



प्रसार भारती/ Prasar Bharati
आकाशवाणी महानिदेशालय/ Directorate General: All India Radio
आकाशवाणी भवन, संसद मार्ग, नई दिल्ली - 110001
Akashvani Bhavan, Parliament Street, New Delhi-110001
सूचना प्रौद्योगिकी विभाग/ I T Division

NO. 9/11/2010-IT/AMC

DATED: 17th May, 2010

To

Subject: Tender enquiry for awarding the Annual Maintenance Contract of existing systems of News-on-phone (NOP) service at 11 Regional News Units in various cities.

AIR intend to award Annual Maintenance contract (AMC) of its IVR based News-On-Phone (NOP) service at 11 Regional News Units in various cities as given in Annexure-III. Sealed quotations are invited for Comprehensive Maintenance Contract from firms having an experience of at least 3 years in the field of providing and maintaining the Interactive Voice Response (IVR) Services for the Annual Maintenance Contract (AMC) of existing hardware & software listed in Annexure-I at each of the 11 RNU's as per terms & conditions given in Annexure-II.

You may submit your most competitive offer along with the Bid Security Deposit of Rs.15000/- (Rupees Fifteen thousand only) by way of account payee Demand Draft / fixed deposit receipt/ Banker's cheque or Bank Guarantee from any of the Nationalized bank in a form acceptable to AIR, in favour of "DDO(A), P&D Unit, D.G. A.I.R. New Delhi" payable at New Delhi to reach this office latest by **31/05/2010** before **3.00 pm**. No tender will be accepted without earnest money deposit. Your offer shall be valid for 60 days from the date of opening the price bid for placement of order.

PROCEDURE FOR SUBMISSION OF SEALED TENDERS:

The tenderers must submit their tenders as required in two parts in separate sealed covers prominently super-scribed as "Part I- Technical Bid" and "Part II- Price Bid".

The covers should be super scribed with the following details:

- Materials/work for which the quotations are enclosed.
- Reference to the letter of enquiry.
- Due date & Time of opening of the quotation.

BID SECURITY (BS)(COVER-I):

Bid Security (Earnest Money Deposit) of Rs.15000/- as mentioned above shall be placed in Cover-I. BS furnished by all the unsuccessful tenderers shall be refunded normally within one week of acceptance of award of work by the successful tenderer. BS shall not carry any interest. BS by the tenderer will be forfeited if the tenderer revokes his tender within the validity period or increases his earlier quoted rates or the tenderer does not commence the work within 15 days after award of the order.

TECHNICAL BID (COVER-II):

All technical details of Existing Setup & Functionality of the NOP Systems at 11 RNUs as per Annexure-I, Terms & conditions as per Annexure-II, the complete details regarding essential qualifications as asked for under qualifying requirements, deviations if any etc. shall be enclosed in “Part I-Technical Bid” along with the copy of tender specifications and with other annexures duly signed and stamped as a token of acceptance of tender conditions.

PRICE BID (COVER-III):

Tenderers may please note that the prices shall be submitted as per AIR PRICE BID FORM enclosed (Annexure-IV).

The above two separate covers i.e.: Cover- II & III shall together be enclosed in a sealed separate envelope. All the sealed envelopes shall be super scribed with tender No., due date & time. The envelope should have inscription as “**AMC of NOP Service at 11 Regional News Units in various cities**”.

Quotations not received in line with the above are liable to be rejected. Technical Bids shall be opened on **31/05/2010** at **3.00 pm** in the presence of tenderers who may be present at that time. Price bids of the eligible bidders shall be opened at a later date in the presence of tenderers, which will be notified later.

The existing systems covered under the subject tender enquiry may be got inspected by the firm at its own cost during office working hours on any week day.

The quotations submitted should remain valid for acceptance for a period of minimum six months from the date of opening the quotations. This Directorate may reject any tender without assigning any reasons whatsoever. This Directorate also reserves to itself the right to accept any tender in part or split the order between two or more bidders. The quotation not fulfilling the above requirements will be summarily rejected.

