

SR. No.	Technical Specifications for voice logger	Compliance Yes/no	Deviation if any
1	Chandigarh Police intended to purchase Multi channel Voice Logger system which should be able to record conversations on a parallel or direct telephone lines from exchange and Mobile Phones including SMS		
2	<b>12 channel system:</b> The system should have 12 channels for simultaneous recording of conversation. GSM 6, Landline 6, The system should have capacity of further modular channel expansion by adding the required number of modules/cards and without changing major system hardware but with a scope to increase the system up to 48 channels by adding card in scalable and modular approach.		
3	There should be facility of monitoring terminals/workstations each having capability of monitoring all 12 lines through headphones in the schematic diagram. 4 such workstations should be provided for monitoring of 12 lines.		
4	The conversation should be first stored on the hard disk and able to listen live calls simultaneously. Hard disk of the server provided with Voice Logger system should have a capacity of storing a minimum 12,000 hours of conversation backup of recorded data should then get transferred to the archive media automatically as pre-defined by the user.		

*J. Singh*

5	The bidder should also quote for 500 GB/Scalable or higher external hard disk (USB).		
6	The system should provide good quality of sound with clear reproduction and should be equipped with broadcast quality headphone sets for each line.		
7	There should be a user programmable facility of audio visual indication on the monitoring terminals for calls activity on pre-defined telephone numbers.		
8	Facility of recording/decoding of fax messages on all target numbers. The system should be able to decode fax message on all the 6 land lines. It should be able to decode all standard and non-standard faxes up to an baud rate of 33.6 KBPS. Decoding of fax messages should not take more than 50% of the recorded time. All fax calls should be notified by fax-icons. The system should be able to monitor Group 2&3 Fax calls and store the same in digital format and the system should also support V.34 Fax.		
9	The system should be able to decode any DTMF button signal pressed during the conversation.		
10	The software should allow any permutation to be used for quick and easy analysis of the stored conversation.		

*Joseph L.*

11	The system should work on the principle of on/off hook (voltage activation mode), PSEUDO, VOX (Voice Operated Mode) & manual (forcefully start the recording) all four modes should be fully user programmable for individual target lines.		
12	The system should be controlled simultaneously via the local server as well as over workstation PC's. The system should provide the call related information (date, time duration, no., dialed on the connected work station).		
13	The system should be able to define 3 types of users (1) Administrator (2) Supervisor (3) End-users with various access rights controlled by Administrator.		
14	<p><b><u>Sever Specs:</u></b></p> <p>Intel Xeon Dual Core Processor 2.33 GHZ or higher, <b>Branded</b> 32 GB RAM, Raid controller, 2X 540 GB SCSI HDD, 23" LED TFT , DVD-writer, Keyboard, Optical Mouse etc., with other standard configuration, original Microsoft Windows Server 2008 operating system or latest version.</p> <p><b><u>Workstation Configuration :</u></b> Intel i 5 processor 2 GHZ, <b>Branded</b> 4 GB RAM, 320 GB SATA HDD, DVD writer, 21 " TFT Monitor, Optical Mouse, Keyboard,</p>		

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	<p>Stereo Speakers, minimum 6 USB PORTS, , Gigabit Ethernet card with other standard configuration, original Microsoft windows 7 Professional edition operating system.</p> <p><b>UPS :</b> 2 KVA online with 2 hours backup. All other features required for the smooth power supply to the system. The UPS should be branded.</p>		
	<b>VOICE RECORDING.</b>		
15	<p>Recording should be available on to latest media and capable of being played separately.</p> <p>The audio/fax session copied on the media (DVD/CD) can be retrieved on any system independent of the Voice Logger set up.</p>		
16	Automatic recording of both sides voice conversation simultaneously on all the 12 channels should be possible.		
17	Option should be there for a quick retrieval of conversations and for replay.		
18	There should be provision of easy access and immediate playback.		
19	System should have the feature to select the different encoding techniques for recording (ADPCM, PCM, A-LAW, M-LAW). Different encoding techniques should be user programmable and independent for each & every channel.		
	<b>ON LINE/OFF LINE MONITORING.</b>		
20	The System should allow simultaneous recording and on-line monitoring of all the 12 Channels.		


