

**GOVERNMENT OF INDIA**  
**(Ministry of Home Affairs)**  
**Communication & IT Directorate**  
**CENTRAL RESERVE POLICE FORCE**  
**EAST BLOCK-7, SEC-1, R.K. PURAM, NEW DELHI-110066**  
**(Tele/Fax No-011-26107493, Email-Id: [comncell@crpf.gov.in](mailto:comncell@crpf.gov.in))**

No. B.V-7-C/2024-25-C(EPABX)-Q

Dated, the Dec'2024

**Subject:- REQUEST FOR COMMENTS OF STAKEHOLDERS /OEM/FIRMS on Draft QRs & TDs of "EPABX System (16-512) Lines".**

1. The Draft QRs/TDs of "EPABX System (16-512) Lines" is 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 system 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.
- Authorization certificate from OEM.

2. The required information/details may please be forwarded at the following addresses by 15 Jan'2025.

Communication Directorate, CRPF

East Block-7, Sec-1, R.K. Puram, New Delhi-110066

Email: [comncell@crpf.gov.in](mailto:comncell@crpf.gov.in)

3. An early response is requested.

  
**DIG (Equipment)**  
**Communication & IT Branch**  
**Directorate General, C R P F**

<b>S.N</b>	<b>Parameters</b>	<b>Specifications</b>	<b>Trial Directives</b>
1	EPABX system Implementation Technology/ Architecture	a) Hybrid (Microprocessor based) b) supporting SIP extension(optional)	Firm will produce OEM certificate
2	Number of Analogue Extensions / FXS Ports	16 to 512 (As per user requirement)	BOO will check practically
3	Expandable Up to (TDM / FXS Ports)	up to 1024 (As per user requirement)	BOO will check practically
4	Number of Digital Extension Port	(Required /Not Required) if required 4 to 128 (As per user requirement)	BOO will check practically
5	Number of Analogue Junction/FXO ports	(Required /Not Required) if required 4 to 24 (As per user requirement).	BOO will check practically
6	Number of SIP Trunks (Optional)	(Required /Not Required) if required 4 to 32(As per user requirement).	BOO will check practically
7	Number of SIP Extensions (Optional)	(Required /Not Required) if required 4 to 32 (As per user requirement)	BOO will check practically
8	MDF(Number of pair)	20 to 1000 (As per user requirement)	BOO will check practically
9	Integrated Protection Module(IPM)	Required (Not below IPM -5 STD)	BOO will check practically
10	If Required, number of Integrated Protection Module (IPMs)	20 to 1000 (As per user requirement)	BOO will check practically
11	Type of Cards Supported	(Required /Not Required) If required, PRI, E1, Radio Interface, GSM, SIP/IP (As per user requirement).	BOO will check practically
12	Number of Ports per PRI Card Supported	Required /Not Required) If required 1 or 2 Port (As per user requirement).	BOO will check practically
	Number of Ports per EI Card Supported	Required /Not Required) If required 1 or 2 Port (As per user requirement).	
	Number of Ports per Radio interface Card Supported	Required /Not Required) If required 2 Port or 4 Ports (As per user requirement).	
	Number of Ports per GSM Card Supported	Required /Not Required, if required 4 Port (As per user requirement).	
	Number of Ports per SIP/IP Card Supported	Required /Not required, if required (As per user requirement).	

**Appendix – “A”**

13	Type of Operator Console (optional)	Key phone based.	BOO will check practically
14	Number of Operator Console	(Required/ Not Required) if required 1 to 4 (As per user requirement.)	BOO will check practically
15	SIP extension ( If Yes, Number of Software / Licenses shall be Commensurate /Equal to the Number of SIP Extension Offered under ""EXTENSION AND TRUNK / JUNCTION"" )"	YES	BOO will check practically
16	"SIP trunk ( If Yes, Number of Software / Licenses shall be Commensurate / Equal to the Number of Offered under ""EXTENSION AND TRUNK / JUNCTION"" )"	YES	BOO will check practically
17	"Radio Interface (If Yes, Number of Software /Licenses shall be Commensurate/Equal to the Number of Radio Interface Offered under EXTENSION AND TRUNK /JUNCTION)	YES	BOO will check practically
18	"GSM ( If Yes, Number of Software /Licenses shall be Commensurate / Equal to the Number of GSM Offered under EXTENSION AND TRUNK / JUNCTION)	YES	BOO will check practically
19	Number of Conference Participants Supported	8 or more (As per user requirement)	BOO will check practically
20	Number of IP-TDM Concurrent Calls (2 users per call) Supported	4 or more (As per user requirement)	BOO will check practically
21	Loop resistance interface	1200 ohm or better	BOO will check practically
22	Call Buffer Memory System	should be Available	BOO will check practically
23	If Call Buffer Memory Available, Number of Records	100 or more (As per user requirement)	BOO will check practically

