



RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

Territory Office

Plot No. 17, 1st Floor, Raghunath Nagar,
Near Shahpura Police station,
Bhopal MP - 462039

Western Region Office

Western Railway Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai – 400013

Corporate Office

Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi - 110023

Request for Quote

For
“Design, Supply, Installation, Testing, Commissioning and
Maintenance of IP based CCTV cameras in 41 Police Out
Post of Madhya Pradesh (On turnkey basis)”

TenderRef:-RCIL WR-BPL0 MKTG(EB)/1/June-2/5

Dtd.04-07-2023

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NOTICE

Tender Ref. RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.:04-07-2023

RailTel Corporation of India Ltd invites Tender's via E-Mail with password protected folder from reputed firms for work mentioned in the Scope of this Tender. The technical and commercial (price) bids shall be submitted through E-Mail at bpltooffice@railtelindia.com in password protected folder as separate PDF documents up to the end date & time mentioned below.

Sr. No .	Description	Estimated Cost	Last date & Time for Bid Submission	Date & Time for Bid Open	Completion Period
1	Design, Supply, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police Out Post of Madhya Pradesh (On turnkey basis)	As per tender document attached As per Tender No: RCILWR-BPL0 MKTG(EB)/1/2023/ June-2/5 Dtd. 04-07-2023	08-07-2023 15:00 Hrs.	08-07-2023 18:00 Hrs.	As per Tender No: RCILWR-BPL0 MKTG(EB)/1/2023 /June-2/5 Dtd. 04-07-2023

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, Tender no. RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5. Design, Supply, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police Out Post of Madhya Pradesh (On turnkey basis).
(Copy at annexure–VIII).

PRICE BID

Please Refer BoQ – Annexure -XX

Bidder should quote price for end to end SOW wrt –

Tender Ref: RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dtd. 04-07-2023

and subsequent corrigenda. Design, Supply, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police Out Post of Madhya Pradesh (On turnkey basis).

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, the Tender no. RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 i.e. Design, Supply, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police Out Post of Madhya Pradesh (On turnkey basis)
(Copy at annexure–VIII).

1. The details are as under:

1	Issue date of “Invitation for Tender document”	04-07-2023
2	Last date for submission of Tender by applicants	04-07-2023 00:00 Hrs.
3	Opening of Tenders	04-07-2023 00:00 Hrs.
4	Tenders Submission Mode	By email (with password protected)
5	Completion Period	03 weeks since day of LOI awarded

Tender and all corrigenda will be made available at RailTel Corporation of India’s portal <https://www.railtelindia.com>. EMD Fee of Rs. 450000/- as per tender clause

(For Bank detail Refer Annexure X)

Note: For bid submission, tenderer will have to submit signed and stamped printed copy of the tender document.

1. RailTel intends to look for an empanelled BIDDER who can help us with Bid Submission & have the ability to take up the work on turnkey basis and who has good connect with the customer and local environment. The bidder shall bear all costs associated with the preparation, submission / participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.
2. Bidders shall necessarily furnish the details of the valid SD/PBG/Tender fee/fee applicable submitted at time of empanelment for consideration of their offer.
3. Undertaking stating that bidder accept to execute SOW of Tender on fully Back to Back basis.
4. Copy of power of attorney issued in favor of signatory
5. The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder
6. A pre bid agreement will be signed with successful bidder on non-judicial stamp of adequate value as per final bid value. Format will be shared with successful bidder only
7. Bidder should have aggregate turnover for the last five financial years should not be less than 100% of the value of the tender. If tender is issued in the month of September or prior to September, then last 5 FY shall include the financial year ended in March of last year and in case tender is issued after the month of September then last year should be financial year ended in March of current year.

8. The Bidder must provide acceptance (with documents) on the following:

All payments shall be paid on Bidder back to back basis. RailTel shall make payment to selected Business Associate after receiving payment from the end customer for the successful completion portion. In case of any penalty or deduction made by the end customer, the same shall be deducted from the selected BIDDER.

The BIDDER must have the pre-requisite experience for similar type of work (proof of similar works need to submit inform of PO and completion along with Value)

Bidder will submit No deviation certificate. Bidder will submit non-blacklisted certificate.

Partner will be chosen as per the policy guidelines of RailTel Corporation of India Ltd. Further evaluation will be carried out.

Please submit your proposal latest by 08-07-2023 upto 15:00 Hrs.

Prospective bidders are required to direct all communications related to this Invitation for

Tender document, through the following HelpDesk:

Contact(1)	:	Shri. Anand Kumar
Designation	:	Deputy General Manager/Marketing
Email	:	anandnkn@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919004444107

Contact(2)	:	Shri. Pavan Kumar Bhargava
Designation	:	Group General Manager/Territory Manager/Bhopal
Email	:	pavan@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919179005188

	CheckList	
Sl. No	Document	Remarks (Yes/ No)
1	Offer Letter	Annexure I
1	Proof of Submission of PBG/SD/Tender Empanelment Fee submitted against Empanelment with RailTel	
2	Copy of LoA/LOI issued by RailTel for confirmation of empanelment.	
3	Undertaking stating that bidder accept to execute SOW of Tender on fully Back to Back basis.	
4	The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder	
5	Compliance certificate format	Annexure II
6	Financial capacity Format	Annexure III
7	Format for Declaration for acceptance of all Terms & Conditions	Annexure IV
8	Non blacklisted	Annexure V
9	No deviation certificate	Annexure VI
10	OFC laying diagram	Annexure VII
11	PriceBid	Annexure IX
12	RailTel's bank account detail to deposit EMD	Annexure X

ANNEXURE-I:

OFFERLETTER

(To be on company letter head)

Tender Ref.- RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.:04-07-2023

To,
Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Dear Sir,
Sub: Participation in the Tender.

Having examined the Invitation Tender document bearing the reference number Tender Ref.- RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.: 04-07-2023 released by your esteemed organization, we undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for Tender document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for Tender document.

We here by declare that all the information and supporting documents furnished as a part of our response to the said Invitation for Tender document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Tender is liable to be rejected.

Date:

Signature with seal—

Name: _____

Designation: _____

Annexure II: Compliance Certificate

To,
Executive Director
RailTel Corporation of India Limited
Western Railway Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Sub:TenderRef.-RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.: 04-07-2023

Dear Sir,

This is in response to the Invitation for Tender for the “Design, Supply, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police Out Post of Madhya Pradesh (On turnkey basis)” in TenderRef.-RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.:04-07-2023.

We have applied against Tender issued by RailTel Corporation of India Ltd. We hereby covenant, warrant and confirm. We hereby comply with all the terms and conditions/stipulations as contained in the Invitation for Tender document.

Date:

Signature with seal (in the box)



Name:

Designation:

Annexure- III: Performa for Format for Turnover & Profit & Loss Certificate
(to be issued by practicing Chartered Accountant on its letter head)

TO WHOM IT MAY CONCERN

TenderRef.-RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5

Dt.:04-07-2023

This is to certify that M/s..... having its office at
..... are in the business of
..... for Completed years
(considered upto 31st March 2023) and the date of incorporation is _____. Their
annual financial Turnover during the preceding three years or from date of incorporation (in
case of date of incorporation is within three years of March) are as given below:

Financial Year	Turnover (in Rs Cr)	Profit / Loss (in Rs Cr)
2020-2021		
2021-2022		
2022-2023		
Gross Three years Turnover for these Three Financial Years		

This is further certified that the above Turnover is in line with the Turnover declared by the
Firm in their Income Tax Returns filed under PAN

Place.....

Signature.....

Name.....

(Seal)

Annexure-IV: Performa for Declaration of acceptance for all Terms & Conditions

Declaration for acceptance of all Terms & Conditions of the

Tender Ref.- RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5

Dt.: 04-07-2023

1. We M/s (_____) having registered office at (Address) _____ agree to all the Terms & Conditions of the Tender Ref.- RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.: 04-07-2023 issued by RailTel.
2. Our offer will remain valid for 180 days from the date of opening of the Tender.
3. We confirm that we have the necessary resources & capabilities to undertake the work as specified in the schedule of work as per all terms and conditions given in the above Tender. We have also understood the process of submitting bid to RAILTEL and Instructions given in the above Tender. Further, we confirm that we shall execute the work against this price discovery for scope as specified in this Tender.
4. We also agree that RailTel has the right to reject all Tender, in part or in full without assigning any reason whatsoever.
5. This Tender along with other documents as stipulated in Tender together with your written acceptance thereof shall constitute a binding contract between us.