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21	Simultaneous play back of any line should be possible.		
22	The on-line call should be recorded and monitored simultaneous.		
23	The operators should able to skip from one call to the next on a selected channel. The operators should be able to pause/stop the current call and play another call of a particular channel.		
24	Sampling on selected calls to allow a quick review of the selected files. This feature should not only allow one to choose the time for which one wishes to listen to the selected files but also the point from where one wishes to listen to the conversation. This feature will reflect the daily talk time of all connected channels in a separate window.		
	<b>CALL RELATED INFORMATION</b>		
25	Recording of all incoming and outgoing (DTMF & Pulse) Telephone Numbers.		
26	All Calls should be recording with Date, Time, and Duration of the call with channel number, Type of call (VOICE, FAX and SMS), start time and stop time with audio visual alert. All status of all lines must be displayed on a single window.		
27	Logging of all the call related information should be available in the software used by the operator on the server or on the workstation.		
28	Tagging for incoming (in) and outgoing (Out) numbers against the telephone numbers.		
29	Actual available voltage of telephone lines should be available on front screen.		

*Joseph Tyl*

	Voltage of each & every channel should be user-adjustable.		
30	System should have the provision to add multi-remarks for each & every call logged by the operator.		
31	System should be able to decode, Log and display the SMS received on the diverted Mobile telephone.		
32	<b>SORTING :</b> The System should offer a user friendly operation for sorting through channel number, telephone number, call (in/Out), start time, end time, duration and date etc.		
33	<b>SEARCHING:</b> The system should offer easy operation for searching the logged calls by channels numbers, date, telephone numbers and calls (in/Out).  Advance search option should be available to find the related calls based on various parameters.		
34	<b>LAN INTEGRATION:</b> Processing of recorded voice on a local area network should be possible.		
	<b>EDITING      FILTERING/ PLAYBACK:</b>		
35	The system should offer provision for all recording messages to be edited and filtered for noise and the actual meaningful message to be amplified for better sound quality.		
36	It should be possible to play the calls at a slower and faster rate.		
37	Play and call transcription window should be popped up simultaneously to enable the operator to hear and type the contents of the call simultaneously. Operator should be able to pause, stop, rewind, and forward the call while typing. This feature should be embedded		

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45	<b>Back up.</b> Back up of the recorded calls & its related data

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	in the software without invoking third party software.		
38	Tagging of important portions in the call should be available (at least 2-3 instances) so that next time full call should not be replayed and only tagged portion is required for call analysis.		
39	To analysis important sections of any conversation it should be possible to mark them and to repeat them continuously providing a clear and definite evaluation.		
40	System should have the feature to slow down or speed up the play back speed in the media player. Media player for playing, rewinding, forwarding or reviewing the call should be in-built in the main Voice Logger software.		
41	Facility to merge multiple calls in one single call should be available.		
42	Calls rights should be available only to administrator.		
43	<b><u>Link with telephone directory</u></b> : System should have the feature to link to land line/ mobile service provider directory for searching the name and address of dialed and incoming telephone numbers. Directory will be provided by the end-user		
44	<b><u>Archive</u></b> Recorded calls & related data should be archived (stored) for future reference and use. Archiving and retrieving should be possible on the basis of target numbers.		
45	<b><u>Back up.</u></b> Back up of the recorded calls & its related data		

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	<p>should be available with the option to select the from and to period for future reference and storage.</p> <p>System should have the provision to export selected call (s) in the WAV/MP3 format.</p>		
46	<p><b>While exporting/ archiving/ back up; all the data including remarks and transcript should be done.</b></p>		
47	<p><b>Phone line voltage drop :</b> The offered system should be a high impedance system. This should ensure no dropping of voice for the person using the telephone due to introduction of the Voice Logger recorder.</p>		
48	<p><b>Remote playback:</b> The offered system should have the feature to remotely listen the recorded conversation by the authorized person through telephone network.</p>		
49	<p>The Vender should provide a certificate that the software is free from any kind of malware. Upgrades for the next 5 years including customization and maintenance must be provided.</p>		
50	<p>The entire system should have 3 years comprehensive warranty on Hardware/software. During Warranty period vendor is responsible for the maintenance of Hardware and up gradation of software.</p>		
51	<p>All the calls should be attended by the bidder within 8 hours after lodging the complaint by user.</p>		
52	<p>Bidder must have supplied similar equipment to the Govt Departments and enclose a list of users.</p>		
53	<p>Bidder have to submit Tender fee for Rs. 2000/- (Non Refundable) along with bid. Bidder have to</p>		