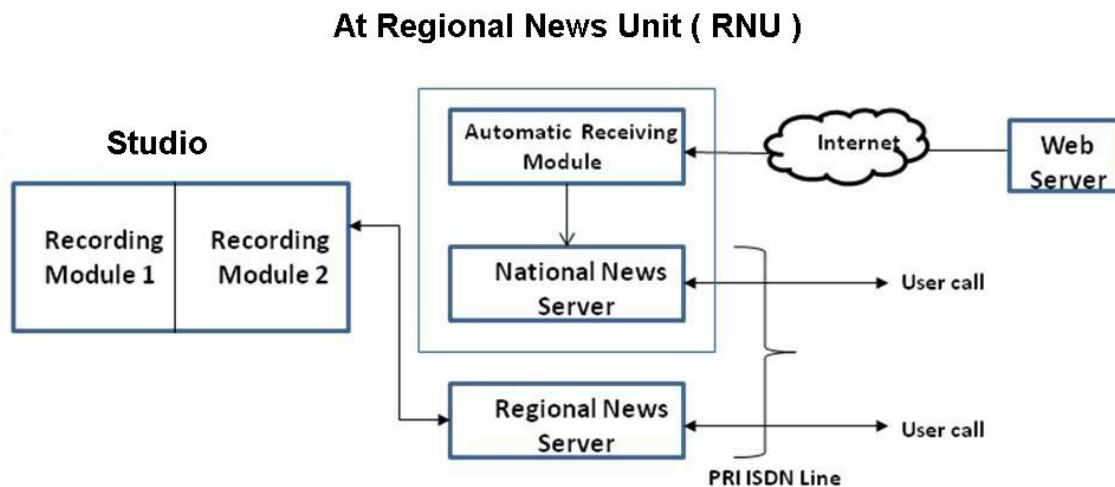
This information is also available on AIR net www.allindiaradio.org.

(Savita Kharbanda)
Asstt. Engineer (IT)
For Director General

Existing Setup & Functionality of the NOP Systems at 11 RNUs

[A] Introduction to the Existing Technical setup of NOP at 11 RNUs

At each of the RNU, there are two servers, one for Regional News and other for National News. The regional news is recorded at the station in the same regional server. The national News is downloaded from Delhi from a Web/FTP server through Automatic Receive Module installed in the National News server. The user can dial to the corresponding News server for listening to respective News through separate numbers meant for the regional and national News.



[B] Existing Hardware at 11 RNU locations

At each location, following hardware is available:-

1. **CT Servers i.e. Computer systems:** **2 Nos.**
 - Intel Pentium IV, 3 GHz based processor
 - 512MB 333/400MHZ DDR SDRAM
 - 40 GB Hard Disk
 - 1.44MB FDD,
 - CD ROM Drive
 - 15" non-interlaced Digital video SVGA color monitor with 1024x768 resolution
 - Keyboard,
 - Mouse
 - Windows 2000 professional
2. **UPS 700 VA APC make:** **2 Nos.**
3. **Interactive Voice response (IVR) Voice Board:** **2 Nos.**

Each location has two numbers (1 for each computer system) of Voice boards of INTEL DIALOGIC make, Model No. : JCT E1 D300JCT

[C] Existing Application Software at 11 Regional news Unit locations

(i) At each location, following software is available :-

- | | | |
|---|--|--------|
| 1 | Interactive Voice Response (IVR) Software
(Alliance Universus make with 8 licensees per unit) : | 2 Nos. |
| 2 | Automatic receiver module (Alliance Universus make): | 1 No. |
| 3 | Recording module Software (Alliance Universus make): | 2 Nos. |

(ii) Details of the Existing Application Softwares for NOP system

a) Interactive Voice Response (IVR) Software - 22 Nos. (22 x 8 Licensees) at 11 locations

Features of IVR Software:

1. The application is running on Windows2000 server. It is installed in a multi-user and multitasking operating system environment.
2. The system supports standard voice formats like VOX as well as WAVE (ADPCM, 8 KHZ, 8 bit, mono).
3. The system supports the application configuration part including interfacing of the voice file & the path etc.
4. The system supports Automatic Playback of recorded news by the system, when accessed from any type of telephone – PSTN, WLL or GSM, fixed or mobile, tone or pulse, rotary or push button or any other.
5. The system is able to recognize dialed numbers so that desired service may be automatically provided by any of the server based on the number dialed by the user. The system supports ISDN-PRI, TDM Analog (Pulse / Tone) systems.
6. The system is able to generate following reports as & when required:
 - i. Number of calls with phone numbers received in a day, in a week, in a month, in a year and between specified dates/ time-period.
 - ii. The Line activity report for analyzing utilization of PSTN lines including the details on the number of calls succeeded
 - iii. Availability of usage statistics and log of service.