24	Standby CPU card	Required/Not Required.	BOO will check practically
25	If Required, Number of Standby CPU Card	As per user requirement	BOO will check practically
	Redundant CPU card	Required/Not Required	
26	Standby PSU (Power Supply Unit)	Required/Not Required	BOO will check practically
27	If Required, Number of Standby PSU (Power Supply Unit)	As per user requirement	BOO will check practically
	Redundant PSU (Power Supply Unit)	Required/Not Required	
28	Inbuilt Voice Mail for EPABX System	Required/Not required	BOO will check practically
29	If Required ,Voice Mail feature , Number of Voice Mail Channels	2 or more (As per user requirement)	BOO will check practically
30	Available for Voice Mail, Facility for Recording	24x7	BOO will check practically
31	Auto Attendant Facility (optional)	YES	BOO will check practically and Firm will also produce OEM certificate
32	If Available, Number of Auto Attendant Channels	2 or more (As per user requirement)	BOO will check practically
33	System Features	Automatic Route Selection facility, DID facility (Direct inward dialing),DOD facility(Direct outward dialing), 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 class of service for(STD/ISD/LOCAL) dialing as per need, Caller ID information for both internal and external callers (over Analogue, ISDN PRI), unique authorization codes for every users, Automatic call back, Call waiting, Music-on-hold facility, Call budgeting, Least cost routing, Mix-mode dialing, Provision for remote logins, Interactive Voice	BOO will check practically and firm will also produce OEM certificate

**Appendix – “A”**

		Response System (IVRS), Extension to Extension dialing	
34	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, Virtual Telephony, Call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialed/Received Call Lists, Last Caller Call back, Password display suppression, Personal Identification Number, Hotline, Calling line identification(CLI), Remote Maintenance, Other Extension features	BOO will check practically and firm will also produce OEM certificate
35	Attendant Console Features	Answering an incoming call, Call queuing, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Night service, Head phone connectivity, Other Attendants console Features	BOO will check practically and firm will also produce OEM certificate
36	Supply Voltage	-48 V DC /110V-230 V AC supply (As per user requirement)	BOO will check practically
37	Inbuilt Battery Charging arrangement for providing battery backup /FCBC (As per user requirement)	Yes	BOO will check practically
38	FCBC	Required/Not required (As per user requirement)	BOO will check practically
39	If Required, minimum current Rating of FCBC at charging voltage of 48V	12.5 A or more (As per user requirement)	BOO will check practically
40	Protection against over current and accidental reversal of polarity on the input side and against over current, over voltage on the output side	Yes	BOO will check practically and firm will also produce OEM certificate
41	Minimum Operating Temperature (Degree C)	0°C	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
42	Maximum Operating Temperature (Degree C)	40°C or more	

**Appendix – “A”**

43	Operating Humidity (RH) (%)	80 or more	
44	Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with as per latest Standard	Yes	
45	Conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with as per latest standard	Yes	
46	Conformity to Damp Heat (Cyclic) Test for 2 Cycles of 24 hours each at a temperature of 40 degree C & 95% RH in accordance with as per latest standard	Yes	
47	Installation and Commissioning	Yes	Firm will produce OEM certificate
58	The scope of supply include one set of operation and maintenance manual for each equipment	Yes	Board will check practically
49	Training provided to buyers	Yes	Firm will produce OEM certificate
50	If YES, Details of training	Onsite training for 3 days	Firm will produce OEM certificate
51	Warranty	1 Year or More (As per user requirement)	Firm will produce OEM certificate