Date:-

Name of the Company:-

Signature & Seal:-

Annexure-V

Non - Blacklisting Certificate Declaration

To,
Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Sub: Undertaking of no deviation from Tender/ RFP terms and condition Tender Ref.- RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.: 04-07-2023

We hereby undertake and submit the declaration that our firm/company is not debarred/black listed for future business with any Central/State Government organization/CPSU/SPSU in India.

In case, at any stage if the above declaration is found false or incorrect, the Purchaser shall be free to take any punitive/ legal action against us, as may be deemed fit, which shall be acceptable / binding on us and the consequences shall be to our account.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:

VI

Format for Statement of No Deviation from the RFP

To,
Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai – 400013

Date: _____

Sub: Undertaking of no deviation from Tender/RFP terms and condition Tender Ref.-
RCILWR-BPL0 MKTG(EB)/1/2023/June-1/5 Dt.: 04-07-2023

Dear Sir,

This is to confirm that the proposal/bid submitted by <<_____>>, is in complete agreement with the RFP/Tender and any of the corrigendum(s) or amendment(s) issued thereon and there is no deviation whatsoever.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:

TenderRef.-RCILWR-BPL0 MKTG(EB)/1/2023/June-2/5 Dt.: 04-07-2023

Annexure VII

PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09-06-2023



**Mahalaxmi Branch
Mahalaxmi Chambers
22, Bhulabhai Desai Road
MUMBAI: 400 026**

Tel. No. No.23512895 / 23517234 Fax No.23516948

LT No:MAH/RCIL/ 2010

Date: 21/10/2010

To,
The Sr. Manager (Finance)
Railtel Corporation Of India Limited
Mahalaxmi,Mumbai

Dear Sir,

Sub-: Bank Details For your collection account.

**We are in receipt of your letter no. RCIL/WR/Fin/Bank Matters dated 20.10.2010
Requesting bank details for your collection account no. 317801010036605. Details are below-:**

Account No.- 317801010036605

A/c Name- Railtel WR collection A/c

Bank Name- UNION BANK OF INDIA

Branch name- Mahalaxmi, branch

**Branch address- 22, bhulabhai desai Road, Mahalaxmi chambers,
Mahalaxmi, Mumbai-400026**

IFSC Code- UBIN0531782

Swift Code- UBININBBLOP

Thanking You

Your's faithfully

Pushpa Tiwari
Pushpa Tiwari
Manager





**Police Telecom Headquarters, M.P.
Bhadbhada Road, BHOPAL- 462003**

**Fax No. 0755-2443674,
E-mail: ssp_radio@mppolice.gov.in**

**Design, Supply, Installation, Testing, Commissioning and
Maintenance of IP based CCTV Cameras in 41 Police Out Post of
Madhya Pradesh (On turnkey basis)**

VOLUME -I (Commercial Terms and Bid Process)

No.: PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Documents download/Sale Start Date	- 10/06/2023 from 1800 Hrs.
Bid Submission Start Date	- 26/06/2023 from 1800 Hrs.
Bid Submission End Date	- 05/07/2023 up to 1700 Hrs.
P.Q.Bid will be opened on	- 06/07/2023 at 1710 Hrs.

Director General Of Police
Through- S.S.P. (Radio)
Police Telecom. Headquarters, M.P.
Bhadbhada Road, Bhopal-462003
Phone & Fax : 0755- 2443674
E-mail: ssp_radio@mppolice.gov.in



Disclaimer

To participate in the open competitive process with a view of getting finally shortlisted to execute the works mentioned in the Tender Document. This Tender Document (also referred to as “Request for Proposal” or “RFP”) is nor an Agreement or an offer or invitation by MP Police to any Bidder other than the one that qualifies based on evaluation of submitted Bids. The purpose of this Tender Document is to provide all the relevant information to the potential Bidders to assist them in responding to this Tender Document. Though this Tender Document is prepared with sufficient care to provide all required information to the potential Bidders, they may still need more information than what has been provided. In such cases, the potential Bidder is solely responsible to seek the additional information required from MP Police, at his / her own cost well in time.

MP Police reserves the right to provide such additional information at its sole discretion. In order to respond to the Tender Document, if required, and with the prior permission of MP Police, the potential Bidder may conduct his own study and analysis, as may be necessary. MP Police makes no representation or on-site warranty and shall incur no liability under any law, statute, rules, or regulations on any claim the potential Bidder may make in case of failure to understand the essential requirements of the Bidding process and then to respond to the Tender Document. MP Police may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document at any time prior to the last date of submission of Bids.



Abbreviations

AMC	Annual Maintenance Contract
ATP	Acceptance Testing Plan
BG	Bank Guarantee
BOM	Bill of Material
BoQ	Bill of Quantity
CCTV	Closed Circuit Television
DD	Demand Draft
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FAT	Final Acceptance Testing
FPS	Frames Per Second
GCC	General Conditions of Contract
GoI	Government of India
GoMP	Government of Madhya Pradesh
HD	High Definition
ICT	Information and Communication Technology
IP	Internet Protocol
IR	Infra-Red
LoI	Letter of Intent
MPP	Madhya Pradesh Police
MTTR	Mean Time to Repair
O and M	Operation and Maintenance
OEM	Original Equipment Manufacturer
ONVIF	Open Network Video Interface Forum
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PoC	Proof of Concept
POD	Proof of Design
PoE	Power over Ethernet
PST	Peak Service Time
PTZ	Pan, Tilt, Zoom
QA	Quality Assurance
RFP	Request For Proposal
SCMRC & ISSS	Safe City Monitoring & Response Centre and Integrated Security Surveillance System
SI	System Integrator
SITC	Supply, Installation, Testing & Commissioning
SLA	Service Level Agreement
SOP	Standard Operating Procedures



SOW	Scope of Work
SP Office	Superintendent of Police Office
SSS	Security and Surveillance Solution
SWOT	Strength, Weakness, Opportunity and Threat Analysis
TC	Treasury Challan
TEC	Technical Evaluation Committee
TOR	Terms of Reference
TPA	Third Party Agency
UPS	Uninterrupted Power Supply



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REFERENCE: NOTICE INVITING TENDER (NIT)

POLICE TELECOM. HEAD QUARTERS, MADHYA PRADESH

Bhadbhada Road, Bhopal-462 003 Fax No. 0755-2443674

E-mail: ssp_radio@mppolice.gov.in

NIT No.: PTHQ/ Pur/CCTV/41 OPs/D- 10128/2023,

Date: 09/06/2023

-:: Notice Inviting e-Tender ::-

e-tender is invited by the Senior Superintendent of Police (Radio) MP Bhopal on behalf of DGP MP Bhopal for the following items :-

S.No	Name of item	Required EMD
1	Design, Supply, Installation, Testing, Commissioning and Maintenance of IP <u>CCTV</u> based Security and Surveillance System for 41 Police Out Posts premises at across Madhya Pradesh On Turn-key Basis	Rs. 4.5 Lakhs

1. Cost of tender documents is Rs. 10,000/- (Tender fee) (Rupees Ten Thousand only) which is nonrefundable and cannot be exempted in any condition. Must be paid online at the time of filling e-tender.
2. Tender documents can also be download from the website of MP Police (www.mppolice.gov.in).
3. The Tender submitted online on website <https://www.mptenders.gov.in> and within scheduled date and time.
4. This is a turn-key Project.
5. **Schedule :**

Documents download/Sale Start Date	- 10/06/2023 from 1800 Hrs.
Bid Submission Start Date	- 26/06/2023 from 1800 Hrs.
Bid Submission End Date	- 05/07/2023 up to 1700 Hrs.
P.Q.Bid will be opened on	- 06/07/2023 at 1710 Hrs.

Sr. Supdt. of Police (Radio)
M.P. Bhopal



1 INVITATION FOR PROPOSAL

1.1 EXECUTIVE SUMMARY

With reference to Hon'ble Supreme Court's order dated 02 December 2020, Madhya Pradesh Police, Government of Madhya Pradesh, has envisaged setting up of CCTV based surveillance system comprising IP based CCTV cameras at 41 Police outposts of state with audio video recording for 18 months.

Department has already installed and set up IP based CCTV surveillance and monitoring system in the police stations/outposts premises of Madhya Pradesh.

