



Expression of Interest (Eoi)

for

Selection of Industry Partner for Implementation, Training, Fleet Management and Maintenance of the C-DAC ERSS solution

Eoi No: Eoi/ETG/01/2024-25

September 2024

Rev 01

Centre for Development of Advanced Computing (C-DAC)

**A Scientific Society of the Ministry of Electronics & Information Technology
Government of India**

**C-DAC Thiruvananthapuram
P.B.No. 6520, Vellayambalam,
Thiruvananthapuram,
Kerala – 695033.
Tel: 0471-2723333, 2312627**

www.cdac.in



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1. NOTICE INVITING EoI

C-DAC Thiruvananthapuram, a Scientific Society under the Ministry of Electronics and Information Technology (MeitY), Govt. of India (GoI), invites proposals from prospective agencies, to associate as **Industry Partners for Implementation, Training, and Maintenance** of the **C-DAC ERSS solution**.

C-DAC being an R&D organization under MeitY, specializing in Electronics and IT product development, seeks industry partners with a proven track record in implementing contact centre solutions, HR management, fleet management and associated tasks for implementation and long-term maintenance of the Emergency Response Support System (ERSS) in States/UTs within the country.

Prospective industry partners may please submit their sealed Expression of Interest (EoI) in the formats specified in Annexure I. This document provides information to enable them to understand the broad requirements for submitting their Proposals.

The details are as below:

- Issue of EoI : 20/9/2024
- Last date for receipt of queries : 27/9/2024
- Last date for receipt of EoI : 04/10/2024

NOTE:

C-DAC shall not be responsible for non-receipt / non-delivery or late receipt of the EoI documents due to any reason whatsoever.

The EoI document may be downloaded from the website, www.cdac.in

For any technical clarification, please contact using the following details:

Section Head, Technology Promotion Centre

Centre for Development of Advanced Computing (C-DAC)

PB No: 6520, Vellayambalam,

Thiruvananthapuram, Kerala, India, 695033

Phone: 0471 2723333 Fax: 0471 2723456

Email: tpc@cdac.in Website: www.cdac.in

2. DISCLAIMER

1. Centre for Development of Advanced Computing, Thiruvananthapuram Centre (hereinafter called C-DAC) has prepared this Expression of Interest Document (“Eol Document”) solely to invite prospective industry partners for a project-specific collaboration. While C-DAC has taken due care in the preparation of the information contained herein and believes it to be accurate, neither C-DAC or any of its authorities or agencies or any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.
2. This information is not intended to be exhaustive and interested parties are required to make their inquiries to submit the Eol. The information is provided on the basis that it is non-binding on C-DAC, or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.
3. C-DAC reserves the right not to proceed with the Eol process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Eol further with any party submitting an Eol.
4. C-DAC will not be liable to pay/reimburse any cost/losses/expenses/penalties/damages of whatsoever nature to any person (s)/entity (ties) submitting the Eol.
5. This Eol Document is neither an agreement nor an offer and is only an invitation by C-DAC to the entities that are qualified to submit their Expression of Interest Proposal as stated in the Notice Inviting Eol.
6. The purpose of this Notice Inviting Eol Document is to provide interested industry partners with information to assist in the formulation of their financial bid as and when invited.
7. The issue of this Eol does not imply that C-DAC is bound to select an agency.

3. INTRODUCTION

The Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization under the Ministry of Electronics and Information Technology (MeitY), dedicated to research and development in IT, electronics, and related fields. Over time, various divisions within C-DAC have emerged, often driven by the identification of new opportunities. Today, C-DAC stands as a leading R&D organization in IT and electronics in the country, focused on enhancing national technological capabilities in response to global developments and evolving market demands in key foundational areas.

