



भारतीय उष्णदेशीय मौसम विज्ञान संस्थान
INDIAN INSTITUTE OF TROPICAL METEOROLOGY,
(पृथ्वी विज्ञान मंत्रालय का स्वायत्त संस्थान, भारत सरकार के अधीन)
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)

Ordinary Post

सं. / No. PS/128/51/2012/

दिनांक / Date :

मेसर्स./ M/s.

प्रिय महोदय / Dear Sirs,

“दिनांक _____ की पूछताछ से _____ की अनुक्रिया में दिनांक _____ की नवोदित दर सूची,” लिफाफे पर लिखे मुहरबंद निवोदित दर सूची निम्नलिखित भण्डारों की आपूर्ति के लिए संस्थान दिनांक _____ के 12.00 घंटों तक निर्मित है जिन्हें उसी दिन 15.00 घंटों तक खोला जाएगा।

Quotation in sealed cover superscribed there on Quotation due on **12.11.2012** in response to Enquiry No. **PS/128/51/2012** dated **25.10.2012** are invited for the supply of under-mentioned stores so as to reach this institute latest by **12-00 hours on 12.11.2012** which will be opened on the **same day** at 15-00 hours.

सामान्यतः खोलने के दिनांक से कम से कम 60 दिनों की अवधि तक यह निवेदित दरसूची वैध रहेगी।

The quotation shall normally remain valid for a minimum period of 60 days from the date of opening

इस पष्ठ की दूसरी और छपे अनुदेशों को ध्यान में रख कर निवोदित दरसूची भरी जाएगी।

The quotation shall be filled in with the consideration to the instruction printed overleaf.

क्रम सं. Sr. No.	भण्डार का विवरण Description of Stores	इकाई Unit	मात्रा Quantity
01.	Supply, Installation & successful demonstration of : - Interactive Voice Response Service (IVRS) (Specifications – As per enclosure)	System	01 System

- Note:-**
- (1) **Enquiry Letter No. and due** date should be mentioned on the top of envelope.
 - (2) If above item is available on **Rate Contract** basis, then please specify accordingly in the quotation. Also enclose Rate Contract copy.
 - (3) Technical Literature/Pamphlet, if any, may please be enclosed to quotation.
 - (4) Quotation by fax / e-mail will not be considered.

एस.टी./सी.एस.टी./आदि के लिए संस्थान
कोई रियाती फार्म नहीं दे सकता।
This Institute is unable to furnish any
Concessional form for S.T / C.S.T. / etc.

भवदिय / Yours faithfully

(V.R. Mali)
Senior Technical Officer-II
for Director

तार : ट्रॉपमेट, पुणे Grams : TROPMET, PUNE

फैक्स : Fax : (020) 25865142 दूरभाष / Telephone : 25904200

डॉ. होमी भाभा मार्ग, पाषाण / Dr. Homi Bhabha Road, Pashan, पुणे / Pune – 411 008 (भारत/India)

