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
(Email:- comncell@crpf.gov.in   Tele/Fax:011-26109038)

No. B.V-7/2024-25-C-(Exch)-Q   Dated, the 15 May'2025

To

      1. The DsG: AR, BSF, CISF, ITBP, NSG, SSB and BPR&D
      2. Director, DCPW

Subject: Regarding QRs/TDs of "EPABX System(16-512 Lines)"

      I am directed to refer on the subject mentioned above and to say that the QRs/TDs of **"EPABX System (16-512 Lines)"** has been approved by the DG CRPF after deliberation and recommended by CAPFs sub-group and experts from DCPW.

2.   QRs/TDs of EPABX System (16-512 Lines) has forwarded earlier vide letter No. B.V-7/2020-21-C(EPABX) dated 10/12/2020 is rescinded.

Encl:-As above

{P.C.Jha}
DIG (Communication)
Communication & IT Branch
Directorate General C R P F

No. B.V-7/2024-25-C-(Exch)-Q   Dated, the 15 May'2025

Copy to:-

      1. Mrs. Sugandhi, Technical Director, North block, MHA with request to upload the QRs/TDs of **"EPABX System (16-512 Lines)"** on MHA website (e-mail ID: mpsugandhi@nic.in) and QRs/TDs of EPABX System (16-512 Lines) has forwarded earlier vide letter No. B.V-7/2020-21-C(EPABX) dated 10/12/2020 is rescinded.
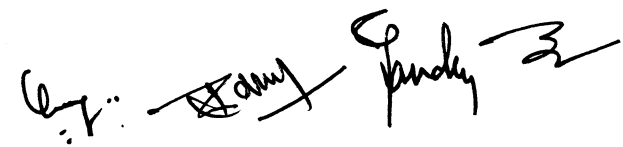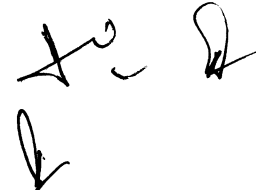
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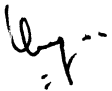
{P.C.Jha}
DIG (Communication)
Communication & IT Branch
Directorate General C R P F

QRs/TDs of EPABX SYSTEM (16-512) Lines

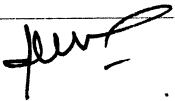| S.N	Parameters	Specifications	Trial Directives
1	EPABX system Implementation Technology/ Architecture	a) Hybrid (Microprocessor based) b) Supporting SIP extension (optional)	Firm will produce OEM certificate
2	Number of Analogue Extensions / FXS Ports	16 to 512 (As per user requirement)	BOO will check 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	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 and fit in any Universal Slot.	PRI, E1, Radio Interface, GSM, SIP/IP (As per user requirement).	BOO will check practically
12	(a) Number of Ports per PRI Card Supported.	Required /Not Required, if required 1 or 2 Port (As per user requirement).	BOO will check practically
	(b) Number of Ports per EI Card Supported.	Required /Not Required, if required 1 or 2 Port (As per user requirement).	BOO will check practically
	(c) Number of Ports per Radio interface Card Supported.	Required /Not Required, if required 2 Port or 4 Ports (As per user requirement).	BOO will check practically
	(d) Number of Ports per GSM Card Supported.	Required /Not Required, if required 4 Port (As per user requirement).	BOO will check practically
	(e) Number of Ports per SIP/IP Card Supported.	Required /Not required, if required (As per user requirement).	BOO will check practically
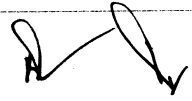
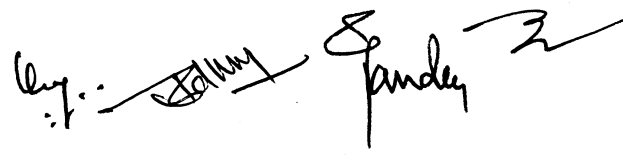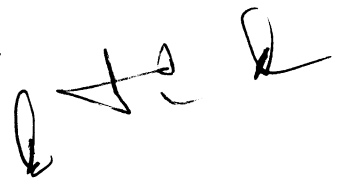| S.N	Parameters	Specifications	Trial Directives
13	Type of Operator Console (optional)	Key phone /IP phone based.	BOO will check practically
14	Number of Operator Console	Required/ Not Required, if required 1 to 4 (As per user requirement.)	BOO will check practically
15	SIP extension (If Yes, Number 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

S.N	Parameters	Specifications	Trial Directives
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(a)	If Required, Number of Standby CPU Card	As per user requirement.	BOO will check practically
(b)	Redundant CPU card	Required/Not Required	BOO will check practically
26	Standby PSU (Power Supply Unit)	Required/Not Required	BOO will check practically
27(a)	If Required, Number of Standby PSU (Power Supply Unit)	As per user requirement	BOO will check practically
(b)	Redundant PSU (Power Supply Unit)	Required/Not Required	BOO will check practically
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

S.N	Parameters	Specifications	Trial Directives
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 Response System (IVRS), Extension to Extension dialing.	BOO will check practically and firm will also produce OEM certificate
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

S.N	Parameters	Specifications	Trial Directives
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	
43	Operating Humidity (RH) (%)	80 or more	

S.N	Parameters	Specifications	Trial Directives
44	Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/section-5/1977 or equivalent/latest	Yes	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
45	Conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000 /part-2/section-4/1977 or equivalent/latest	Yes	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
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 IS:9000/part-5/section-1/1981 or equivalent/latest	Yes	Firm will submit certificate of Govt. Lab. or NABL/ILAC accredited laboratory
47	Installation and Commissioning	Yes	Firm will produce OEM certificate
48	The scope of supply includes 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

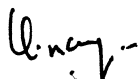| S.N	Parameters	Specifications	Trial Directives
50	If YES, Details of training	Operation and maintenance training for minimum 1(one) week.	Firm will produce OEM certificate
51	Warranty	1 Year or More (As per user requirement)	Firm will produce OEM certificate

(Sub. J.P Gaur)
Assam Rifles

(Insp/Com. Ranveer Singh)
CISF

(Ujjwal Kumar Singh)
AC(QRs), CRPF

(Vinay Barthwal
Deputy. Director)
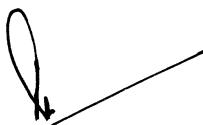DCPW

(S.K. Sastri, Comdt)
BSF

(Rajesh Ranjan,Comdt)
NSG

(P.C Raturi, Comdt)
SSB

(Rajesh Pandey, Comdt)
ITBP

(Amit Taneja)
DIG(Eqpt), CRPF

(P.C.Jha)
DIG(Comn), CRPF

(S. M. Hasnain)
IG (Comn & IT), CRPF

(Vitul Kumar,IPS)
SDG (OPS), CRPF

Approved/Not Approved

(Gyanendra Pratap Singh, IPS)

DG, CRPF