C-DAC Thiruvananthapuram, C-DAC(T) has expertise in designing VLSI systems, ASICs, IP development, microprocessors, microcontrollers, DSP hardware, RF communications, professional communications, and software technologies. These competencies are the key building blocks in numerous industrial and strategic technology areas. The centre has successfully designed, deployed, and transferred manufacturing technology for a wide range of electronics systems, from large-scale applications to small-footprint VLSI and embedded system products. These products are utilized in various domains, including professional communications, supercomputing, energy measurement, personal computing, medical devices, power and process control, wireless broadband, sonar, and acoustic detection.

Emergency Response Support System (ERSS) has been the vision of the Ministry of Home Affairs (MHA), Govt. of India, to launch 'ONE INDIA ONE EMERGENCY NUMBER 112', as a nationwide, unified emergency response system with a single emergency number '112', for reporting and addressing all kinds of emergencies and distress calls across the country.

C-DAC has efficiently architected the complete solution for the realization of ERSS. The system has been implemented nationwide, integrated with various departments, customized as per the state-level requirements and operationalized adhering to the timelines.

As per the guidelines of MHA, the first phase of ERSS for "One India - One Emergency Number - 112" is successfully developed and implemented by C-DAC in all 36 States/UTs of the country. In 28 States/UTs, C-DAC's ERSS core solution is deployed while in the remaining



8 States ERSS integration is done with third-party 112 solutions. The system has been operational across the country since 2018.

States currently operating ERSS with third-party 112 solutions are now turning to C-DAC for its ERSS solution recognizing the advantages in both cost and quality. This Expression of Interest (Eoi) has been issued to identify an implementation partner for the deployment and maintenance of the ERSS solution in these States/UTs.

3.1. OBJECTIVE AND SCOPE OF THE COLLABORATION:

The objective of this Expression of Interest (Eoi) is to identify implementation partners for the joint deployment and maintenance of C-DAC's Emergency Response Support System (ERSS) and similar large-scale projects in states such as Chhattisgarh, Madhya Pradesh, Rajasthan and Uttar Pradesh.

The scope of work for the implementation partner includes both technical and related administrative tasks necessary for the successful deployment and maintenance of the ERSS system. This encompasses system installation, configuration, integration, as well as providing the requisite manpower to maintain the system. C-DAC will provide the software solution and offer the necessary training to the implementation partner for the operational and maintenance aspects of the system.

3.2. EXPECTATIONS FROM THE INDUSTRY PARTNER

The following services are expected from the selected implementation agency during the partnership.

1. Fleet management for the ERSS system.
2. 24*7 Emergency Rescue Vehicle operation.
3. Provide management/ supervisory Resources to manage the fleet operations.
4. Provide requisite Call Takers, Passive Networking, Civil Work and Mechanical Work during the project duration.
5. Comply with minimum wage and shift timings for fleet drivers as per applicable current norms.



6. Installation, system configurations, commissioning, product servicing and upgradation support during the project duration.
7. Impart periodic training to call takers, dispatchers and ERV operators in efficiently managing the ERSS system.

The prospective industry partner will be shortlisted through a formal and transparent process, based on the applicant's technical experience, relevance to the project scope, financial background and quality certifications.

3.3. WHO CAN APPLY

Companies (including Private Limited Companies, PSUs, MSMEs and start-ups), firms, and partnership firms working in the service sector in India and having requisite expertise in contact centre operations, fleet management and registered under the Companies Act, 2013/the Partnership Act, 1932, Limited Liability Partnership Act, 2008, and who have their registered offices in India.

3.4. SCHEDULE FOR EoI

Table 1: Schedule for EoI invitation

1.	Name and Address	Head, Technology Promotion Centre Centre for Development of Advanced Computing (C-DAC) PB No: 6520, Vellayambalam, Thiruvananthapuram, Kerala, India, 695033. Phone: 0471 2727508 Fax: 0471 2723456 Email: tpc@cdac.in Website: www.cdac.in
2.	Email for queries	tpc@cdac.in
3.	Closing Date	04/10/2024
4.	Name of the Contact Person for any clarification	Section Head, Technology Promotion Centre, Centre for Development of Advanced Computing (C-DAC), PB No: 6520, Vellayambalam, Thiruvananthapuram, Kerala, India, 695033. Phone: 0471 2727508 Fax: 0471 2723456 Email: tpc@cdac.in Website: www.cdac.in
5.	Mode of Submission	Hard copy in a sealed envelope, enclosing all specified documents according to the defined formats should be mailed to the contact details, specified in point 1.