Madhya Pradesh Police invites Bid proposals from reputed and experienced Companies/Consortia to participate in competitive tendering for providing and maintaining CCTV based security and surveillance system in 41 police outpost premises of Madhya Pradesh Police for a period of four years. The system suggested should comprise of the following core components:

- a) CCTV cameras- 4 to 8 Fixed/PTZ IP based Indoor or outdoor cameras depending on police outpost's requirement to cover all areas in pursuance of Hon'ble supreme court's directives - all to be day & night vision with IR cut filter and audio enabled.
- b) 18 months audio video recording Data storage and retrieval system and networking equipment.
- c) Installation of Display, (if any) viewing of all cameras in 42" screen,
- d) Power back up (UPS) with 4-hour back up
- e) Viewing of cameras live feed and recording at district HQ.
- f) Web based help desk and health monitoring at District and state level
- g) VMS for local and remote Viewing of CCTV feed from the stored video feed and live feed
- h) To make the live video feed available on the laptop, desktop or mobile phones of concerned officers on due authorization and authentication.

The purpose of this CCTV project is to safeguard public areas of police outposts, to keep record of activities, to keep watch over activities of persons in custody or persons visiting police outpost and prevent any possible manhandling and misbehavior with persons visiting or detained at police outposts.

In each police outpost CCTV camera would be installed in below mentioned locations:-

- All entry and exit points
- Main gate of the police outposts
- All lockups; all corridors
- Lobby/the reception area
- All verandas/out houses
- Inspector's room
- Sub-Inspector's room
- Areas outside the lock-up room
- Station hall
- In front of the police outpost compound
- Outside (not inside) washrooms/toilets
- Duty Officer's room
- Back part of the police outpost etc.
- Any other area which is not mentioned above but department feels CCTV requirement on that area.



The bidder has to provide the complete solution including CCTV cameras, storage, Video Management Software, network accessories, electric and electronic components and subcomponents, required cabling, internet connectivity for each police outpost and connectivity with district level monitoring center.

1.2 ADVICE TO THE BIDDERS

- I. Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submissions of Bid by the Bidder have been done after their careful study and examination of the RFP document with full understanding as to its implications.
- II. Bidders are also advised to ascertain whether they meet the eligibility criteria of the Bid.
- III. The Bidder shall designate minimum one person to represent the Bidder in its dealing with Authority in relation to the proposal submitted by the Bidder. Authority will assume that the person(s) designated is authorized to perform all tasks, including, but not limited to, providing information and responding to enquiries on behalf of the bidder.
- IV. The Bidder must nominate “authorized representative” carefully as during the course of Bid submission and Bid evaluation, he/she may be required to submit explanation/clarification/additional information etc. Such person should have good techno-commercial knowledge and must be well versed about the contents of technical Bid.
- V. The bidder must examine the technical specifications carefully and in case of any doubt should get those clarified from the Purchaser well in time.
- VI. Bidder are advised to not to quote multiple OEMs and models for single item of Bill of Quantity. Only one specific make/model/part number compliant to specifications for one item should be quoted preferably.
- VII. The Bidder shall quote for all the components required for the complete solution inclusive of any other required components other than mentioned in BOQ to complete the solution.

1.3 ETHICAL CONDUCT OF THE BIDDERS

- I. The Bidder or its representative shall not make any cartel or group to influence the Bidding process or the price to the disadvantage of the Government.
- II. The Bidder or its representative shall not enter into uncalled for correspondence with Competent Authority or any of his subordinate or Consultant or any agency as authorized by the Competent Authority with respect to this tender.
- III. Where the Bidder requires any information with respect to this tender, it or its authorized representative shall interact with the SSP (Radio) only during office hours either in person or on his official phones. Bidders or their staff/agents/employees are strictly prohibited to interact with any M.P. Police staff, subordinate in rank to SSP (Radio) on any matter what so ever. Such unethical behavior shall lead to automatic disqualification of Bid.



- IV. Where the Bidder is not satisfied with any decision of the SSP (Radio), or any of the Committee, it has liberty of representing its case before the Competent Authority or its nominee. But indulging into anonymous or pseudonymous petitions etc. shall be taken to be an unethical practice.
- V. Bidders must appreciate that only most suitable tender can be accepted and hence all the tenders cannot be accepted, so losing out the Bid is also one of the business proposition well known to the Bidder well in advance. Therefore, any indiscreet conduct during bidding process and / or post disqualification would amount to be an unethical behavior.
- VI. The Bidder after being awarded the work, during / after its completion and during / after the on-site warranty and maintenance period shall not indulge into monopolistic or restrictive trade practices and shall not take advantage of its position / being privy to the knowledge of the system while working out the costs of spares, maintenance, bug fixing, additional programming to increase marginal but additional functionalities in the software etc.
- VII. Bidders must also appreciate that purchaser department is fully conversant of its requirements and is entitled to define its requirements.
- VIII. Any canvassing in favour of or against any bid or for inclusion or deletion, substitution of any point in the RFP under its own name or in the name of any other entity or anonymous or pseudonymous before any authority not approved in the RFP or before multiple authorities or persistent pestering on any term or condition in the RFP may be taken to be unethical practice.

1.3.1 FRAUD AND CORRUPTION

MP police department require that Bidder must observe the highest standards of ethics during the entire process of tendering and during execution of the contract. In pursuance of this policy, The department define, for the purpose of this provision, the terms set forth as follows:

- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Department in contract executions.
 - b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to Department, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive The department of the benefits of free and open competition.
 - c) "Unfair trade practices" means supply of services different from what is ordered on or change in the Scope of Work which is given by the department in this Tender.
 - d) "Coercive Practices" means harming or threatening to harm, directly or indirectly, spersons or their property to influence their participation in the execution of contract.
- The department shall reject the Bid proposal for award of contract, if it determines that the Bidder recommended for award, has been found to have been engaged in corrupt, fraudulent or unfair trade practices. Once the contract is signed and if it is noticed that the SI has indulged into the Corrupt /Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for The department for termination of the contract and initiate blacklisting of the Bidder.



1.4 DEFINITIONS

In this document, unless otherwise mentioned or expressed clearly, the terms Bidder would have meaning as given below:-

1. "Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment installed by vendor.
2. Tender:- means electronically bid submission with due procedure.
3. "Bidder" The Firm/Company who signs and submits the Tender document and Bids for the contract and / or awarded the Contract to implement Tender for "Appointment of Agency for Supply, Design, Installation, Testing Commissioning and Maintenance of IPbased CCTV cameras in police outposts of Madhya Pradesh On Turn-key Basis", as the reference may indicate; it shall also include associates, licensee, collaborator.
4. "Committee" means Committee constituted by M. P. Police in relation to this Process by whatever name and includes Police Telecom. Technical Committee and Central Purchase Committee as appointed by the DGP MP, for the purpose of processing this Tender and Supplies Test & Acceptance Committee.
5. "Competent Authority" means Additional Director General of Police Telecom, Madhya Pradesh, Bhopal or any officer notified by him.
6. "Contractor 'agreement' means the Agreement entered into between the M.P Police and the "Vendor" as recorded in the Contract form signed by the SSP(R) M.P. and the " Vendor " including all attachments and Appendix/ Annexure thereto, the Tender and all Annexure thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;.
7. "Effective Date" means the date on which the Contract is signed and executed by the M.P Police and successful bidder.
8. e-Tender: -means electronically bid submission on the website <https://www.mptenders.gov.in> with due procedure.
9. "Go-live" The date of final acceptance certificate issuance of all / District wise police outposts.
10. "Penalty" means the financial deduction imposed for breaking the law, rule, SLA or contract, timelines.
11. "Purchaser" or 'Madhya Pradesh Police (MPP) or 'Department': means MP Police acting through Senior superintendent of police (Radio) [SSP(R)], Telecom Headquarters, Bhadbhada Road Bhopal or any other officer as may be authorised to act on behalf of M.P police in reference to this RFP.
12. "Performance Bank Guarantee (PBG)" Means Unconditional Irrevocable Bank Guarantee from a Nationalized Bank/ State Bank of India / other public sector bank or Scheduled / Scheduled Commercial Bank valid till completion of exit management being approved by MPP (This time period comprises of Implementation period, Operation & Maintenance period and Exit Management period) from the date of signing of Contract between the parties. or contract period plus three months whichever is letter.
13. "Resources" means the Bidder's Personnel deputed to this project.
14. "Survey" means collection and analysis of data with respect to commissioning of CCTV solution in police outpost premises as identified in this RFP.
15. "Tender Fee" is the cost of a complete blank tender form with all detail Information about the tender like technical specifications of each item, all terms and conditions of tender, all Performa/ forms, draft Agreement & Bank guarantee format etc.
16. Supply, Design, Installation, Testing Commissioning and Maintenance of IP based CCTV cameras in police outposts of Madhya Pradesh On Turn-key Basis(hereinafter referred to interchangeably as the "Equipment" or the "Items" or the "Goods" or the



“System” or the “Solution”) includes: - “Design, Site Preparation, Supply, Installation, Testing, Integration and Maintenance of Physical and IT Infrastructure for police outposts premises across Madhya Pradesh On Turn-key Basis with complete accessories and all required hardware and software as per the Scope of Work and Technical Specifications specified in this RFP, for use in this system, by M. P. Police.

