



## Bruhat Bengaluru Mahanagara Palike

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No: EE-3/ SWM-1/ Quotation/ 06 / 2018-19

Date: 13.08.2018

### QUOTATION

The BBMP proposes to setup **SWM COMMAND AND CONTROL CENTER**. In this regard sealed quotations are invited by the undersigned on behalf of the Commissioner, Bruhat Bengaluru Mahanagara Palike, for arriving at rates for procurement, installation, commissioning and maintenance of the items mentioned in the table below. The sealed quotations may be submitted to reach this office on or before 20.08.2018 at 4.00 PM.

SL No	Description	Unit	Quantity	Unit Price	Total cost
1	DELTA MAKE 55" LCD Display (4 x 3 configuration) Narrow Bezel LCD Video wall with accessories, Installation	Nos.	12		
2	LCD video Wall Controller - same OEM	Nos.	1		
3	Mounts for LCD Display/ Push- Pull Bracket	Nos.	12		
4	APC / equivalent 10 KVA UPS with Battery & Accessories (online with 120 minutes backup)	Nos.	1		
5	HP Make Desktop PC i5, 8GB RAM, 1 TB HDD with 2 * 20 Inch Monitors & Windows Desktop License	Nos.	8		
6	3 Seater Sofa for Visitors with coffee table	Nos.	2		
7	Monitoring Tables with Chairs	Nos.	9		
8	Broad Band connection for 10 Systems (with redundancy-two providers)	Nos.	2		
9	LAN Networking & Power Cabling as required	Nos.	1		
10	Call Centre Handling System with EPBX, IVR and Phones 8 Seater with 30 Line Capacity, Noise cancellation head phones & Accessories	Nos.	1		
11	DVI Cables & Connectors as necessary	Nos.	0		
12	Installation & Commissioning of all equipment	Nos.	1		
13	Supply of Manpower (Technical Resource) Three Shifts- (7 + 5 + 3) Call Center Personnel -365 days (provision of holidays and reliever must be met)	Nos.	15		
14	1 supervisor per shift. for 12 months	Nos.	3		
15	Maintenance personnel for infrastructure and operations	Nos.	1		
16	Integration with existing PGRS and other applications *	Nos.	1		
17	Design and Develop API's and MIS reports *	Nos.	1		
	<b>Sub-Total</b>				
	<b>Grant total</b>				

#### Essentials

1. The Controller should be from the OEM of the Video Panel and should be integrated with the system.
2. The vendor should have experience in design, Development and implementation of a Command control centre for a Tier 1 city.
3. The Call Centre personnel should be a Graduate with proper communication skill in English and Kannada.
4. The Supervisor should have experience in managing a team of Call centre agents for at least two years.
5. The telecom Infrastructure maintenance person should have minimum of 3 years' experience in maintaining the components of command and control room infrastructure such as video wall, call center telephony including trouble shooting and performance fine tuning.
6. The vendor should provide call center software with complaint handling capability and the necessary MIS reports, Dashboards, escalation mechanism, Workflow routing and integration to IVR.
7. Should be able develop necessary API and integration kits for various sources of input like intelligent camera system, video analytics
8. Integration of various feeds in to BBMP PGRS – Sahaaya
9. The vendor should provide costing for at least 5 such API / integration kits in their costing module.

10. The vendor should provide costing for at least 10 different types of customized reports and Dashboard as per the BBMP requirements in their costing module.

**Terms and conditions:**

1. The rates should be quoted for each items.
2. The Agency should have experience of supplying similar items and design, Development & Implementation of a Command control centre for a tier 1 city. (Copy of experience should be enclosed with quotation)
3. The agency has to mention the name of the make / manufacturer company.
4. **The rates should be inclusive of all Taxes/ GST.**
5. The Vendor should have quality certification such as ISO, CMMI.
6. The vendor should have experience of design and deployment of command center of similar nature and managing at least for a period of 12 months in the Central government / State government / government undertaking in the last 5 years. The necessary certifications/ letter to that effect may be furnished. They should also furnish the information in the below format.
  - Name of organization for which command and control center is set up:
  - Type of organization : Central / state / PSU / Government undertakings:
  - Size of Video wall:
  - Type of Activity (monitoring) in brief:
  - Number of people deployed in command center:
7. The quotation will be opened on same day at 4.30 pm

Note: For More information on the design, Development & Implementation of a Command control center and other aspects shall be obtained from the undersigned office during the office hours.

  
Executive Engineer-3  
Solid Waste Management-1 13/8/2018

1. Copy submitted to the Commissioner for kind information.
2. Copy submitted to the Joint Commissioner, SWM for kind information.
3. Copy submitted to the Chief Engineer, SWM-1 for kind information.
4. Copy to IT Advisor request to the publish in BBMP Website.
5. Office copy.