3.5. MODE OF ENGAGEMENT

3.5.1. Payment Terms

The payment terms and conditions will be notified in the intended State/UT specific commercial bid which will be invited only from the bidders who have qualified in this EoI.

C-DAC will submit quotation against the tender from the intended State/UT commercial bid request based on the bids received from the bidders who qualified in this EOI.

If C-DAC is selected as nodal agency, C-DAC will formally raise the tender for the outsourced scope of work through GEM. The implementation agency will finally be selected based on the qualification in the GEM tender only.

The payment to the implementation partners shall be made back-to-back on receipt of funds from the State/UT and Central governments.

3.5.2. Award of Work

- a. The outcome of this bid is the empanelment of companies/agencies who are eligible to participate in the subsequent financial bid based on which C-DAC will be bidding to the State / UTs
- b. If C-DAC is selected as nodal agency, C-DAC will formally raise the tender for the outsourced scope of work through GEM
- c. The empaneled companies/agencies must participate in all financial bids for implementing the system in State/UT.
- d. The implementation agency will finally be selected based on the qualification in the GEM tender only.

3.5.3. Liability / Accident

The implementing agency shall indemnify and keep indemnified C-DAC(T) against all losses and claims for injuries and damages to any person and/or property and/or project activities whatsoever which may arise out of or in consequence of the project execution against all claims, demands, proceedings, damages, costs, charges, expenses whatsoever in respect thereof in relation thereto.

3.5.4. Limitation of liability



Neither Party shall be liable for loss of profits, loss of anticipated savings or loss of unforeseeable damages. Subject to the above and to the extent allowed by local laws, the maximum aggregate liability of each party under this proposal for any claim or series of claims under any relevant purchase order regardless of the form of claim and damage, shall not exceed the value of the relevant purchase order.

3.5.5. Jurisdiction:

The disputes, legal matters, court matters, if any shall be subject to Thiruvananthapuram, Kerala, India jurisdiction only.

3.6. ROLES OF THE IMPLEMENTATION PARTNER

1. Provide manpower at PSAP for call-taking application, and frontend support maintenance of the ERSS system.
2. Provide enough drivers to operate the Emergency rescue vehicles (ERV).
3. Maintain the ERVs including their periodic service and insurance renewal.
4. Submit periodic reports regarding the defined fulfilment of the above services.
5. Technical support for installation, commissioning and operation of the ERSS software, bug reporting, and corrective action based on the instructions from C-DAC.

3.7. ROLES OF C-DAC

1. Provide the necessary ERSS software and hardware for implementation at PSAP, DCCs and in the ERVs.
2. Support the industry partner with technical know-how, integration, testing, showcasing and demonstrating the ERSS solution.
3. Provide training and hand-holding support to the industry partner to independently handle the system.
4. Develop alicensing model with a revenue-sharing plan which can be taken for further commercialization by the industry partner.



3.8. APPLICANT'S ELIGIBILITY CRITERIA

This process is open to all applicants who fulfil the qualification criteria as set out in Section 5, **QUALIFICATION CRITERIA** of this document. The applicants in their EoI proposal should furnish information in line with Section 5.

4. INSTRUCTION TO APPLICANTS

1. The EoI is to be submitted in the manner prescribed below. All information as detailed below is to be submitted in hard copy in a sealed envelope with relevant enclosures within the prescribed timeline.