17. “Four Years Onsite Comprehensive Warranty” means the comprehensive warranty by the Bidder on the complete assets of the system. The warranty shall be taken to start from the date of ‘go live’ of last police outpost as per RFP which usually will commence immediately after the date of Final Acceptance of the system by the Police Telecom & Maintenance of all software and hardware supplied.

18. “Vendor/supplier”: means the Bidder who has been declared the Successful Bidder (Bidder) and has been offered to enter into the Agreement with “the purchaser” and who has entered into the Agreement to execute the work/ provide goods and services within the scope of this tender.

19. ‘Period of Contract’: means time duration From Contract award date.

1.5 GENERAL CONDITIONS

- I. This is an invitation to Bidders for setting up IP CCTV based security & surveillance system in police outposts of MP with complete accessories and all required hardware and software as per the Scope of Work and Technical Specifications mentioned in this RFP. The tasks for this process include the items mentioned in Volume 2 of this RFP.
- II. It will be imperative on each Bidder to fully acquaint itself with all the local sites, conditions and factors, which would have any effect on the performance of the contract and cost of the goods and services. No request for the change of price or time schedule of delivery of Goods and services shall be entertained, on account of any local condition or factor once the offer is accepted by the M. P. Police, the purchaser.
- III. The requirement is for items (minimum technical requirements) mentioned in Volume 2. Bidders must quote for complete quantities of items/services mentioned in the schedule of requirement. Bidders should quote for all the items/services mentioned to satisfy functional and technical requirement of project as mentioned in this RFP. Bids with partial response are liable to be rejected summarily.
- IV. Although all care have been taken to provide detail BOQ of the goods and services but looking to the scope of the work there may be possibility that this BOQ may not fully satisfy the functional and technical requirements outlined in this RFP document. Bidder must clearly understand functional and technical requirements and must propose such additional hardware, software, networking, connectivity etc. and services which even though not specifically mentioned in BOQ but may be required to fully comply with functional and technical requirements. No additional payment would be made for supply and commissioning of goods and services etc. for such goods and services if not quoted in the bid but later bidder had to provide as per scope of work.
- V. Tenders with price variation clauses or with vague terms are liable to be ignored and rejected summarily. Incomplete tenders are liable to be rejected.
- VI. The Bidder should have a representative office in Bhopal. Addresses and contact details of the same should be provided. However, if local presence is currently not available in Bhopal, the Bidder must give an undertaking for establishment of an office at Bhopal capable and well equipped for supporting services required for the project within one month of award of the contract.
- VII. Arrangement between OEMs and Bidder would be discussed with the Purchaser as part of technical Bid assessment to satisfy technical Committee about the capability of the Bidder to



perform the tasks as mentioned in this RFP. Hence OEMs authorizing the bidder must be in readiness, should the Technical Committee desires to interact with them to satisfy itself about the proposed solution/equipment/services etc. The capability of key personnel committed to the project would also be assessed as part of technical evaluation.

- VIII. Prospective bidders are also advised to understand the e-tendering process of MP Government which they have to follow for submitting bids for this RFP.
- IX. **The** OEM Of CCTV should be registered entity in India and should have direct presence in India for more than four years as on bid submission date.
- X. **The** OEM Of CCTV must have a self-owned service and support center in India for last four years as on bid submission date.
- XI. **OEM** Of CCTV /Bidder should not be from country which shares land border with India, unless bidder is registered with competent authority/registration committee constituted by Department for promotion of industry and internal trade (DPIIT), as specified in Annex-1 of Order (Public procurement No.1) dated 23rd July 2020 by Ministry of finance Department of Expenditure public procurement division with registration No.
- XII. **The** OEMs Of CCTV should have option of supporting customers directly if needed & the support information including delivery against defectives or status of case should be available through web portals. (A certificate from OEM to provide support for the products with pre-qualification bid)
- XIII. **The** OEM Of CCTV should have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
- XIV. **The** quoted products/Items/Spares/Service for the project should not be End of Life (EOL) for 4 Years from the date of bid submission.
- XV. **Product** should have minimum 4years' warranty from the date of procurement.

a. TENTATIVE BID SCHEDULE

S.No.	Work Item	Tentative Schedule
1.	Documents Publish/ download/Sale Start Date	10/06/2023 1800 Hrs
2.	Pre-bid Queries Submission Start Date	10/06/2023 1830 Hrs
3.	Pre-bid Queries Submission End Date	16/06/2023 1700 Hrs.
4.	Pre-bid Queries Response Submission Date	23/06/2023 at 1800 Hrs.
5.	Bid Submission Start Date	26/06/2023 from 1800 Hrs.
6.	Bid Submission End Date	05/07/2023 up to 1700 Hrs.
7.	Opening of PQ Bid	06/07/2023 at 1710 Hrs.

2 SCOPE OF WORK

2.1 SCOPE OF WORK

Scope of work includes survey, design, site preparation, supply, installation, Commissioning and Maintenance of IP based CCTV surveillance system For 41 police outposts premises across Madhya Pradesh On Turn-key Basis as at Para 1.1 above.

Scope of the work includes:

- I. Carry out the feasibility study along with techno-commercial survey of sites identified for deployment of CCTV solution at respective police outposts.
- II. Design, provide, Supply, Standard Installation, and testing of all project deliverables as per requirement defined in the document.
- III. Site Acceptance Test
- IV. Final acceptance test
- V. Training of police personnel for operation of the system
- VI. Maintenance and management of the assets
- VII. On-site warranty and Post warranty Maintenance and spare parts support of all hardware, software, equipment, accessories, electrical wiring, Software's AMC for four years as defined in this RFP.
- VIII. Dismantle, re-installation of CCTV cameras and accessories as per department requirements.
- IX. If CCTV cameras/system dismantle after completion of installation work due to any reason then Dismantling charges will be paid by the Department.



- X. If CCTV camera locations as per list changes/re-locates to new locations before installation of Cameras then, no charges to be given to vendor. But relocation happens after installation then department will pay the Re-installation charges.
- XI. If re-installation happens at any other location due to any reasons, then, charges will be paid by the department.
- XII. If department wants to increase CCTV Systems Locations beyond numbers specified in the RFP document, Locations/Item wise cost will be paid by department as per price quoted by bidder during this tender only. Same price will be valid for entire project duration.
- XIII. These numbers are tentative and may vary. Purchaser can place additional work order for complete or partial items as required. Bidder will be paid as per actual supply/installations on quoted rates in the financial bid.

The minimum specified scope of work to be undertaken by the Selected Bidder is to be performed as per the specifications and conditions mentioned in the different parts of this document, any further amendments issued in this regard and the contract to be signed by the Successful Bidder subsequently. Operation of the CCTV system will be in the scope of Department.

2.2 SYSTEM REQUIREMENT

2.2.1 For the current requirement in compliance with Hon'ble supreme court's guidelines as specified in this RFP, cameras with suggested surveillance solutions are required to be installed at respective locations along with all the necessary components (CCTV cameras/recording devices/storage/client workstations) to make a complete functional open IP based automated CCTV system. It will illustratively include:

- I. IP based CCTV Camera at Police Outposts.
- II. Camera site civil/electrical works, housing for Network switch, UPS, other onsite equipment.
- III. Viewing, Storage, archiving of video for 18 months. system should have data management strategy for the storage of the captured video for historical, investigation and evidentiary purposes.
- IV. Bidder has option to propose cloud-based video storage, in such case bidder has to ensure
 - a- Three months' storage locally at police outpost, rest 15 months' storage can be stored in government authorized cloud storage.
 - b- Proposed cloud solution should meet all guidelines issued by government of India, government of Madhya Pradesh and Ministry of Electronics and Information Technology (Meity).
- V. For redundant power backup the Bidder shall provide adequate UPS with sufficient backup (minimum 4 hours) at all the locations.
- VI. Internet connectivity to connect police outposts and district HQ. (DHQ is either at SP office of district / Police line/ police control room of present 23 districts. Detailed information will be shared with successful bidder.
- VII. Viewing and archiving of video at police outpost in real time as well archival data.
- VIII. Viewing live and recorded video from district HQ as and when required.
- IX. Viewing of CCTV feed by authorized senior officers on their Desktop, laptop and mobile phones.
- X. Web based help desk and health monitoring system. It is must to integrate with existing health monitoring system. (Undertaking for the same to be submitted from existing CHMS OEM.)
- XI. Bidder has an option to purchase additional Licenses of existing central health monitoring software or Bidder has to propose new CHM software alongwith hardware at CHQ & DHQ which meets functional requirement of customer for Existing and New System.
- XII. Bidder must ensure that 24x7 CCTV Video Feed Should be available at District Control.