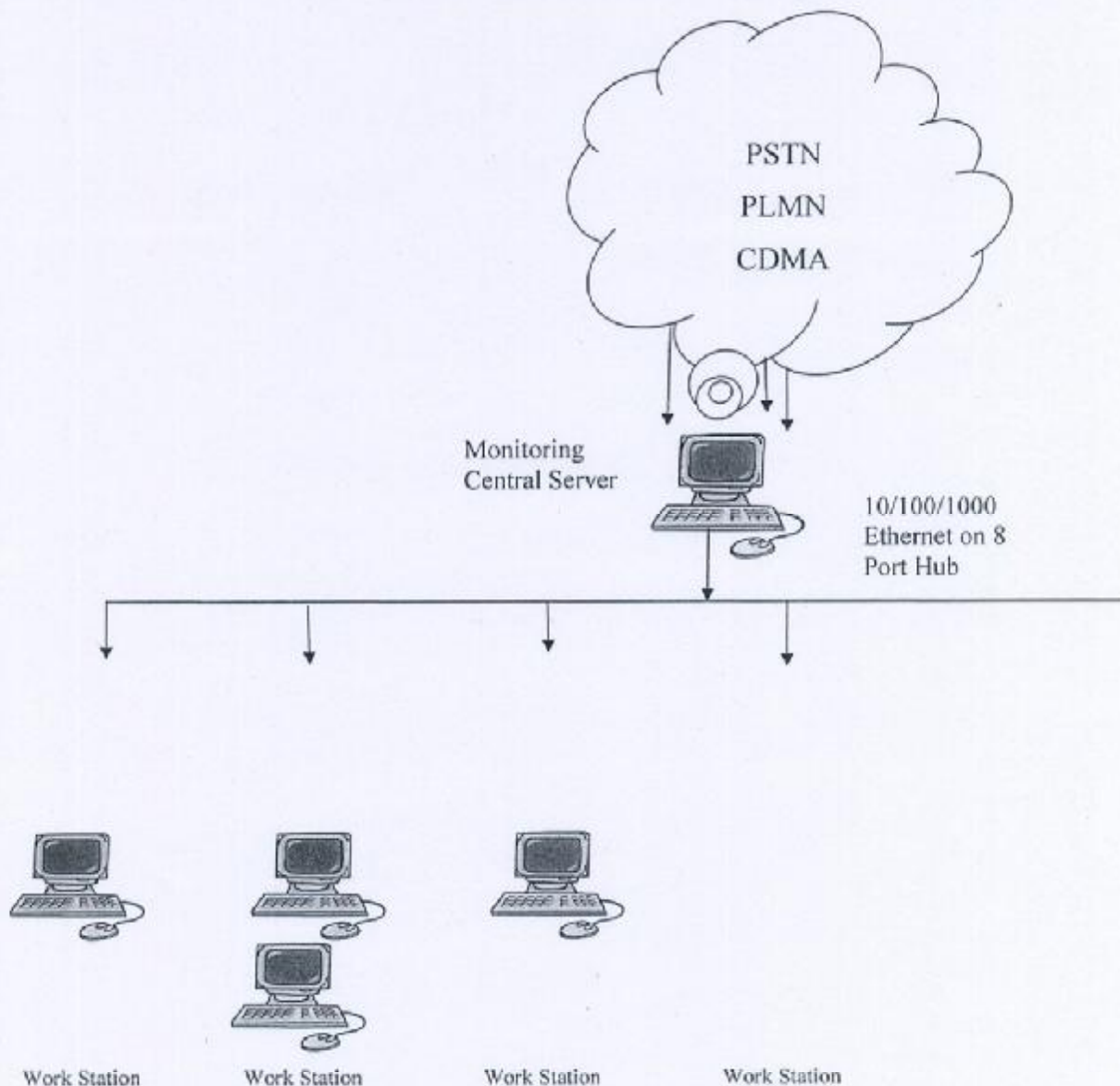
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	submit EMD for Rs. 50,000/- Both Tender fee and EMD should be in favour of the Inspector General of Police, U.T. Chandigarh .		
54	Bids shall remain valid for 06 (Six) calendar months from the date of Bid opening. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.		
55	The bidders should have their firm registered with the Sales Tax/VAT Department, with respect to Sales Tax/ VAT and shall furnish copies of the same with their Technical Bid along with their latest Sales Tax/ VAT Clearance Certificates on the enclosed Performa or latest Sales Tax/VAT deposit receipt from the concerned department.		
56	Delivery of material must be completed within 4 weeks after confirm supply order from the Department. In Case of any delay, bidder must given in writing for delay in supply for which IGP is competent to give extension up to 2 weeks in one go.		
57	If the Supplier fails to perform any of the Services of the Contract within the time period specified in the tender, the Purchaser shall, without prejudice to its other remedies under the tender, deduct from the Contract Performance Security, by way of penalty, a sum equivalent to One (1) percent of the price for each and every week (part of a week Being treated as full week) of delay until actual performance, upto a maximum deduction of Five percent (5%)		