निविदा प्रस्ताव के लिए अनुदेश / INSTRUCTIONS TO TENDER

1. नियत तारीख के बाद प्राप्त दर सूची पर विचार नहीं किया जाएगा।
Quotation received after the due date will not be considered.
2. दर सूची स्पष्ट अक्षरों में भरी जानी चाहिए और अधिलेखन/सुधार, काटछांट आदि हो तो उनको विधिवत अनुप्रमाणित करना चाहिए और आपके पत्रशीर्ष पर ही होना चाहिए।
Quotation must be filled in legibly and overwriting/corrections, erasures etc. if any, must be duly attested, and ON YOUR LETTERHEAD ONLY.
3. पूछताछ पत्र में दर्शाई गई इकाइयों के अनुसार दरें प्रस्तुत की जानी चाहिए। जब दरें विशेष रूप से उल्लिखित इकाइयों से अलग हों तब इकाइयों के बीच संबंध दर्शाया जाए।
The rates shall quoted according to the units indicated in the enquiry letter. When the rates are quoted in units different from those specified, the relation between the units shall be furnished.
4. प्रस्तावित भंडार अधिमाम्य रूप से संबंधित भारतीय मानक विनिर्देशों के अनुसार होने चाहिए।
The stores offered shall preferably be according to the relevant Indian Standard Specification.
5. दर सूची में सुपूर्दगी की सही अवधि तथा सुपूर्दगी की शर्तों का उल्लेख किया जाना चाहिए।
The exact delivery period and terms of delivery shall invariably be mentioned in the quotation.
6. पाषाण स्थित इस संस्थान में (स्थानिक फर्मों के लिए) सुपूर्दगी की शर्त पर और “एफ ओ आर पुणे (बाहरी फर्मों के लिए) सुपूर्दगी” के आधार दी जानेवाली दरों को वरीयता दी जाएगी।
Preference shall be given to rates quoted as delivery at this Institute premises at Pashan (for local firms) and as FOR Pune (for outstations firms)
7. दरों में सभी प्रभार कर, इयूटी आदि को समाविष्ट करना बेहतर होगा साथ ही इन प्रभारों को सुस्पष्ट और पृथक दिखाया जाना चाहिए।
The rates preferably include all charges, taxes, duties etc. also these charges shall be shown distinctly and separately.
8. विक्री कर की रियायती दर के लिए फार्म (डी) या फार्म (ए.एफ.) जो भी उपयुक्त हो, उसे संस्थान नहीं दे सकेगा।
The Institute will not be in position to furnish form (D) or form (AF) as the case may be for concessional rate of Sales Tax.
9. रकम का भुगतान 30 दिनों के अंदर किया जाएगा।
Payment will be made within 30 days.
10. आपूर्ति के लिए जारी आदेश में दी गई निर्धारित अवधि के अंदर पूर्णरूप से सुपूर्दगी दी जानी चाहिए। आपूर्ति में या रद्द सामग्री को बदलने में असफल होने पर आदेश बिना पूर्व सूचना से रद्द किया जा सकता है तथा आगे आपके जोखिम और लागत पर अन्य स्थान से सामग्री प्राप्त की जाएगी।
An order for supply when placed, must be completed in full within the delivery period indicated on the order. Failure to supply or replace the rejected materials if any, will render the order liable to be cancelled without notice and the material will be procured elsewhere at your risks and cost.
11. ऊपर बताए गए अनुदेशों की पूर्ति न करनेवाली दर सूचियों पर विचार नहीं किया जाएगा।
Quotations, not fulfilling the above instructions, are not likely to be considered.
12. किसी निविदा दर सूची या उसके किसी अंश को संस्थान बिना कारण बताए स्वीकृत अथवा अस्वीकृत करने का अधिकार सुरक्षित रखता है।
The Institute reserves the right to accept or reject any quotation or part thereof without assigning any reason thereof.
13. वारंटी : आपूर्तिकर्ता 12 महिनो के लिए यह वारंटी देगा कि उसके द्वारा आपूर्ति की गई माल, कारीगरी, माल और विनिर्माण की सब त्रुटियाँ और दोषों से मुक्त हो, उच्च कोटि के हो और संस्थापित और सामान्य रूप से स्वीकृत मानकों के साथ मिलते हो, विशेष विवरण की पुष्टि करते हो और यदि प्रचालित होने वाले हो तो सही ढंग से प्रचालित होने चाहिए।
Warranty : The supplier shall be given a warranty for a period of 12 months to the materials supplied shall free from all defects and faults in materials, workmanship and manufacture shall be of the highest grade and consistent with the established and generally accepted standards shall be in confirmatory with the specifications and shall be if operable operate properly.

नियम और शर्तें (जारी)

Terms and Continued (Contd.)

14. दर पत्र में निम्नांकित बातों के संदर्भ में स्पष्ट जानकारी दी जानी आवश्यक है जैसे कि युनिट कीमत , विक्री कर, परिवहन, संक्रमणकलीन बीमा, स्थापित करने का खर्च और उसकी वॉरंटी । विक्री कर में कोई माफी या छुट मिलने के बारे में संस्थान कोई प्रमाणपत्र जारी नहीं करेगा । अपुरी जानकारी देनेवाले दरपत्रोंके बारे में कोई विचार नहीं किया जाएगा तथा रद्द किया जायेगा।

Quotations must clearly indicate the features offered Unit Price[Sales Tax, Transport, Transit Insurance, Installation charges and one year on-site warranty. Institute cannot furnish any certificate for exemption or reduction in Sales Tax etc. Incomplete Quotation will not be considered and rejected.