2.2.2 The police outposts where CCTV cameras will be installed are as mentioned in APPENDIX-1, After the survey depending upon the building size of police outpost, the number of cameras and other items may change. Hence the Bidder shall quote unit wise rates so that additional work order for additional items may be issued if required.



- I. This system shall allow for expansion of the IP CCTV system or other equipment/solution in subsequent phases on procurement of requisite licenses, components, solution etc.
- II. The requirement mentioned in this RFP calls for a complete working system and not components thereof. Therefore, the Bids must be complete with all equipment and required accessories along with necessary power systems including standard Un-Interrupted Power Supply for the entire equipment, video connectors, patch connectors, patch leads, mounting and fitting hardware, plugs, sockets and any hardware/software, etc. as required for complete installation & commissioning of the System under this contract. The minimum functional requirements, suggestive technical specifications (in Volume II of this RFP) including suggestive Bill of Quantity.
- III. The System should facilitate viewing of live and recorded video feed and controlling of all cameras by the authorized users. System should provide interoperability/seamless Integration of hardware, Operating System, software, networking, printing, database connectivity, reporting, and communication protocols. At no later stage bidder will have the option to suggest any procurement on ground of any item or its spares being proprietary in nature unless specifically mentioned in the bid and highlighted during PoC.
- IV. Video feed of police outpost CCTV systems will be transported live over network to the respective District HQ/ City Command and Control Room.
- V. All video data has to be temper-proof, secure from eavesdropping, date, time and camera location stamped and watermarked. Data security and data integrity are at the core of the project as the feed may be called as evidence before any court, judicial, quasi-judicial, commission or any other authority. Retrieved video must have date, time and camera location stamped.
- VI. The project management of all the components of the entire system as per the terms and conditions of the RFP.
- VII. The Bidder shall provide the requisite fixtures, fittings, and other items required for each location. All the fittings, wiring and cabling should be not left open except where the same is inevitable.
- VIII. Bidder shall use existing electricity connection of police outpost wherever required.
- IX. Bidder shall maintain man power for maintenance of the system during warranty period to meet SLAs.
- X. The Successful Bidder shall supply all hardware which includes, but not limited to, network equipment, IP CCTV system, camera hardware, server/NVR, storage, workstations, and requisite software as per minimum specifications and configurations mentioned in this RFP and required to complete the entire project.
- XI. Further, the Successful Bidder must not bid/supply any equipment that is likely to be declared end of life/sale within four years from the date of submission of bid. The Bidder would be required to replace all such equipment with latest and at least of equivalent configuration during project duration.



- XII. Cameras, UPS, switches, video display units, Network based digital recording system (NVR) etc should be from a reputed manufacturer which can be integrated to any other manufacturer having ONVIF Profile S supported Hardware-Software. The vendor should submit the confirmation of these conditions in Bidder's letterhead whenever need arises the same shall be integrated without any interfacing problems. The expenditure for any interfacing related software/hardware requirement to complete the solutions shall be borne by the Bidder. To confirm the same, the purchaser may require separate commitment / undertaking from OEM also.
- XIII. All the passive components need to be of the reputed and approved make across the entire sites to be connected under this RFP to ensure standardization and Certification from the manufacturers.
- XIV. The Successful Bidder shall be responsible to provide/ supply any item(s) of latest make and model not included in the Bill of Materials but required for successful implementation and commissioning of the system as well as its management. The Bidder must include the cost for such item(s), which have not been specifically mentioned in the BOQ or elsewhere in the Bid, but are required for Successful completion of the project.
- XV. The supply of all the installation material/accessories/ consumables necessary for the installation commissioning and operation of the Systems.
- XVI. The required networking equipment for end-to-end connectivity shall also be provided by the Bidder at each location.

2.3 OPERATING CONDITION

- I. **Reliability:** The proposed equipment must be designed to cater for 24x7 round-the-clock operations.
- II. **Maintainability:** The Bidder has to maintain the uptime for entire system as mentioned in SLA.
- III. This uptime is exclusive of regular maintenance. The minimum down-time for all the components, factors such as ease of replacement, mean-time-to-repair (MTTR) has to be incorporated in the system design and proposal and the same to be submitted.
- IV. **User-Friendly:** The system must be user friendly to enable Police staff to operate the same easily without much training.
- V. **Security:** MPP, being a sensitive department is directly related to law and order, VIP, VVIP security. System should be fully secured so that system can't be hacked or compromised by outsiders in any circumstances.
- VI. **Upgradeability:** Each part of the system produced should be modular and easily re-configurable and upgradeable.
- VII. **Electromagnetic Compatibility:** The IP Interoperability and Collaboration System shall be able to operate without any complication due to any electromagnetic interference exists in or between sub-systems.
- VIII. **At expiry of Contract:** For smooth handing over/transfer of the system, at the time of expiry the contract, all the system with detailed diagrams and drawings (Software, Hardware, Connectivity, Control Room, Field Equipment, Components and subcomponents etc. used in the project) shall be fully functional.



- IX. **Scalability:** Future Expandability and Integration with ONVIF Profile S Compatible Devices, Equipment, Network. It shall be expandable up to two times the current system.

2.4 SCOPE OF INSTALLATION, COMMISSIONING AND SYSTEM INTEGRATION

- I. The scope of installation, commissioning and system integration (with existing system) shall mean to install, configure and integrate the following (but not limited to), adhering to essential security measures.
 - a) Carry out installation of active components, passive components and accessories supplied as per standards for successful integration and implementation of the systems at each site connected under this RFP.
 - b) Configuring and fine-tuning of sub-systems to achieve overall optimal network performance and highest security.
 - c) The components to be installed and configured shall include but not limited to:
 - Video Display unit
 - CCTV cameras
 - UPS, Cabling etc.
 - Network switch
 - Video storage devices with 18 months of video feed recording and storage
 - d) All patches and updates shall be provided by the Successful Bidder free of cost during the tenure of the contract. These patches and updates should be provided free of cost for the entire duration of the contract.
- II. Carrying out all general tests such as physical test on delivery, pre-installation checks to ensure correct implementation and connections, completeness of system documentation etc.
- III. The material could be checked through agency identified by the department, along with Quality tests before dispatching to site. The list of the materials to be checked through agency will be provided to Successful Bidder.
- IV. The Successful Bidder shall not cause any damage to Government buildings / other premises / property etc., if any damage occurs, the Successful Bidder will perform restoration at his cost.
- V. The system shall be subjected to inspection at various stages. The Successful Bidder shall follow all Safety Regulations and practices.
- VI. The Bidders shall spell out various tests that are being proposed to be carried out for demonstrating the functionality of the solution.
- VII. The Successful Bidder shall provide on-site warranty for all the components including hardware, software, etc. as per RFP for a period of Four Years post “Go-Live” from the date of the issuance of Final Acceptance Certificate.
- VIII. The requisite connectivity shall be arranged by the Successful Bidder. The Successful Bidder shall be responsible for the commissioning and maintenance of the entire network.
- IX. **Civil works:**
 - a) The Successful Bidder shall have to undertake the cabling/erection of mast/fixing of poles/towers etc. as per the requirement.



- b) All civil works shall be executed in such a manner so that it causes least inconvenience to police outpost work.