Technical Proposal

- a. Applicant's Expression of Interest (Format - 1)
 - b. Organizational Contact Details (Format - 2)
 - c. Experience and Technical Competence of the applicant (Format - 3)
 - d. Technical Commitments of the applicant (Format -4)
 - e. Financial Strength of the applicant (Format - 5)
 - f. Declaration (Format - 6)
2. Queries, if any, may be referred to in writing to tpc@cdac.in, within the prescribed timeline, which will be addressed via email or through an online meeting, as the need may be. However, C-DAC reserves the right not to respond to any/all queries raised, or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.
 3. **Modification in the EoI document:** At any time prior to the deadline for submission of EoIs, C-DAC may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded to C-DAC website <https://www.cdac.in>. All such change(s) will automatically become part of this EoI and binding on all applicants. Interested applicants are advised to regularly refer to the mentioned C-DAC website.
 4. **Pre-submission Meeting:** No formal Pre-submission meeting has been planned for this EoI. However, in case of any clarifications needed, applicants may refer to point number 2 of this section.
 5. **Submission of EoI:** The applicants may submit their duly filled EoI proposals as per details specified in Section 3.4 (Schedule for EoI) by hard copy. C-DAC may ask the applicants by email for clarifications or additional documents/credentials.

5. QUALIFICATION CRITERIA

Table 2: Qualification Criteria and Supporting Documents

Sl. No.	Qualification criteria	Supporting Documents to be Enclosed
1.	<p>Legal Status of the Applicant:</p> <p>The applicant shall be a firm/company/partnership firm registered under the Companies Act, 2013/the Partnership Act, 1932, Limited Liability Partnership Act, 2008 or any other relevant Law, and who have their registered offices in India.</p>	Copy of certificate of incorporation, registration, partnership deed, if any. Enclose it with Format – 2.
2.	Applicants should not be blacklisted by any Central Govt. /State Govt./ PSU/Municipal Corporations/ other Govt. Bodies or anywhere else.	Certificate signed by the Authorized Signatory of the applicant. Enclose it with Format – 2.
3.	PAN, TAN, GST Registration Certificate.	Copy of Certificate to be enclosed.
4.	Applicant's Expression of Interest	Format –1: To be furnished on company letterhead
5.	Organizational Contact Details	Format – 2: To be furnished with supporting documents as specified in Annexure I
6.	Experience in IT Project / System Integration:	Bidder should have successfully implemented at least one project of minimum INR 30 crores in the area of IT Project platform Implementation project in the last 3(Three) years i.e. FY 2021-22, FY 22-23 and FY 2023-24.
7.	Experience in Call Center setup and Operations	Bidder must have successfully managed a minimum two call centre projects having work order value of INR 100 Crore in a single project for a Government Organization/ Nationalized Bank/ PSU in India in the last 3



Sl. No.	Qualification criteria	Supporting Documents to be Enclosed
		years (2021-22, 2022-23 & 2023-24) and should have been completed at least one year operation.
8.	Experience in HR Operations	Bidder must have experience of successful running HR Operations for at least 4000 people on its Payroll consistently for more than last one year at the time of bidding in India.
9.	Fleet Experience	The Bidder should have experience of running fleet management, minimum of 100 Vehicles in the last two years.
10.	Financial Strength of the Organization	Format-5: Enclose the auditor's certificate for the last three financial years.
11.	Declaration	Format-6: To be furnished on the company's letterhead.

Note:

The applicants should provide sufficient documentary evidence to support the eligibility criteria. C-DAC reserves the right to reject any proposal not fulfilling the eligibility criteria. If in the view of applicant, any exemption/relaxation is applicable to them from any of the eligibility requirements, under any rules/process/guidelines/directives of Government of India, applicant may submit their claim for the applicable exemption/relaxation, quoting the valid rule/process/guidelines/directives. In this case, the applicant must submit necessary and sufficient documents along with the technical proposal, in support of their claim. The decision about granting the exemption/relaxation will be taken by the evaluation committee which is empowered to grant exemption/relaxation. The relevant and valid certificates in support of the claim of exemption must be submitted as hard copies.