15. अग्रिम का भुगतान नहीं किया जाएगा ।

No advance can be paid.

16. केंद्रीय उत्पाद शुल्क कर के वेतन से संस्थान को छुट प्राप्त हुई है और अगर आवश्यक हो तो अनुरोध पर विमोचन प्रमाणपत्र जारी किया जायेगा ।

Institute is exempted from the payment of Central Excise duty and exemption certificate will be issued on requested, if required.

17. अगर कोई ऑक्टॉय कर का भुगतान हो तो उसका कृपया अलग उल्लेख किया जाय ।

Octroi payment if any, the same may please be shown separately.

18. भुगतान नियम निम्न प्रकार से है :-

Payment terms will be as follows :

- i) स्तुषजनक प्रतिष्ठपना के बाद **90%** भुगतान ।

90% Payment after satisfactory installation.

- ii) राष्ट्रियकृत बैंक द्वारा बैंक गारंटी का प्रत्यक्ष क्रियान्वयन होने के पश्चात **10%** का भुगतान होगा , यह वॉरंटी अवधि के समापन तक लागू रहेगी, जिसकी अवधि बढ़ाई जा सकती है ।

10% Payment after execution of Bank Guarantee from a Nationalised Bank which will be valid till the expiry of warranty period including extension if any.

19. उपकरण स्थापित करने के पश्चात स्वीकृति की सभी मानके जाँच पडताल कि जाएगी । स्वीकृति के ऐसे परीक्षण पूरे हो जाने के बाद ही संबंधित उपकरण का स्वीकार किया जायेगा ।

All standard acceptance tests will be carried out after installation the equipment will be taken over only after successful completion of acceptance tests.

20. उसकी कीमत स्थिर और अपरिवर्तनीय होनी चाहिए और उसमें कच्चा माल और घटकों की लागत में वृद्धि होने पर या रुपया - विदेशी मुद्रा के विनिमय दर में बदलाव आने पर भी कोई परिवर्तन नहीं होगा।

The price should be firm and irrevocable and not subject to any change whatsoever, even due to increase in the cost of raw materials and components and Rupee-foreign exchange conversion rate.

21. उपकरण प्राप्त होने के पश्चात एक महिने की अवधि में स्थापना प्रक्रिया पूरी होनी चाहिए ।

The installation process should be completed within one month from the date of delivery.

22. Company must have at least 3 years of experience in Hosted IVRs as project SAFAR is highly prestigious national project.

23. Voice Talents should have at least 3 years of recording experience.

24. Company should clearly specify the fixed or recurring cost for each of requirements. Cost must be itemized including requirements gathering, design, development, setup, toll free number rates, PRI rental, annual maintenance cost if any and yearly maintenance as per clause 25 (each year) and support for 5 years.
25. Company must include their platform architecture diagram explaining high level Hardware (Servers, Gateways, Firewalls, Routers, and Switches etc) details like manufacturer, model, CPU, memory, storage etc.
26. Company must put high level of time estimates (In months/weeks) for the design, develop, test and deployment of the IVR.
27. IITM reserves the rights to audit or visit the company data center physically to verify the submitted platform architecture by giving 24 hour notice for the visit.
Above service should be completely maintained on sustainable basis for at least a period of 5-years.

(V.R. Mali)
Senior Technical Officer-II
for Director
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**Indian Institute of Tropical Meteorology
Pashan, Pune – 411 008**

(Enclosure to Enquiry Letter No. PS/128/51/2012/ dated 14.09.2012)

Specification of “IVRS System for SAFAR-Pune”

IVR System will be deployed on company's data center. There is no hardware or software installed at IITM Pune premise except a mirror data ftp server. Company will submit the bid as per the following specifications.