X. Electrical works:

- a) Electrical cabling from the allotted input source and up to the equipment shall be the responsibility of the Successful Bidder.
 - b) To carry out installation and configuration of the electrical components as per the IS Standards.
 - c) The quantity of passive items if any shall be verified by the concerned official at each site.
- XI. The Successful Bidder has to liaison with respective authority police outpost in charge (SHO) for carrying out the work in Police outpost premises.**

2.5 HANDHOLDING SUPPORT

- a. The Successful Bidder will undertake to completely manage and maintain the said equipment/infrastructure installed, integrated and commissioned at these sites as mentioned in this RFP for a minimum period of four years after the acceptance of Final Acceptance Test of the project by Technical Committee constituted by the MPP. During the period of undertaking, the Successful Bidder will be responsible for the smooth working of the total system installed at the locations under this project and to ensure minimum uptime as per the SLAs defined in this document. This task of management of project will be termed as 'Project Management' in the rest of the document. It is Bidder's responsibility to keep the system available 24X7.
- b. The Successful Bidder shall depute adequate number of technicians having requisite experience each to configure, maintain and manage the system & connectivity during the Project Management period round the clock for all required police outposts.

2.6 SCOPE OF TRAINING –DELIVERABLES & TIMELINES

Detailed training for operation and management of equipment/infrastructure to stakeholders identified at each installation location to the satisfaction of the MPP and shall be mandatory so that MPP officials can handle the equipment/infrastructure easily, once the project management period is over.

- I. The Successful Bidder shall impart hands - on training with detailed course material on the installed equipment covering atleast the following: -
 - a) Configuration and their operation of Networking Equipment, Cameras and other equipment etc. supplied under the project.
 - b) Network Video Management Software etc.
 - c) Trouble shooting and preventive maintenance.
 - d) Training on operation of CCTV system, video analysis and video feed viewing, processing, taking backups, retrieving information from stored data.
 - e) Training on SOPs of viewing CCTV feed, viewing CCTV feed live or recorded, responding to alerts etc.
 - f) These personnel shall work with the Bidder's technical team staff to gain confidence and to get expertise right from the execution stage of the Project.



2.7 MANPOWER FOR PROJECT MANAGEMENT, MAINTENANCE, TRAINING & HAND HOLDING SUPPORT BY BIDDER

One project coordinator and 06 Technical executives at zones/ranges.

- Technical executives will be deployed at 06 zones/Range of MP police and 1 Project coordinator at central location (Bhopal) for coordination with department.
- Manpower should be technically capable/qualified enough to fulfill functional requirement mentioned under RFP document.

2.8 SCOPE OF ACCEPTANCE TESTING

- I. The Acceptance Tests for the sites shall be carried out in accordance to the scope, requirement and specifications mentioned in this document.
- II. The above said Acceptance Test shall be conducted at each location by a Committee comprising of officers from MPP, or any officer/Consultancy (agency duly authorized by the MPP).
- III. MPP will prepare detailed Acceptance Testing Plan (ATP) including test parameters, commitments etc. which shall be acceptable to the Successful Bidder for each of the site and central components. The test parameters, commitments etc. as decided and approved by the MPP shall be final and binding on the Successful Bidder.
- IV. The Successful Bidder shall ensure that the cabling and crimping/termination is done in accordance with the industry standards and supported by the Original Equipment Manufacturer (OEM) fully tested and certified for operations for a minimum period of 4 years.
- V. All the functionalities, features and configuration relevant to this project shall be documented and demonstrated by the Successful Bidder to MPP.

2.9 SYSTEM INTEGRATORS RESPONSIBILITY

Since the entire solution is proposed on turn key basis, therefore it must cover end to end operational cost such as but not limited to the following (also see at Para 2.1 of the document):

- I. The Selected Bidder is to set up and implement the CCTV solution at each police outpost premises location defined by the Department (Camera feed viewing and operational professional action taking is not covered in this responsibility);
- II. Equipment's and network maintenance;
- III. Four years on-site warranty, hardware & software support on any and all active/passive equipment including all services and support;
- IV. Configuration of Complete CCTV SOPs in accordance with End Users Requirements;
- V. Keep regular communication with the SHO and Nodal Officers of District Police offices at all locations for smooth operations of the project;
- VI. All other jobs as required as per scope of work of this RFP.
- VII. All equipments safety and security will be bidders responsibility.
- VIII. In the event of any hard disk/storage device crash/corruption/data loss, the Bidder/OEM is responsible for recovering the data and replacing the hard disk/storage device without any cost to department.



2.10 MADHYA PRADESH POLICE DEPARTMENT'S RESPONSIBILITY

- I. Finalize the actual locations of installation during the site survey phase of the project;
- II. Finalize the actual equipments to be installed at each site as per site survey;
- III. Identify and provide suitable premises (Civil Infrastructure) in the OPS;
- IV. Assist SI in the above task; Nominating a committee for each District to coordinate with the vendor and its personnel and sort out issues in time bound manner;
- V. Provide Selected Bidder/ System Integrator locations, map and access to information relating to installation.
- VI. Conduct training of its officers in association with vendor's representatives to explain various provisions in the agreement, responsibilities of district officials, district apex committees, nodal officers, DDOs, and other staff involved in approval, scrutiny and payment processes etc.;
- VII. Providing the list of the police officials for training and capacity building, providing training space (infrastructure), taking care of consumables during training and at Police outpost and at District HQ.
- VIII. Highlight/ escalate the issues/ risks in the project and resolve and mitigate the issues/ risks;
- IX. Monitor, review and approve project deliverables with defined timelines.
- X. Sort out issues which could not be resolved at district level;
- XI. View camera feed and take professional decisions; respond to system alarms; Retrieve and analyze data as per professional requirements; Strategic analysis and decision making;
- XII. Developing in house capability to smoothly take over all the functions and responsibility well before final Exit of bidder's personnel;
- XIII. MP Police will bear all electrical connection charges and monthly bills;
- XIV. Conduct periodic meetings with the selected vendor and monitor the progress of the project.
- XV. All required permissions will be provided by department for electricity connections etc.

3 INSTRUCTIONS TO THE BIDDERS &BIDDING PROCESS

3.1 IMPORTANT DATES

Note:-

1. The SSP (Radio) or M.P. Police shall not be responsible for any delay, non-receipt or non-delivery of the proposals.
2. The committee(s) reserve all rights to open the bid and examine its contents or ask for clarifications or ask for revised proposals and the decision of the committee shall be final and binding.
3. The competent authority reserves all rights to reject any or all offers without assigning any reason whatsoever.

3.2 VALIDITY OF THE BID

180 days from the Bid submission date.



3.3 TRANSFERABILITY OF THE RFP DOCUMENT

This RFP document is non-transferable. Assignment and subletting of core activities is not permitted. Information regarding associates and principals is to be disclosed in the tender Technical Bid of the tender itself.

3.4 EARNEST MONEY DEPOSIT (EMD)

Note:-

- All MSMEs of Madhya Pradesh state can avail exemptions from earnest money deposit (EMD) by declaring their registration number / NIC code and online uploading valid certificate.
- As per store purchase point 14.1 of revised store purchase and service procurement rule 2022 is applicable. bidder's MSME registration and NIC code must be for the similar type of business for which this tender has been invited.

3.5 PERFORMANCE BANK GUARANTEE:

While signing the Contract Agreement with MP Police, the Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months. Performance Bank Guarantee shall be binding on the Successful Bidder. The Authority may forfeit the Performance Bank Guarantee for any failure on part of Successful Bidder to complete its obligations under the Agreement.

3.6 PRE BID QUERIES

1. Bidders are advised to send their queries to mentioned email address at or before the defined timelines
2. Bidder can send queries (if they have) via e-mail Strictly in prescribe format (All field Must be filled) given below.
3. The subject line of the email to be sent as per bid queries shall be: "Pre-bid query- Appointment of Agency for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis"
4. The queries have to be sent as an excel email attachment.
5. Pre-bid queries will be entertained and accepted on email by MP Police on or before given schedule

Any delay due to any reason whatsoever will solely be the responsibility of the bidder.

Email to be sent on: - ssp_radio@mppolice.gov.in

Pre-Bid Queries shall be sent in the following format: -

Name of organization with complete Address: - Contact person Name, Phone No. & email ID: -						
Sr. No.	Vol .	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes

3.7 DOCUMENTS COMPRISING THE BIDS

The Bids prepared by the Bidders according to the procedure mentioned here under:



All The Documents Submitted by The Bidder Should Be Clearly Numbered, Corresponding Index Should Contain the Page Number of Relevant Documents Attached.