6. EoI EVALUATION

- 1 Screening of EoI proposals shall be carried out as per qualification conditions mentioned in this document and based on verification of documents submitted.
- 2 Technical evaluation of the EoI proposals for short listing shall be based on several parameters such as hands-on and practical experience in implementing similar types of projects/products, the number of projects, products completed in the relevant field, qualifications and core expertise of the manpower.
- 3 C-DAC will take up references and reserves the right to pay due heed to the applicant's performance elsewhere and any experience from C-DAC.
- 4 C-DAC reserves the sole right for the selection of the industry partner.

7. STANDARD TERMS AND CONDITIONS

1. Information shared by either party cannot be shared with any third-party, unless mutually agreed in writing by the other party. A Non-Disclosure Agreement (NDA) will be signed with the selected implementation partner.
2. Parties have the right to exit from the collaboration after the agreed time limit or within the period of the agreement in case due progress as agreed is not adhered to/achieved.
3. The prime responsibility lies with the applicant associating with C-DAC as the work/activities cannot be fully or partially sublet to any other entity without prior approval and written consent of C-DAC.

4. Indemnification

The industry partner, its affiliates, shareholders, officers, directors, employees, agents, representatives, and customers shall keep C-DAC harmless from and against any and all costs, liabilities, losses, and expenses (including, but not limited to, reasonable fees of attorneys) arising out of any claim, suit, action or proceeding (each, an "Action"), for any act(s) and omissions of such party under any proposal(s) to prospective client(s) or any resulting contract(s), or any infringement of existing laws, rules and regulations there from or any incidental matter or in any way arising therefrom.

5. Law

The collaboration shall be considered and made in accordance with the laws of the Republic of India and shall be governed by and interpreted in accordance with the laws of the Republic of India. The Courts of Thiruvananthapuram shall have the sole jurisdiction to try and entertain the disputes which are not covered under the ambit of arbitration.

6. Arbitration

All disputes or differences arising out of or in connection with the Contract/Agreement shall be settled by bilateral discussions. Decision of the Director, C-DAC



Thiruvananthapuram shall be final and binding on both the parties in this regard.

7. Right to Amend/Cancel

C-DAC reserves the right not to proceed with the EoI process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. C-DAC also reserves the right to decline to discuss the EoI further with any party submitting an EoI.

8. Penalty for Use of Undue Influence

The applicant undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of C-DAC or otherwise in the EoI selection process or forbearing to do or for having done or forborne to do any act in relation to obtaining of the Contract/Agreement or any other contract/agreement with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the Contract/Agreement or any other contract/agreement with the Government of India. Any breach of the aforesaid undertaking by the applicant or anyone employed by him or acting on his behalf (whether with or without the Knowledge of the applicant) or the commission of any offense by the applicant or anyone employed by him or acting on his behalf, as defined in Chapter 9 of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1986 or any other Act enacted for the prevention of corruption shall entitle C-DAC to cancel the selection of the applicant and all or other contract/agreements with the applicant and recover from the applicant the amount of any loss arising from such cancellation. A decision of C-DAC to the effect that a breach of the undertaking had been committed shall be final and binding on the applicant, giving or offering of any gift, bribe or inducement or any attempt at any such act behalf of the applicant towards any officer/employee of C-DAC or to any other person in a position to influence any officer/employee of C-DAC for showing any favour in relation to this or any other contract/agreement, shall render the applicant to such liability/penalty as C-DAC may deem proper., including but not limited to termination of the contract/agreement , imposition of penal damages and refund of the amount paid by C-DAC.



9. Intellectual Property Rights (IPR)

All prior information, design & data existing with either party before the start of the collaboration (free existing IP) shall be the sole property of that party. The Intellectual Property Rights (IPRs) pertaining to the development of technologies/components/subsystems/modules/software, undertaken with the funding of MeitY, as part of the project, will be governed by the IPR policy of MeitY. IPRs, generated jointly if any, during the collaborative activity, will be shared as per the mechanism devised by /approval of MeitY, the administrative Ministry of C-DAC.