b) Recording module Software: - 22 nos. at 11 locations (2x11)

Features of Recording Module Software

The recording module has the following controls in the form of buttons on the screen:

- i. RECORD
- ii. PLAY
- iii. PAUSE
- iv. STOP
- v. UPDATE
- vi. EXIT

The buttons are operable with mouse as well as function keys on the keyboard.
The system generates the following reports:

- i. History of the news file recorded along with the name of user
- ii. Day/user-wise news recorded successfully as well as attempted unsuccessfully for given date and time.

c) Automatic Receiver Module Software: 11 Nos at 11 locations (1x11)

All India Radio has an Automatic File Transfer System at Delhi for distributing the national news capsules. The National News is produced at Delhi and is loaded to a centralized Web/FTP server for pickup by any of the RNU. The RNUs download the national news using Automatic Receiver Module installed in one of the systems at each RNU location. It is able to monitor for program-capsule updates on the server and download the new capsule to the local system via web/FTP after proper validation through user name & password. The Web/FTP address to download the News capsule along with user name & password will be given by AIR.

The module has the following features:

- 1 File transfer is carried out through Internet in local call charges.
- 2 The module has provisions to configure the following parameters:
 - o Files to be received with full path
 - o Time schedule of the downloading
 - o Number of attempts till successful download
- 3 The system is able to download the new program capsules from the server through a dialup as well as leased connectivity.
- 4 The module supports multi-tasking environment.
- 5 After successfully transferring the file (news capsule) a message is displayed/ logged at the module.
- 6 It is able to generate following reports: -
 - i. At what time & date the file was downloaded.
 - ii. Status of the file downloaded.
 - iii. Duration and time of the sessions for each telephone connection.



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**TERMS AND CONDITIONS
FOR AWARD OF ANNUAL MAINTENANCE CONTRACT
OF EXISTING HARDWARE & SOFTWARE FOR THE
NEWS-ON-PHONE (NOP) SYSTEMS AT 11 RNUs**

The firm shall provide maintenance service to keep all the News-on-Phone (NOP) systems in working order at all the 11 RNUs. For details of the Existing Setup & Functionality of the NOP Systems at 11 RNUs, please ref. to Annexure-I. The contract will consist of corrective and preventive maintenance of existing Hardware & Software. The broad terms & conditions for AMC will be as mentioned below:

1. The firm is to ensure the functionality of all the NOP system at all the 11 RNUs (Annexure-III) as explained in the existing setup (Annexure-I). The tenderer is advised to inspect the existing setup to ascertain the available hardware, software and site condition etc.
2. The firm at its discretion may replace the existing application software if required to make the NOP service operational as per AIR specifications/requirements. The system software, Anti Virus Software already in use are not to be replaced. If new application software is provided, then separate payment for new software will not be made.
3. The Maintenance contract will be comprehensive which includes preventive and corrective maintenance and free repair/ replacement of all defective components/ devices and cover all accessories of systems including the maintenance of Operating System and antivirus software already installed in the systems.
4. Preventive Maintenance: The hardware and software for each N.O.P. system at all locations shall be checked & preventive maintenance done quarterly. The reports like maintenance/deletion/preparing of logs /reports of regular backup of data shall be submitted to the engineering head of the respective AIR station at the end of every quarter. In case PM is not done during that particular quarter, a penalty @ 5% of the AMC charges per location will be imposed and will be deducted from the payment.
5. The breakdown maintenance calls at each station shall be attended within 72 hours of its reporting. If fault persists beyond 72 hours, a standby system for un-interrupted service will have to be provided by the firm. In case of failure(which will be decided by AIR) by the firm to provide a standby, a penalty @ the pro-rata amount of AMC (monthly charges for AMC/30) will be levied till the standby system is provided or till repair is carried out, whichever is earlier. The amount will be deducted from payment due to the firm.
6. For each RNU, if original fault is not repaired within 7 days after providing the standby, then a penalty of Rs. 50/- per day will be charged till the fault is repaired.