3.7.1 PRE-QUALIFICATION BID SHALL CONSIST OF FOLLOWING:

S. No.	Basic Requirement	Qualifying criteria	Supporting Documents
1.	Legal Entity	The Bidder must be a company registered under Companies Act, 1956 or 2013 or the partnership firm registered under the Partnership Act-1932, or Society registered under relevant Society Act or a Trust registered under the relevant Trust Act or any appropriate entity under Indian law with existence in business from last 4 years as on March 31 st 2023.	Copy(ies)of Registration Certificate Or Incorporation Certificate;
2.	Turnover	For turnover evaluation, bidder's turnover shall be considered. Bidder should have average annual turnover of not less than Rs. 01 Crores in last 3 years, (2019-2020, 2020-2021,2021-2022, 2022-2023 (Provisional) or latest. The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Chartered Accountant, and submit information in the enclosed prescribed format. The form must also be signed by bidder's regular chartered accountant.	Copy of Audited Balance Sheet And Certificate duly signed by Chartered Accountant. In case of foreign entity, Indian CA must countersign the balance sheet. CA certificate must be on letter head mentioning UDIN no. Provisional certificate from CA with UDIN to be submitted for FY 2022-2023.
3.	Networth	For Networth evaluation, bidder's network shall be considered Networth of the bidder should be positive as on 31 st Mar. 2022 or latest.	Copy of Audited Balance Sheet And Certificate duly signed by Chartered Accountant. In case of foreign entity, Indian CA must countersign the balance sheet. CA certificate must be on letter head mentioning UDIN no.
4.	Manpower	The Bidder must have on its roll continuously since last two years at least 10 technically qualified professionals in the area of Project Management or System Integration/ networking/ sales/ service / surveillance system etc. in providing the services as on 31/03/2023. (Exclusive of outsourced or contractual persons/workers).	Self Certificate from As per the standard format supported with Provident Fund deposit receipts with latest return.
5	OEM (Original	The Bidder must be authorized by the OEMs of important items (like for CCTV cameras,	The authorization certificate of OEMs, as per List of IT and



	Equipment Manufacturer) Certifications	NVR, network devices, UPS/AVR/CVT) to quote in the bid.	non-IT components with make and model number (as proposed by bidder in technical bid)
6	Experience in System Integration	The bidder should be an established IT System Integrator being in the business of system integration of IT / ITeS / Telecom / CCTV based projects / electronic security system projects for a minimum period of Two years as on 31/03/2023.	Copy of Articles of Association And Certificate duly signed by Chartered Accountant / Company Secretary
7	Experience in CCTV Surveillance	<p>The bidder should have completed/ongoing one project of ‘similar nature’ and project value more than Rs. 50 Lakh in India with minimum 100 IP based CCTV cameras in multi-site environment</p> <p>Here ‘Similar nature’ means:</p> <p>The “Similar Nature” of the work shall mean, project including supply, installation, implementation and maintenance of CCTV surveillance system to any Government/Public Sector Enterprises/ units in India in last Four years as on bid submission date.</p> <p>Here Ongoing projects means, Go live / acceptance of project by the client.</p>	<p>1. Work order / supply order; and</p> <p>2. Completion certificate/Satisfactory Certificate / Go live / acceptance of project by the client</p> <p>In the standard format having clear mention of details of the project, order value, items supplied, work done etc. The signatory must be willing to be verified for its certificate. Any submission on the ground of confidentiality shall not be considered.</p>
8	Blacklisting	The Bidder should not be blacklisted by any Central or State government for corrupt or fraudulent practices by any Central or State government in India at the time of bid submission.	Form I (Declaration Form for LMOC)
9	Statutory Tax Compliance	<p>The bidder has to furnish the following:</p> <p>(i) Valid GST Registration/ Certificate</p> <p>(ii) Permanent Account Number (PAN) issued by Income Tax Department.</p> <p>(iii) ESI & PF certificate with Latest filed return</p>	As per the standard format

Note: All CA certificate must be on letter head mentioning UDIN no.

3.7.1.1 Mandatory Requirement for OEM

- The OEM should be registered entity in India and should have direct presence in India for more than five years as on bid submission date.
- The OEM must have a self-owned service and support center in India for last five years as on bid submission date.
- OEM/Bidder should not be from country which shares land border with India, unless bidder is registered with competent authority/registration committee constituted by Department for promotion of industry and internal trade (DPIIT), as specified in Annexure-1 of Order (Public procurement No.1) dated 23rd July 2020 by Ministry of finance Department of Expenditure public procurement division.



- d) The OEMs should have option of supporting customers directly if needed & the support information including delivery against defectives or status of case should be available through web portals. (A certificate from OEM to provide support for the products with pre-qualification bid)
- e) The OEM should have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
- f) The quoted products/Items/Spares/Service for the project should not be End of Life (EOL) for 5 Years from the date of bid submission.
- g) Product should have minimum 4 years' warranty from the date of procurement.
- f) The Camera OEM should comply to General Data Protection Regulation (GDPR) and need to submit its certificate with technical bid.

For further OEM specifications and requirement please refer Volume- 2 of the RFP document.

3.7.2 TECHNICAL BID SHALL CONSIST OF FOLLOWING:

S. No.	Section	Type of the document	Required format
1	Section I	Letter of authorization in respect of the person authorised by bidder to remain present and interact with the SSP (Radio), M. P., Bhopal.	As per Standard Format (on the letter head of Bidder)
2	Section II	Bid proposal form and undertaking from the Bidder on their letter head.	Format 02
		Certificate / affidavit regarding a. Non-violation / infringement of any Indian or Foreign Trademark, Patent, Registered Design or other Intellectual Property Rights. b. Non-Malicious code certificate .	As per Standard Format (on the letter head of Bidder)
		c. OEM Certificates of authorisation	Format 08
3	Section III	Technical solution: The bidder must submit - i. Write up admitting that it has understood the scope of work and its responsibilities under this RFP in brief. ii. Description of how the Bidder will provide the required services outlined in this RFP. iii. It should articulate in detail, as to how the Bidder's Technical Solution meets the requirements specified in the RFP. iv. In submitting additional information, mark it as "Supplementary" to the required response. If the Bidder wishes to propose additional equipment's and services (or enhanced levels of equipment's and services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal with note as to how it will help achieve successful and better / higher / longer performance.	
		The Technical Proposal is to address the following: a) Overview of the proposed solution that meets the requirements specified in the RFP. b) Details of the Solution as per the format provided in the RFP.	



S. No.	Section	Type of the document	Required format
		c) Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP. d) Approach & methodology for project development and implementation including the project plan. e) Overall Governance Structure and Escalation Mechanism. f) Key Deliverables (along with example deliverables, where possible). g) Strategy for conducting Operations & Maintenance. h) Risk Management approach and plan. i) Exit Management Plan j) Bidder's plan to address the key challenges anticipated during the execution of the project. k) Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.	
4	Section IV	Brand name, make, model and technical specification of all the equipment and accessories quoted for this project as per BOQ and bidder's proposal in same order.	Format 12
		Detailed technical literature of the systems offered to enable a clear understanding of various technical aspects.	Attach Hard Copy
5	Section V	Technical Compliance Statement showing adherence to the specifications of the Tender document requirement.	Format 06
6	Section VI	No Deviations from the technical specifications	Format 07
7	Section VII	Team structure of Bidder's personnel proposed to execute the project.	
8	Section VIII	Plans for User Training and handholding support for smooth operations, management and transitions	As per Standard Format (on the letter head of Bidder)
		Acceptance Test plan	
9	Section IX	Exit Management plan	As per Standard Format (on the letter head of Bidder)

3.8 FINANCIAL BID:

- I. Financial bid will be open online as per schedule intimated of technically qualified bidder.
- II. It is the proposal Price quoted by the Bidder for the aforesaid Tender by M. P. Police in the Price Schedule separately under financial bid.
- III. Bidder are advised to not to quote multiple OEMs and models for single item of Bill of Quantity. Only one specific make/model/part number compliant to specifications for one item should be quoted and its rate should be mentioned.
- IV. Rates to be quoted must be definitive and alteration shall not be allowed.
- V. Make / model in BOQ should be the same as in financial bid.
- VI. Item rate for each item goods/services must be quoted separately. No lump sum quote should be done. Where any particular item/service though required but not mentioned should also be included and price for the same should be quoted. Lump sum mention of price for whole bid scope of work will not be acceptable. If such lump sum price happens to be L-1, then Purchaser will decide the acceptability and the item wise price of each item and service which shall be final and acceptable to the bidder.