10. Selection of Industry Partner

The empaneled bidders may submit their financial proposal when requested by C-DAC based on detailed requirements and specifications from the states. The L1 bidder in the financial bidding process will be referred as probable industry partner for the implementation in the State/UT. C-DAC will use L1 bidder data for the submission of bid the bid to the State/UT. If C-DAC is selected as nodal agency, C-DAC will formally raise the tender for the outsourced scope of work as per the state/UT requirement through GEM. The implementation agency will finally be selected based on the qualification in the GEM tender only.

The applicant should take utmost care to submit the necessary and sufficient documents in support of the eligibility requirements. C-DAC reserves the right to accept/reject the proposal of any party/for any area.

11. Period of Collaboration

The period of the collaborative activity shall be for a period of 3 years based on this EOI.

The period of collaboration specific to the project in a State/UT will be for the entire project duration, as specified in the administrative approval of the funding agency and will be effective from the date of signing of contract/agreement with the selected industry partner through the GEM process.

12. Corrupt or Fraudulent Practices

1. It is expected that the applicants who wish to apply for the EOI for this project have the highest standards of ethics.



2. C-DAC will reject the proposal if it encounters that the applicant recommended for empaneled as an implementation partner has engaged in corrupt or fraudulent practices while competing for this contract.
3. C-DAC may declare the applicant ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the applicant has engaged in corrupt and fraudulent practices during the award/execution of the contract.

13. Confidentiality

The applicant/collaborator and/or their personnel shall not, either during the term or after the expiration of the collaboration period under this RFP, disclose any proprietary or confidential information relating to the services, contract or C-DAC's business or operations without the prior written consent of C-DAC. The applicant/collaborator and/or their personnel shall not, either during the term or after expiration of this contract, undertake any public communication, press/media releases relating to the services, contract, or C-DAC's business or operations without the written consent of C-DAC. Information available in the public domain is excluded from the confidentiality clause. The selected collaborator will be required to sign a Non-Disclosure Agreement (NDA) with C-DAC regarding the confidentiality requirements.

14. Force Majeure

The deliverables as specified in this document and the collaborative agreement, if and to the extent that, the financial contributions, the delay in performance or other failure to perform its obligations of either party, under the Agreement can be relaxed in case of Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states/state Agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion, strikes at collaborator's premises, Pandemic, Epidemic, Lockdown, Court Orders etc. or any other act beyond the control of either party.



ANNEXURE – I

APPLICANT'S EXPRESSION OF INTEREST (FORMAT – 1)

To

Section Head, Technology Promotion Centre

Centre for Development of Advanced Computing (C-DAC)

PB No: 6520, Vellayambalam,

Thiruvananthapuram, Kerala, India, 695033

Subject: Selection of Industry Partner for Implementation, Training, Fleet management and Maintenance of the C-DAC ERSS solution

Dear Sir,

In response to the Invitation for Expression of Interest (EoI) published on C-DAC website for the above purpose, we would like to express interest for the same. As instructed, we attach one set of the following documents in sealed envelopes, as directed in the EoI document:

Technical Proposal

- a) Organizational Contact Details (Format - 2) with enclosures as specified in the format.
- b) Experience and Technical Competence of the Applicant (Format - 3) with enclosures as specified in the format.
- c) Technical Commitments of the Applicant (Format -4),
- d) Financial Strength of the Applicant (Format - 5)
- e) Declaration (Format - 6)

Sincerely Yours,

Signature of the Competent Authority (with date)

_____ (full name)

_____ (designation)

Stamp & Date

Encl.: As above.



<Note: This is to be furnished on the letter head of the organization>.

ORGANIZATIONAL CONTACT DETAILS (FORMAT - 2)

1.	Name of the organization and year of establishment	
2.	Main areas of work	
3.	Type of organization firm/company/partnership firm registered under the Indian Companies Act, 1956/the partnership Act, 1932 etc.	
4.	Whether the Applicant has been blacklisted by any Central Govt./State Govt./PSU/ Govt. bodies/Autonomous/Anywhere else? If yes, detail thereof.	
5.	Address of registered office with telephone no. & Fax	
6.	Name of the Contact Person with Telephone No. Mobile No. Email Id.	
7.	Organization chart	
8.	Registration copy with any Govt/Govt undertaking Companies (if any)	
9.	Accreditation Details ISO/CMM	

Enclose:

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of #3 above.
3. Undertaking in respect of #4 above.

