

Corrigendum

Penalties and SLA:

This document describes the minimum acceptable level of service to be provided by the Vendor. The department estimates more than Ten Thousand calls per day in the current year which may even increase further. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by SHSB on award of the contract .

Evaluation of Financial Bid:

Grand Total for both Capex and Opex (annual) will be taken as Total Financial Bid Amount and will be calculated as per formula mentioned in section 2.12

Payment Terms

The method and conditions of payment to be made to the Firm under this contract shall be specified as follows. IT if any will be deducted at source as per IT act. The Bidder's request(s) for payment shall be made to the SHSB in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work.

Bidders Performance Matrix

Sl.no.	Performance Metric	Measure Unit	Service level
1.	Average Call Response Time / Average Speed of Answer	Seconds	95 % of incoming calls within 4-5 seconds(2 rings)
2.	Average Call Handling Time	Seconds	Less than 480 seconds
3.	Abandoned Call Rate	(%) Percentage of all incoming calls	Less than 5 %

SLA and Penalties will be calculated after 60 days of Go-Live

4 PRI lines to be considered instead of 2 PRI Lines.

Hand Held Device

Technical Specification of Hand Held Device		Compliance (Yes/No)
Processor, Memory & Display		
Processor	ARM11 GHZ	
Chipset	Qualcomm MSM8225Q	
RAM	521MB	
Internal Memory	2 GB	
Micro sd card	supports up to 32GB	
Display	7"capacitive touch Screen TFT with Gorilla Glass	
Resolution	480*800.WVGA	
MULTIMEDIA		
Back camera	5 Mega pixel with Flash	
front Camera	0.3 Mega pixel VGA	
Microphone	dual Microphone with noise cancellation	
Speakers	High amplitude Speakers	
Software		
Operating system	Android 4.0	
Supported Software	Java,C& C++	
Biometrics & Features		
Finger Print Scanner	Optical Senser -ISI SC37,ISI 19794-2/4,ANS/incitis 378 Template Formate, UIDIA adhar Compliant,500 DPI resolution, capture area 14mm*22mm	
Voice Biometrics	Liveliness detection and text dependent veriffication in regional languages	
IRIS Scanner (optional)	ISI 19794-6 standard(640*480 Pixel per eye,8 bit Grayscale)	
Thermal Printer	2" thermal paper supports mutiple fonts ,bar Code and Graphical High resolution of 0.123mm dots(8 dots/mm)	
Smart card reader (2 Nods)	ISO 7816-1/2/3/4 smart card Reader interface and EM/VCO Optional	
Magnetic card reader	ISI/IEC 7813 supported cards, Bi-directional card Swip	
USB Port	Mini USB- Connector	
Language	Display/rendering and text input in regional language	
Sam	2 slots	

SIM	Dual Sim	
PIN Pad and Qwerty	Optional	
Connectivity		
Wi-Fi	IEEE 802/11b/g,11 channels	
Bluetooth	Bluetooth 2.1+EDR Class2,A2DP	
Wireless	Quard band @G & #G	
GPRS	Class 12	
GPS	AGPS/GPS	
Power		
Battery type	7.4V 4500mAh,Lo-ion,Swappable	
Battery Life	8+hours	
Mechanical		
Dimensions	Length-25cm, width-13cm,Thickness-2.8cm	
weight	500g to 900g Based on features	
Enclosures	ABS	
carry Case	Dust and water resistant ruggad case with Strap	

Storage

Paramater	Functionality	Compliance (Yes/No)
Operating System & Clustering Support	<ol style="list-style-type: none"> 1. The storage array should support industry-leading Operating System platforms including: <i>Windows Server 2008, Windows 2012, Vmware and Linux.</i> 2. Offered Storage Shall support all above operating systems in Clustering. 	
Capacity & Scalability	<ol style="list-style-type: none"> 1. The Storage Array shall be offered with 10 TB RAW Capacity using SAS 10k drives. 2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures. 3. Storage shall be scalable to minimum of 180 number of drives for future scalability. 	

Front-end Ports	<p>1. Offered Storage system shall be supplied with minimum of Dual 8Gbps FC ports and Dual 10Gbps ISCSI ports per controller.</p> <p>2. Offered storage shall have flexibility to use all above ports either as FC or ISCSI by replacing the requisite SFP. Vendors shall provide the additional SFP accordingly.</p>	
Back-end	Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed.	
Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability	
No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.	
Disk Drive Support	<p>1. For SFF drives, Offered Storage Array shall support minimum 300/450/600/900/1200 GB hot-pluggable Enterprise SFF SAS hard drives, 200/400/800GB SSD along with SAS MDL 1TB drives.</p> <p>2. For LFF drives, offered Storage Array shall support minimum of 1/2/3/4TB SAS MDL drives.</p> <p>3. For green data-center initiative, Storage subsystem disks shall support Spin down feature for drives whenever not in use.</p>	
Cache	<p>1. Offered Storage Array shall be given with Minimum of 4GB cache per controller in a single unit after removing the operating system overhead.</p> <p>2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.</p>	
Raid Support	Offered Storage Subsystem shall support Raid 0, 1, 1+0, 3, 5, 5+0 and Raid 6 with Dual Parity Protection	
Point in time and clone copy	<p>1. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 64 snapshot licenses.</p> <p>2. Offered Storage array shall support at-least 512 point in time copies (Snapshots).</p>	
Replication	Offered storage subsystem shall support storage based replication to DR location.	