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58	Selected Bidder has to submit Performance Bank Guarantee equal vent to 5% of the total cost which should be valid for one year and renewed from time to time. The Amount of penalties during the warranty period will be deducted from the PBG.		
59	If the Supplier fails to repair or replace the defective card/item, the Purchaser will be free to get the same repaired/replaced from the market and its cost will be adjusted from the pending bills/Security deposit of the Supplier		
60	<p><b>Training</b></p> <p>The scope of work envisages that the Bidder shall impart training to the staff nominated by Chandigarh Police in Different aspects of equipment, functioning, testing, operation &amp; administration, maintenance and trouble shooting.</p>		

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**SCHEMATIC DIAGRAM OF VOICE/FAX  
LOGGER**

Signature of the bidder with Rubber Stamp  
(Token of acceptance)

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**PRICE SCHEDULE TO BE SUBMITTED BY BIDDER**

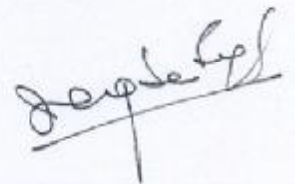
Sl. No.	Name of the item	Quantity	Rate per unit	Sale Tax/VAT	Any other Govt. levis	Total including all taxes
a	B	c	d	f	g	h
1	Multi Channel Voice Logger System with 12 Channel including one Server and 4 Clients	One				
2	UPS	One				

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Sealed tenders are invited in two bid system i.e. Technical Bid and Price/commercial bid by Inspector General of Police, U.T. Chandigarh from the manufacturers or authorized distributor for the purchase of Multi Channel Voice Logger System through registered post/Courier or these can be deposited in the O/O DSP/Lines, Police Lines, Sector 26, Chandigarh.

The Technical Specifications of system required are enclosed with this form. Bidders are advised to quote their Rate after careful study of the tender specifications as well as the following terms and conditions:-

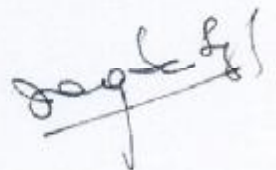
1. Separate envelope should be used for TECHNICAL BID as well as for PRICE BID. The work "TECHNICAL BID/PRICE BID for the purchase of MULTI CHANNEL VOICE LOGGER SYSTEM due to open on 20/12/2011 at 11.00 A.M. shall be prominently marked on the top of each envelope item wise separately. Both these bids shall further be put in one envelop addressed to the Deputy Superintendent of Police, Lines, Police Lines Sector 26, Chandigarh.
2. The TECHNICAL BIDS WILL BE OPENED first on 20/12/2011 at 11.00 A.M. and the PRICE BIDS will be opened only after scrutiny of technical bid and technical evaluation
3. The tenders should reach this office by 5.00 P.M. on 19.12.2011 as per tender notice.
4. Only manufacturers, authorized distributor can participate in the tender, the firm should submit proof of their manufacturing & authorized distributorship. This is subject to verification, if necessary.
5. No tender will be accepted without requisite Bid Security (E.M.D). The Bid Security of Rs. 50,000/- shall be in the shape of Account Payee Demand Draft from any of the commercial banks in an acceptable form in favour of Inspector General of Police U.T. Chandigarh , safeguarding the purchaser's interest in all respects. Earnest money deposited with the tender shall bear no interest.
6. The Committee can ask the bidders to demonstrate the offered system before the Technical Committee at a short notice.



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7. The demand draft of Rs.2000/- as tender fee in favour of Inspector General of Police U.T. Chandigarh must be attached with the Technical Bid. The tender fee is non refundable.
8. In case the firm fails to attach the draft of tender fee, the tender shall be rejected.
9. Incomplete tender/conditional tenders will not be accepted.
10. No tender will be accepted without requisite E.M.D. as mentioned in tender notice. The E.M.D. shall be in the shape of A/C Payee Demand Draft, Banker's Cheque, Bank Guarantee in favour of Inspector General of Police, U.T. Chandigarh.
11. Bidders must quote the net price both in words as well as in figures. Any over writing/cutting etc. render the tender invalid.
12. The quoted price must be indicating of Excise, Sale Tax/VAT and other charges etc. If these taxes/charges are not mentioned separately, it will be presumed that the price quoted are inclusive of all taxes/charges. No claim for taxes/charges will be entertained at a later stage.
13. Bidder will not be permitted to alter or modify their bids after expiry of the deadline for receipt of Bids.
14. The firm whose rates are accepted will have to deposit 5% of the total cost of the item as Security Money in the shape of Bank Draft/ Bank Guarantee/FDR in favour of Inspector General of Police U.T. Chandigarh within a week time after the supply order is placed to the firm. In case firms fails to deposit the security money the EMD deposit of the firm will be forfeited in favour of Deptt. Security Money shall bear no interest.
15. In case, the firm does not complete the supply within the delivery period, liquidated damage charges will be charged @ 2% of total cost per month of the item and action will be initiated to black list the firm and forfeiture of its Security money.



