DIRECTORATE GENERAL, CRPF
EAST BLOCK-7, SECTOR-1, R.K PURAM, NEW DELHI-66
e-mail: digeqpt@crpf[dot]gov[dot]in Tele No. 011-26109038

No. B.V-7-C/2026-27-C (EPABX-1000)-QR CELL Dated, the 22 Oct'2026

Subject: - REQUEST FOR COMMENTS OF STAKEHOLDERS /OEM/FIRMS ON DRAFT QRs & TDs OF "EPABX SYSTEM (1000 LINES)" REGARDING.

The Draft QRs/TDs of "**EPABX System (1000 Lines)**" are attached as **Appendix 'A'**. The OEMs/Vendors are requested to forward information of the product, which they can offer and also forward correct specifications of their product against each parameter. Only complied or not complied remarks will not be accepted. The firms are also requested to furnish the following details: -

- Whether you are OEM/Vendor?
- If vendor, details of OEM required.
- Authorization certificate from OEM.

2. The required information/details may please be forwarded at the following addresses by 06 **Nov'2026**.

Communication Directorate, CRPF
East Block-7, Sec-1, R.K. Puram, New Delhi-110066
Email: comncell@crpf.gov.in

3. An early response is requested.

22/10/26

(Ajay Kumar Singh)
DIG (Equipment)
Communication & IT Branch
Directorate General, CRPF

DRAFT QRs/TDs OF EPABX SYSTEM (1000) LINES

S. N	Parameters	Specifications	Trial Directives
1.	**System Architecture & Technology**		
(a)	EPABX system Implementation Technology/ Architecture	(i) Hybrid (Microprocessor based) (ii) Supporting SIP extension (optional)	Firm will produce OEM certificate
(b)	Redundant CPU card	Required	BOO will check practically
(c)	Redundant PSU (Power Supply Unit)	Required	BOO will check practically
(d)	Supply Voltage	48V DC	BOO will check practically
(e)	Number of Subscriber port	Minimum 1000 or more	BOO will check practically & Firm will produce OEM certificate
(f)	Expandable Subscriber port	up to 1200 without replacement of main control unit (As per user requirement)	Firm will produce OEM certificate
(g)	Number of Analogue Extension/FXS Port	As per user requirement	BOO will check practically
(h)	Number of Digital Extension Port	As per user requirement	BOO will check practically
(i)	Number of Analogue Junction/FXO port	As per user requirement	BOO will check practically
(j)	Number of SIP Trunks (Optional)	Min 4 or more (As per user requirement)	BOO will check practically
(k)	Number of SIP Extensions (Optional)	Min 4 to more (As per user requirement)	BOO will check practically
(l)	Loop resistance of Line interface	1200 ohm or better	BOO will check practically
(m)	Protection against over current and accidental reversal of polarity on the input side and against over current, over voltage on the output side	Required	BOO will check practically and firm will also produce OEM certificate
(n)	Operator Console (Optional)		
	(i) Type of Operator Console	Key phone /IP phone based	BOO will check practically
	(ii) Number of Operator Consoles	As per user requirement	BOO will check practically

2.	**Additional Cards Supported (Optional)**		
(a)	Type of additional Cards Supported and fit in any Universal Slot	PRI, E1, E&M, Radio Interface, GSM/4G/5G, SIP/IP (As per user requirement)	BOO will check practically & Firm will produce OEM certificate
(b)	PRI Card (Optional)	Card having 1/2/4 Ports (As per user requirement)	BOO will check practically
(c)	EI Card (Optional)	Card having 1/2/4 Ports (As per user requirement)	BOO will check practically
(d)	E&M Card (Optional)	Card having 1/2/4/8 Ports (As per user requirement)	BOO will check practically
(e)	Radio interface Card (Optional)	Card having 1/2/4 Ports (As per user requirement)	BOO will check practically
(f)	GSM/4G/5G Card (Optional)	Card having 1/2/4/8 Ports (As per user requirement)	BOO will check practically
(g)	SIP/IP Card (Optional)	Card having Ports as per user requirement	BOO will check practically
3.	**Additional Hardware (Optional)**		
(a)	Standby CPU card (Optional)	Number of Standby CPU Cards as per user requirement	BOO will check practically
(b)	Standby PSU (Power Supply Unit) (Optional)	Number of Standby PSU as per user requirement	BOO will check practically
(c)	FCBC (Optional)	48V DC with 25 A or more current rating (As per user requirement)	BOO will check practically
(d)	SMF Battery for backup supply (Optional)	4 Nos, 12V, 100 (or more) AHC, SMF batteries or as per user requirement	BOO will check practically and Firm will submit SMF batteries as per JISC87O2 / IS16220 or latest Indian standards
(e)	MDF (Number of pair)	Min 1000 or more (As per user requirement)	BOO will check practically
(f)	Integrated Protection Module (IPM)	Min 1000 or more (As per user requirement)	BOO will check practically
4.	**System, Extension and Console Features**		
(a)	System Features	DID facility (Direct Inward Dialling), DOD facility (Direct Outward Dialling), DISA facility (Direct Inward Station Access), DOSA facility (Direct Outwards Station Access), Multi-Level Voice DISA facility, Privacy of Call, Facility for connecting recorded voice answering, Programmable	BOO will check practically and firm will also produce OEM certificate