1. Design and develop a comprehensive system to play the Air Pollution and weather information about specific regions and sub regions of Pune over the phone.
2. Design Integration and Transformation layer to pull the air pollution and weather (current and forecast) data from IVRS server of IITM in near real-time.
3. Transformation layer must understand and parse GTS weather data format.
4. Transformation layer must understand air pollution data in XML format.
5. Integration and Transformation layer should be able to map air pollution data to apt human understandable messages as defined by IITM.
6. Design a web portal for Manual weather and Air pollution data feed and various data reports like (Manual updates audit logs, historical data reports, daily, weekly and monthly call reports etc) at your server which should be accessible by IITM.
7. Design a user friendly IVR system: Caller must be able to get the required information in least inputs.
8. IVR application development should be based on open standard technology like (e.g. VXML, CCXML). Proprietary code must NOT be used.
9. IVR application should allow caller to choose the preferred language and need to be done in 3 languages (Hindi, English and Marathi).
10. IVR application must be designed to handle the Alerts and Warning messages in Real Time.
11. System should allow recording of important warning message(s) in real time over the web portal in case of pre-recorded message(s) are not available.
12. The complete system must be deployed in a secure data center or hosted platform. It should be physically locked and should be under close circuit cameras surveillance.
13. IVR application must be deployed on dedicated high end Rack/Blade servers.
14. Data center must be fault tolerant and it must not have a single point of failure of any kind.
15. Data center must have failover on power, firewalls, routers, switches, gateways, servers, storage, internet, telephony etc.
16. IVR should be able to use Text To Speech (TTS) in case recording is not available.
17. IVR platform should be capable of Voice Recognition for future use.
18. Company should assign a Toll Free number for people to call the IVR. The securing toll free number for IITM would be under the scope of the vendor for which necessary letter may be issued, if required by the service provider.
19. Initially toll free number should be able to take up to 30 simultaneous calls (one PRI).
20. IVR platform must be scalable to support hundreds of simultaneous calls.
21. IVR platform must be capable of sending Air pollution and weather information over SMS also.
22. IVR prompts should be recorded in all common regional languages.
23. SLA should be at least 99.8% uptime for IVR and web portal.

24. The Mirror Server for ftp weather data to be located at IITM should be provided by the vendor as per the latest specifications

Processor : 2nd Generation Intel^R CoreTM i5-2400S processor (6MB Cache, 2.5GHz) or higher

Operating System : Genuine Windows[®]7 Home Premium SP1 64 bit (English)

Monitor: FHD(1920X1080) WELD 23" Touch Screen or higher, Memory: 6GB(1X4GB + 1X2GB), Memory or higher, Hard Drive: 1TB 7200RPM SATA Hard Drive with Native Command Queuing or higher , Video Card: Intel^R Graphics HD 2000 (integrated, GT1) (UMA) or higher, Wireless Keyboard & Mouse, Optical Drive: 8X DVD+/-RW with Dual Layer Write Capabilities, Ms-Office pack.

25. The above mirror server at IITM location will be used by the company IVRS server infrastructure to pull the air pollution and weather data to play it to callers.

PART-B : Specification of "IVRS System for SAFAR-Delhi"

1. Design and develop a comprehensive system to play the Air Pollution and weather information about specific regions and sub regions of Delhi over the phone.
2. Company should assign a separate Toll free number for people to call the Delhi IVR.
3. IVR application should allow caller to choose the preferred language and need to be done in 3 languages (Hindi, English and Punjabi).
4. Vendor should deploy separate set of server instances for Delhi IVRS. There should not any sharing of servers or PRI for Delhi and Pune IVRS. This is to avoid both IVRS down caused by single set of server or PRI failures.
5. Vendor can design and code the IVR and web portal which can be used if possible for both IVR systems.
6. Rest of the specifications for the Delhi IVR is SAME (Identical) except there is no mirror server required for Delhi.

Note : (i) **Make, Model name & Warranty Period** of the equipment may be mentioned clearly failing which quotation will not be considered.

(ii) Technical specifications **compliance sheet** may be enclosed along with quotation.

(V.R. Mali)

Senior Technical Officer-II
for Director

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