screen with event status for call management like "call pending", "call disposed", "call open" etc.			
Call back	System should provide a user friendly call back button on the screen for call taker to call back distressed caller if required.			
Reports	System should have built -in reporting module. The reporting module should have an ability to create and generate reports like call history, message sending history etc.			
Functionality & PRI Support	a). System should support analog trunks and min 1 PRI Line. b). System should support analog phones, digital phones, IP Hard phone type terminals. c). System should support internal IVRS in multilingual mode for English/Assamese/Hindi/Bengali. Note: System should have the scope to draw PRI connectivity from more than single operator if the need arises.			
Back up	Bidder to provide a backup plan/alternate solution in the proposal so that in no case unless BSNL network/PRI line is faulty, the CADMR System should be down.			
Scope for Scalability and integration	The System should be scalable and shall support integration with other communication equipments so that in case of breakdown of conventional connectivity during disaster, it should supports alternate communication to sustain communication. Bidder to formulate the same in the bid proposal.			

Signature

Technical Specifications & Bill of Quantity

Sl. No.	Hardware Details	Warranty	Parameter	Specification	Destination	Quantity	Compliance (Y/N)
	Server	3 Years Onsite Comprehensive Warranty	Motherboard:	Core i7 standard	State Emergency Operation Centre	2	
			Processor:	Intel Core i7 with Octa core Processor			
			Memory :	4 x 8 GB DIMM DDR3 1600/1333/1066 Max with dual channel support. Total memory 32 GB.			
			Cabinet:	Cooler Master/Antec			
			Power supply:	Cooler Master Thunder			
			Hard Disk:	3 x 1 TB SATA with RAID			
			I/O Slots	i) PCI Express 2.0x16 – 1 no. ii) PCI Express 2.0x1 – 2 nos. iii) PCI Slots – 3 nos. iv) Memory Slots – 4 nos.			
			Form Factor:	ATX			
			Connectors:	i) 3 x USB 2.0/1.1 Connectors support additional 6 USB 2.0/1.1 ports, ii) 1 x USB 3.0/2.0 connectors support additional 2			



				USB 3.0/2.0 ports.		
			Audio Channels:	8		
	Display (preferably wall mounted)		Monitor	22 inch full HD LED TFT Monitor	2	
	Hardphone				2	
	Telephone Interface Card			As required	As required	
	Power Supply		Power	2 KVA Online UPS with atleast 1 hr back-up	2	
	Accessories			Optical mouse and Multimedia Keyboard with stereo headphones, CAT6 cables (50meter), 10 Amp MCB (2 nos.), 10 Amp Socket (2 nos.), PVC board (8 inch x 4 inch),	As required	
				10 Amp switch, 10 Amp copper cables (double core)	As required	

Signature

Sl. No	Software Details	Warranty	Parameter	Specification	Destination	Quantity	Compliance (Y/N)
	CADMR System Software	3 Years Onsite Comprehensive Warranty	System Software	Asterisk 1.8 R2 version ISDN PRI E1 - channel configuration & RJ45 Mounting.	State Emergency Operation Centre	As required	
			Mass Voice mailers	Customized voice mailers for Dadhi and Spool for unique PRI connection			
			Intelligent, IVRS	Auto Recordable & Auto responsive Non DTMF input IVRS for unique PRI mount Built in conference service			
			Speech Toolkits	Hidden Markov model Toolkit(HTK)			
			Queue handler ,routing protocol, CP6 and PCM encoding module, VoIP monitor kit	Different for hard-phone and softphone configuration			
			Hot Key Module	With one hard-phone			
			Ekiga SoftPhone and VoIP configuration				
	Any other tools (if required).						

Datasheet

Sl. No.	CADMR System Hardware Details		Specification	Total Quantity	Compliance as per Annexure III (B) Yes/No	Offered Specifications by the Bidder
	Make	Model				

Sl. No.	CADMR System Software Details		Specification	Total Quantity	Compliance as per Annexure III (B) Yes/No	Offered Specifications by the Bidder
	Make	Model				

Price Bid Schedule

Sl. No	Item	Make	Model	Quantity	Unit Price (in Rs)	GST (in Rs)	Other taxes (in Rs) (if any)	Total cost.



Installation Site

Sl. No	Delivery	Installation Site	Geographical location
1	Assam State Disaster Management Authority	State Emergency Operation Centre (Ground Floor), Chief Minister Block, Assam Secretariat Dispur.	Assam State Disaster Management Authority, Assam Secretariat, Dispur.



Format Of Contract Agreement
AGREEMENT

This Agreement, made the _____ day of 2016, by and between

_____ (name and address of Purchaser hereinafter called "the Purchaser") and

_____ (name and address of Supplier hereinafter called "the Supplier") of the other part.

Whereas the Purchaser is desirous that the Supplier execute _____

(name and identification number of Contract hereinafter called "the Contract") and the Purchaser has accepted the Bid/Quotation submitted by the Supplier for the execution and completion of such Contract.

Now this Agreement witnesses 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 hereafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. 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 execute and complete the Contract in conformity in all respects with the provisions of the Contract.
3. The Purchaser hereby covenants to pay the Supplier in consideration of the execution and completion of the Contract 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.
4. The General Conditions and Special Conditions of the contract document (enclosed) as contained in the Tender Document. No. ASDMA 22/2017/ , dated0/...../ 2017, constitutes part of this contract agreement and terms and conditions contained therein will be binding on the Purchaser and the Supplier.

In Witness whereof the parties hereto have caused this Agreement to be executed on _____ 2017

Signed by _____

(The Purchaser)

Signed by _____

(The Supplier)



Evaluation Matrix

Sl.No.	Bid Components	Weightage Technical Score	Minimum Qualification Score	
1	Experience of the Firm	20 Marks	10 Marks	
	Proven experience for delivery of Server & Storage/Backup Device etc. and installation, integration & maintenance of the same in Govt./ PSUs/autonomous bodies/Authority for at least one projects of value not less Rs 20 Lakhs each during last 3 years.			
	1 Order			3 Marks
	2 Order			5 Marks
	3 or above order			12 Marks
2	Qualification of Technical Experts/ Service Centre	30 Marks	15 Marks	
	Service Team/ Centre of the Bidder (Provide the details of Service Centres/service team in Assam) 1. Service Centre in Guwahati			5 Marks
	2. i. B.E/ B.Tect. Engineers 2-5 nos (CV of Engg. Needs to be enclosed with the bid) ii. B.E./ B.Tect. Engineers 6-10 nos (CV of Engg. Needs to be enclosed with the bid)			5 Marks 10 Marks
	3. Experience of the Engineers on installation, integration & maintenance server & Storage/Backup Device etc.			10 Marks
3	Comparison between General System requirement and offered requirement, deviation if any. (With reference to Annexure – III A)	20 Marks	10 Marks	
4	Comparison between Technical Specification and offered Specification, deviation if any. (With reference to Annexure – IV)	30 Marks	15 Marks	
Total		100 Marks	50 Marks	