		class of service for (STD/ISD/LOCAL) dialling as per need, Caller ID information for both internal and external callers, unique authorization codes for every user, Automatic call back, Call waiting, Music-on-hold facility, Call budgeting, Mix-mode dialling, Provision for remote logins, Interactive Voice Response System (IVRS)	
(b)	Extension Features	Call forwarding, Consultation Hold, Brokers Call, Automatic call transfer, Conference call, call pickup, call re- routing, Dynamic STD Lock, Paging on key phone, Background music, Password control, call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialled/Received Call Lists, Last Caller Call back, Password display suppression, Personal Identification Number, Hotline, Calling line identification (CLI), Remote Maintenance	BOO will check practically and firm will also produce OEM certificate
(c)	Console Features	Answering an incoming call, call queuing, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Call Parking and Camp-On Night service, Head phone connectivity, transfer calls with or without consultation, Visual indicators show real-time extension status	BOO will check practically and firm will also produce OEM certificate
5.	**Call Handling Capacity**		
(a)	Number of Conference Supported	15 or more (As per user requirement)	BOO will check practically
(b)	Number of IP-TDM/FDM Concurrent Calls (2 users per call) Supported	200 or more (As per user requirement)	BOO will check practically
(c)	Call Buffer Memory System	Min 20000 call records or more	BOO will check practically and Firm will submit OEM Certificate
(d)	Inbuilt Voice Mail for EPABX System	Min channels 16 or more (As per user requirement)	BOO will check practically
(e)	Auto Attendant Facility	Min 4 Channels or more as per user requirement	BOO will check practically and Firm will also produce OEM certificate

6.	**Software & Licence**		
(a)	SIP extension Licence	Equal to the Number of SIP Extension Ports	BOO will check practically
(b)	SIP trunk Licence	Equal to the Number of SIP Trunk Ports	BOO will check practically
(c)	Radio Interface Licence	Equal to the Number of Radio Interface Ports	BOO will check practically
(d)	GSM/4G/5G Licence	Equal to the Number of GSM/4G/5G Ports	BOO will check practically
7.	**Environmental & Testing Standards**		
(a)	Operating Temperature	0˚C or less to 40˚C or more	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
(b)	Storage Temperature	-20˚C to +70 ˚C	
(c)	Operating Humidity (RH)	80% or more	
(d)	Conformity to dry heat	As per IS:9000/part-3/ section-5/1977 or equivalent or latest for 16 hours at maximum specified operating temperature	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
(e)	Conformity to Cold Test	As per IS:9000 /part-2/ section-4/1977 or equivalent or latest for 4 hours at minimum specified operating temperature	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
(f)	Conformity to Damp Heat (Cyclic)Test	As per IS:9000/ part-5/ section-1/1981 or equivalent or latest for 2 Cycles of 24 hours each at maximum specified operating temperature & 95% RH	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
8.	**Installation, Commissioning, Training and Documentation**		
(a)	Installation and Commissioning	Required	Firm will produce OEM certificate
(b)	Operation and Maintenance Manual	The scope of supply includes one set of operation and maintenance manual for each equipment	Board will check practically
(c)	Operation and Maintenance Training (Optional)	Minimum 1 (one) week	Firm will produce OEM certificate
(d)	Warranty	1 Year or more as per user requirement	Firm will produce OEM certificate