Global and dedicated Spare Hot Spare	<p>1. Offered Storage Array shall support Global hot Spare for offered Disk drives.</p> <p>2. Atleast 2 Global hot spare drive shall be configured for every 30 drives.</p> <p>3. Storage subsystem shall also have the flexibility to assign dedicated spare for raid sets.</p>	
Logical Volume & Performance	<p>1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 40TB volume at controller level.</p> <p>2. Offered storage array shall have in-built performance monitoring engine.</p>	
Load Balancing & Muti-path	<p>1. Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.</p>	

Feature of 104 Application Software:

Sl.No.	Description	Compliance (Yes/No)
1.	The Bidder shall provide Application software for Automated Call Distribution, Call Takers, Dispatch Officers, Case closing officers which is customized to handle Medical emergency.	
2.	The software shall be in English	
3.	It shall provide Command Entry and Menu selection	
4.	It shall provide multiple screen functionality	
5.	The Application Software should support hooking into the data base (Add, Edit, Delete Features etc)	
6.	It should provide application to dial out the other locations like fire, ambulance, Police etc	
7.	It should provide On Screen Telephone features	
8.	It should provide compatibility with Voice Logging and retrieving system with archiving on any storage media	
9.	It shall also provide different report generation which shall be decided mutually during the system study and Design Reports/Data captured from database to be made available by the end user	
10.	The Application software should include multi level security options.	
11.	User access should be allowed via the entry of valid username and password.	
12.	Functionality available to the user will depend on the username (different levels of access based on the role)	
13.	The Call Taker should be able to record the complaint / requests based on multiple issues. The application should prioritize the	

	complaint / requests based on the nature of request received.	
14.	The request/complaint should have template, which will reduce data entry operations for the call Taker.	
15.	The entry of data into certain pre-defined fields will be permissible for some users only	
16.	Provision should be made to give certain users access to the entire data or to the pre-define area	
17.	The application should track the interaction history of the caller & also duplicate calls on the same issue to avoid unwanted/duplicate dispatches	
18.	The Bidder should provide application, integrated with CTI/ACD & 104 database	
19.	The application should be fully workflow integrated for the escalations, notifications, alerts and response to the same	
20.	The application should provide with GUI and easily configurable	
21.	The application should also capture the updates from all stages of the case on a real time basis & the same to be populated in the case history which should be available to the Call Taker to provide correct information to the follow up callers/ repeated callers	
22.	The application should be fully workflow integrated for the escalations, notifications, alerts and response to the same	
23.	At any point of time it should be possible to monitor a request / Complaint of its status, duration of time in the current status, reassign & escalation of the case to the next higher level	
24.	Software should be able to capture & populate the caller location once the supporting technology is available	
25.	The Call Taker should be able to capture notes with respect to any Complaint that he / she handles. Moreover there should be fields to enter notes by PDO, PS, PCR, Case Closure Desk, Escalation Officer etc...separately	
26.	Following are some sample MIS Reports required:- 1. Call Centre formats. 2. Crime wise Query Reports. 3. Area wise Call Reports. 4. Daily Report format. 5. Particular period / monthly / yearly report format.	
27.	The application should be dynamic in nature to make any amendment on a regular basis based on the evolving process requirement	
28.	A supervisory application to monitor the queue statistics of call takers, dispatch officers & case closure officers on a real time basis & ability to generate all the reports required to manage & verify the queue efficiency	
29.	The application should have the option to escalate the cases at all levels & reassign the case from one jurisdiction to another	
30.	The Web application should be fully integrated with the 104 database & call center application	
31.	The Web application should have relevant fields open for editing / entering data based on the login credentials.	
32.	The Web application should have features based on login credentials.	
33.	The Web application should have multiple customizable front end	

	filters for the user	
34.	The Web application should also show the case aging status of each case at every level with relevant color coding	
35.	The Web application should also have a customizable dashboard for every user.	
36.	The Web application should have the features to have alerts, alarms & view all historical data	
37.	There should be escalation options for every case at all levels	

Financial Format

Summary of Cost Tables

S.No	Items	Total Price (INR) inclusive of all Taxes	Total Price (In words)
1.	Capital Expenditure		
2.	Operational Expenditure (Annual)		
	Grand Total (INR)		