7. In case of any fault, the fault will be reported by the concerned AIR station via landline phone, mobile phone, fax, e-mail or any other means. The firm will submit log of complaints lodged at the end of each quarter and obtain the certificate of satisfactory working of the system from the concerned AIR station. Fault reporting service should be available on all days including Saturdays, Sundays and holidays.
8. After fault rectification on each complaint, the firm will obtain the certificate of satisfactory working of the system from the user. The firm will submit log of complaints lodged and rectified at each station at the end of each quarter along with the bill.
9. Defective components are to be replaced by components of original make/specifications unless specifically approved by at the station.
10. Bid Security (Earnest Money Deposit) will be forfeited in case of lowest tenderer who withdraws his bid during the period of tender validity specified by AIR or in case of successful tenderer, if tenderer fails to sign the agreement or furnish the performance security deposits within the specified time.
11. The successful bidder shall have to give a Performance Bank Guarantee (P.S.) equivalent to 25% of the total amount of AMC Contract in the form of an Account Payee Demand Draft/Fixed Deposit Receipt/ Bank Guarantee from a Nationalized bank in a form acceptable to AIR in favour of "DDO(A), P&D Unit, D.G.: A.I.R. New Delhi". Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations (i.e. 14 months). After expiry of the contract, this guarantee shall be released by AIR, on satisfactory completion of contract.
12. The AMC contract shall be signed by the successful bidder with the engineering head of the concerned AIR station individually. The value of the individual contract with station shall be calculated by the formula: $(\text{total value of AMC of 11 RNUs})/11$. The bill of the AMC shall be raised to the respective station and the payment will be made by the station.
13. No advance payment shall be made. Paying authority will make quarterly payment after satisfactory completion of work every quarter i.e. 3 months. The firm will submit its pre receipted bill in triplicate after completion of the quarter. All type of Taxes as applicable shall be deducted from the bills of the firm.
14. During the contract, no demand for revision of rates shall be entertained.
15. Antivirus software will be provided & maintained by the concerned AIR station.
16. The maintenance of ISDN/telephone lines shall not be part of this AMC.
17. The quotations submitted should remain open for acceptance for a period of six months from the date of opening.
18. No equipment shall be taken away by the firm without intimation & permission from the engineering head of the concerned AIR station.
19. In case, the service is not found to be satisfactory, AIR reserve the right to terminate the contract at any stage by giving one month's notice and the performance bank guarantee will be forfeited.

20. The firm should be a registered one & a copy of sales tax registration certificate, work contract tax certificate, service tax certificate and Income tax clearance certificate with TAN number should be provided along with the quotation.
21. The following documents are also required to be submitted along with the tender:-
 - (i) List of customers alongwith their address and contact numbers with details of systems being maintained and since when.
 - (ii) Details of workshop and repair/measuring equipments, facilities etc. which may be inspected by AIR Officials.

In case, any of these documents are not furnished, the tender may be out rightly rejected.

22. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition in terms of both hardware & software to the engineering head of the concerned station, failing which liquidated damages, if any, will be recovered from the firm.
23. The contract would be valid for a period of one year. AIR may extend/renew the AMC after first year if services are found to be satisfactory. However all the rights for extending the AMC rest with AIR.
24. The company shall have to give 3 months advance notice to AIR, if they wish to leave the contract before the scheduled expiry of the contract. Contravention of the same would lead to forfeiture of performance guarantee/security money.
25. The firm shall ensure to abide by the copyright, intellectual property rights and other laws as may be applicable for providing any replacements of any malfunctioning components/items/software. Violation of any legal requirement by the firm in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Ensuring compliance to all legal requirements will be the responsibility of the firm, failure to do so would lead to consequences aforesaid.

Certified that above conditions are acceptable to me.

(Signature & Seal of Tenderer)

List of Regional News Units at 11 Places

S. No.	Station	STATE/ U.T.
1	Ahmedabad	Gujrat
2	Bangalore	Karnataka
3	Guwahati	Assam
4	Hyderabad	Andhra Pradesh
5	Imphal	Manipur
6	Jaipur	Rajsthan
7	Lucknow	Uttar Pradesh
8	Patna	Bihar
9	Raipur	Chhatisgarh
10	Simla	Himanchal Pradesh
11	Thiruvanthapuram	Kerala

PRICE BID FORM

Form for Price Quotation from Bidders:

(Rates to be inclusive of Excise Duty, Service Tax, VAT and all other charges)

Sr. No.	Description	Qty	Total cost for 11 RNU's for 1 year (in Rupees)
1	AMC Charges for Existing Hardware and Software at 11 Regional News Units for one year	11 places	

Note:

1. The tender shall be evaluated for the total package cost.
2. The quantum of the taxes as applicable shall also be mentioned.

Signature of Bidder

Name & Address of Bidder
(With Company Seal)