

General Instructions and Terms & Conditions	
Scope & Solution	:Vendor shall supply, integrate, test, qualify and commission the integrated solution to meet the requirements / specifications. The system shall be equivalent or better than the indicated specifications.
Supply, Integration & Testing	: All elements integration (as per drawing in annexure-A), testing and qualifying is vendor's responsibility to achieve proper & high fidelity voice communication.
Delivery location	: All the items to be supplied at ISTRAC, Peenya, Bengaluru and to be commissioned
Instructions for technical Compliances	
Formats	: Attached the ISTRAC required technical specifications along with tender
Compliance statement	: Vendor shall provide the compliance statement for all specifications along with offered parameters and it is mandatory.
Make & Model	: Vendor shall provide the make, model /part number of the offered product without fail otherwise the offer will be liable to reject technically
Website (URL) link	: Vendor shall provide the website (URL) link details of the offered products to cross verify the technical specifications for ISTRAC technical evaluation.
Evaluation criteria	:Technically suitable products with complete solution and L-1 criteria
Warranty	: 1 years for all the products.
Maintenance of Processing System	: During Warranty period, vendor is responsible for the repair, maintenance and replacements at ISTRAC premises as per policy
Maintenance of Peripherals and Accessories	: Vendor is responsible for repair, maintenance and replacements during warranty period