Signature of the Applicant / Authorized Signatory

(Full name of the Applicant / Authorized Signatory)

Stamp & Date



EXPERIENCE AND TECHNICAL COMPETENCE OF THE APPLICANT (FORMAT - 3)

Experience in Fleet management, HR management and Call Centre operations				
	Items	Vertical/Area of Work	Number of assignments during last Five (05) years	Order Value of each assignment in Lakhs of INR (Enclose copy of each order)
1.	Experience of assignments of similar nature			
2.	Experience in carrying out similar assignments in Government/public sector			
3.	Relevant Infrastructure available at the organization			
4.	Manpower details to support proposed tasks			

Signature of the Applicant / Authorized Signatory

(Full name of the Applicant / Authorized Signatory)

Stamp & Date



TECHNICAL COMMITMENTS OF THE APPLICANT (FORMAT -4)

1. Providing Domain Level Support

- a. *<List out the domain level support details that are available at your organization for maintain an Emergency Response Support System>*
- b. *<Specify the expertise available to carry out call centre operations.>*

2. Technical Team and Expertise

- a. *<List out the details of the technical team that will be earmarked for this project. Please specify the number of employees and their skill sets and the purpose. >*
- b. *<List out your plan of action for supporting C-DAC's ERSS activities in large states such as Madhya Pradesh, Rajasthan, Chhattisgarh, Uttar Pradesh, Gujarat and Maharashtra>*

3. Other Technical Contributions

- a. *<Any other relevant technical contributions can be listed out here. >*



FINANCIAL STRENGTH OF THE APPLICANT (FORMAT – 5)

Sl.No.	Financial Year	Whether profitable YES /NO	Annual net profit	Overall annual turnover
1.				
2.				
3.				

Note: Please enclose the auditor's certificate in support of your claim for the last three years.

Signature of the Applicant / Authorized Signatory

(Full name of the Applicant / Authorized Signatory)

Stamp & Date



DECLARATION (FORMAT – 6)

Declaration

We hereby confirm that we are interested in collaborating as an industry partner for “**Selection of Industry Partner for Implementation, Training, Fleet Management and Maintenance of the C-DAC ERSS solution**”, as per your EoI. All the information provided herewith is genuine and accurate. We agree to abide by the terms and conditions contained in the Request for EoI document without any condition.

Authorized Person’s Signature

Name: _____

Designation: _____

Date of Signature: _____

Stamp

Note: The declaration is to be furnished on the letter head of the organization.

8. ANNEXURE II

Brief outline of the ERSS project

The Emergency Response Support System (ERSS) is an initiative launched by the Government of India to create a unified, country-wide emergency response system. The project aims to enhance public safety by providing a single, integrated emergency helpline number, 112, for various emergency services such as police, fire, and ambulance. ERSS is designed to ensure quick response to emergencies through a well-coordinated system of communication and dispatch services.

Key Features:

- **Single Helpline Number (112):** Replaces multiple emergency numbers for easier access. Accessible via phone calls, SMS, and the "112 India" mobile app.
- **Geolocation Tracking:** Uses GPS to track the location of the caller for a faster and more precise response.
- **Integration of Existing Services:** Connects various emergency services like police, fire, health, and disaster management into one system.
- **Public Safety Answering Point (PSAP):** Centralized response centers (PSAPs) that manage incoming calls and coordinate dispatches based on the nature of the emergency.
- **Mobile App:** Users can alert emergency services via the 112 India mobile app
- **Nationwide Implementation:** Operationalized across Indian states and union territories.

C-DAC (Centre for Development of Advanced Computing) has begun the rollout of the second phase of the Emergency Response Support System (ERSS), known as Next Generation 112 (NG-112). This phase aims to enhance the current ERSS with improved reliability, scalability, and intelligent features to better serve citizens during emergencies.