16. The purchase committee, in order to satisfy itself can order on the spot enquiry to verify the soundness, capability, viability and any other information given by the tendering firms.
17. The rates will be valid for six calendar months from the date of opening of the tender.
18. The rates will be F.O.R. Destination at police Lines Sector 26, Chandigarh
19. The quantity of the items mentioned in the tender notice can be increased or decreased, at any stage till the delivery of consignment is completed.
20. The security deposits shall be released only after the expiry of warranty/guarantee of the goods. However, payment of the agency shall be released after the supply is received with complete satisfaction.
21. The bidder should carry a warranty/guarantee of the subjected goods for a period of at least three years.
22. Tenderer(s) shall attach compliance chart to the Technical Specification of the System.
23. The payment will be made after receipt/acceptance of goods in good condition as per prescribed specification. No advance payment will be made. Under no circumstances, sub-standard material will be accepted.
24. A copy of terms and conditions duly signed by the tenderer, as a token of acceptance of the same should be attached alongwith the tenders.
25. The Purchase Committee reserves the right to relax any terms and condition in the govt. interest.
26. All disputes are subject to the jurisdiction of the Courts in the Chandigarh.
27. Foreign Companies shall participate in the tender, only through their Distributors/Agent in India. No foreign company shall be entertained directly.

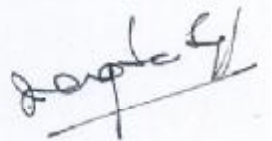
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28. Only Sales Tax/VAT payee agencies are eligible to fill this tender interested agencies must shall quote their Sales Tax No./VAT in their quotation and also attach documentary proof of having registered with sales Tax/VAT Deptt. for sale of items etc. with technical bid alongwith latest Sales Tax Clearance Certificate.
29. All the firms participating in the Tender must submit a list of their owners/partners etc. and a Certificate to the effect that the firm is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India.
30. The tender will be rejected straight way without assigning any reasons if the firm involves in any criminal cases, declared black listed by any Govt/Semi govt. department/agencies etc.
31. The tendering firm also submit the certificate that the specification of subjected goods is as per specification given by the Department.
32. In case of any difference between firm and department, the firm can be called for negotiation to patch up the matter amicably prior to approaching the court.
33. In case of violation of any terms & conditions, an explanation of the firm can be called by issue of show cause notice. If the reply of show cause notice is not found satisfactory, action against the firm like forfeiture of security money and blacklisting etc. can be taken.

**NOTE :-**

**(A) DOCUMENTS REQUIRED TO BE ATTACHED WITH TECHNICAL BID IN THE FOLLOWING ORDER :-**

1. E.M.D. in the shape of A/c payee Demand Draft, Banker's Cheque, Bank Guarantee, FDR in favour of Inspector General of Police U.T. Chandigarh.
2. Sales Tax/VAT Registration Certificate.
3. Latest Sales Tax Clearance Certificate/Latest VAT Return
4. Copy of manufacturer/authorized distributors.
5. Documents relating to past performance, if any.



6. Certificate regarding the specification of subjected goods is as per specification given by the Department and sample of the goods offered.
7. Technical specifications of the product offered alongwith literature/brochure.
8. Copy of terms and conditions duly signed with seal of the firm, in token of acceptance of terms and conditions.
9. The Demand draft of application fee of Rs.2000/- in favour of Inspector General of Police, U.T. Chandigarh. be attached with tender form.
10. All the firms participating in the Tender must submit a list of their owners/partners etc. and a Certificate to the effect that the firm is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India.
11. All Other supporting documents as required in the tender shall be attached.

**(B) DOCUMENTS REQUIRED TO BE ATTACHED WITH COMMERCIAL/PRICE BID IN THE FOLLOWING ORDER**

**PRICE BID shall contain price only and no other documents shall be enclosed with the price bid.**

1. Details of Rates, Taxes, duties and Freight etc. of each items quoted by the bidder shall be submitted on their letter Head in clear terms, in words and in figures. The cutting & overwriting not valid. The option in the rates will not be entertained.
2. Firm(s) will clearly mention the different Taxes and duties they propose to charge extra. Vogue offers like "Duties as applicable" shall not be considered.

*Joseph G*