- VII. Price to be quoted inclusive of all applicable taxes, charges, duties, F.O.R. destination at Bhopal. Rates be quoted in terms of unit, in words and figures both, in respect of proposed quantity/Service. The rate must be inclusive of cost of packaging, fitting, fixing, and installation, if any, as may be required with respect to particular item.
- VIII. Financial Bids determined to be substantially responsive will be checked by the M. P. Police for any arithmetic errors. Errors will be corrected by the M. P. Police as follows:
 - a) Where there is a discrepancy between the rates in figures and in words, the rate in words will govern and
 - b) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- IX. The cost of transportation of equipment from Telecom HQ to various sites after testing or completion of training / job on that hardware / equipment shall be borne by the vendor. So F.O.R. rates should be calculated up to each respective site post validation from MPP Telecom headquarters. Bidder's personnel are required to travel to various sites for the purpose of installation, integration, commissioning, testing, maintenance so their cost would have to be borne by the Bidder. Therefore, it should factor its costs accordingly.
- X. The rates should be quoted inclusive of all the taxes and duties prevailing at the time of submission of tenders in INR.
- XI. The Bidder shall quote for the components inclusive of all travel expenses, lodging, boarding or any other expenses incurred with respect to completion of the project.
- XII. The Bidder shall quote the components inclusive of any other required components other than mentioned in BOQ to complete the solution.
- XIII. To arrive at final value, all taxes at prevailing rates payable to Government will be taken into account.
- XIV. Taxes shall be calculated in accordance with the proposal but payment of the same will be in accordance with the statutory provisions of applicable prevailing laws on the date of the transaction. Any variation in taxes will be permitted as per law prevailing at the time of actual payment on submission of proof of tax payment.
- XV. All prices and Unit price should be inclusive of all discounts, levies, freight and insurance.
- XVI. Evaluation Committee will examine the proposals to determine whether they are complete and in order and having any computational errors.
- XVII. Financial Bids determined to be responsive, will be checked by the evaluation Committee.
- XVIII. If there is a missing quote for any item, then the price of that component/ equipment/ services shall be considered as zero and that will be provided free of cost by the Vendor for this Bid.

3.9 COST INVOLVED IN TENDERING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, the cost of presentation, demonstration and PoC of the proposed solution. The purchaser will in no case be responsible or liable for those costs or any loss in the process.



3.10 AMENDMENT IN THE RFP DOCUMENT

The amendments in any of the terms and conditions including technical specifications of this RFP document will be published Online Therefore all the prospective Bidders are advised to keep checking up with our website regularly to get updates, if any.

3.11 RIGHT TO VARY QUANTITIES

- I. The Competent Authority reserves the right to vary the quantity at the time of the execution of Agreement without any change in price or other items and conditions with commensurate increase or decrease in delivery period.
- II. Though the Bidders shall submit their Bid for turnkey implementation of the project, Authority reserves the right to include only a part or whole or none (in the event of not getting a viable solution within the budget estimated) of the above as scope of the Successful Bidder.
- III. Authority shall also reserve the right to reduce the quantity of the equipment during the Bidding process or at the time of signing of contract.
- IV. The approximate requirements are given in the Tender document. But it must be clearly understood that the demand may fluctuate, and no definite quantity can be guaranteed. The essence of the contract is price per item for the contract period stipulated.
- V. During contract period purchaser may ask for additional equipments/ installation as per rates quoted in the financial bid by the successful bidder.

3.12 REJECTION CRITERIA

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

3.12.1 GENERAL REJECTION CRITERIA

- I. Conditional Bids;
- II. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- III. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
- IV. Bids without signature of person (s) duly authorized on required pages of the bid;
- V. Bids without power of attorney/ board resolution.

3.12.2 PRE-QUALIFICATION REJECTION CRITERIA

- I. Bidders not complying with the Eligibility Criteria given in this Tender
- II. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive or clarification sought by department is not adequately addressed and complied by the bidder;

3.12.3 TECHNICAL REJECTION CRITERIA

- I. Technical Bid containing commercial details;
- II. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- III. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect;
- IV. Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder;



- V. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
- VI. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender
- VII. Each bidder should offer/ quote single make and models against all items. Bidder quoting multiple make and models in their technical bid will lead to rejection.

3.12.4 COMMERCIAL REJECTION CRITERIA

- I. Incomplete Price Bid;
- II. Price Bids that do not confirm to the Tender's price bid format;
- III. If there is an arithmetic discrepancy in the commercial Bid calculations the Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

3.12.5 CLARIFICATIONS

If deemed necessary, Department may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. Department may, if so desire, ask the bidder to give a presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings will be borne by the bidders.

4 GENERAL TERMS AND CONDITIONS

4.1 STANDARD OF PERFORMANCE

The Bidder shall carry out the supply order/services and carry out its obligations under the Agreement with due diligence, efficiency, economy and techniques. The Bidder shall also adhere to professional, engineering and consulting standards recognised by international professional bodies and shall observe sound management, technical and engineering practices. The Bidder shall apply appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act in respect of any matter relating to this Agreement, as faithful advisors to the Competent Authority and shall always support and safeguard the legitimate interests of the purchaser.

4.2 PROJECT SCHEDULE

- I. Since the Project involves deployment and commissioning of the equipment's at 41 police outposts premises across Madhya Pradesh On Turn-key Basis in a very short period, to enable the Purchaser to complete the whole assignment whole assignment as per given it is of utmost importance that the selected bidder deploys appropriate project management strategy and sufficient teams to work simultaneously in most of the districts.
- II. The completion period of various tasks should be adhered to as given in table below. Delay shall lead to the imposition of the pro rata deductions, penalties, non-liquidated damages not in the nature of penalty. The delivery period is critical and should not be subject to any condition or limitation such as "conditions beyond our control", "subject to availability of transport", advance payment, mobilization advance, non-availability of funds with the bidder, non-availability of equipment with the OEM, delay in shipment in case of import etc.
- III. The Project shall be executed at the sites identified by the department in Madhya Pradesh, list annexed with this RFP.



IV. The Bidder shall make sure that the entire project along with the Successful Final Acceptance Test shall be completed within **2 to 5 months** or as per given schedule whichever is earlier from the date of entering in the Agreement.

Sr. No.	Deliverable	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 to Month 48
1	Sites Survey and Training Plan & Material along with Submission of Standard Operating Procedures.						
2	Evaluation & Approval of Sites Survey Reports and Approval of Training Plan& Standard Operating Procedures.						
3	Delivery of Equipment at Central Inspection Site						
4	Delivery of Equipment at District Headquarters						
5	Installation, commissioning and operationalizing of Equipment and CCTV cameras at Ops with Completion of Training						
6	Site Acceptance Test by Inspection Committee						
7	Functional Acceptance Test by Range/Zone Inspection Committee / RHQ committee; declaration of system 'go live'						
8	Hand Holding Support and continuous training						
9	Operations & Maintenance Support						
	Deliverable of SI						
	Deliverable of Department						

4.3 PACKAGING

The Bidders shall supply the material in proper packaging at RHQ Bhopal or designated site unless otherwise indicated to ensure protection from any damage during transfer from Bidder's place to place of installation etc. These goods would further be distributed after check test and such other procedures after such interval as may be decided by the Competent Authority, to various police office in M.P. State. Hence the packaging material must be re-usable. The packaging material shall not be returned to the Bidder.

4.4 ACCEPTANCE TESTING AND INSPECTION

- I. The system hardware, software, networking items and other equipment, supplies etc. will be tested by the Final Acceptance & Test Committee as per Acceptance Test Procedure (ATP) as formulated and approved by the Competent Authority or his nominee.
- II. Department reserves the rights to pre-dispatch inspection at the site of Bidder's manufacturing premises as well as post installation testing at our site. Department also reserves the right to inspect the documents regarding procurement of parts/kits of the items being supplied which Bidder acknowledges are not manufactured in its own plant and purchases from outside or outsources from any third party.
- III. The inspection and tests shall be conducted at the installation premises. The Bidder/OEM shall provide all necessary facilities and equipment's including access to drawings, architecture, programming manual, software etc required to carry out such tests.



- IV. The Bidder shall provide inspection and testing procedures manual including QA Policy and Procedures for the equipment before the delivery. This inspection procedure should be provided to the purchaser, before the delivery of all the equipment.
- V. The Bidder shall provide the following things as minimum before the delivery of the Equipment.
 - Factory test reports
 - Identification of the equipment being delivered
 - Bill of Quantity along with detailed specifications and quantity
 - All the documentation in hard/soft copy, required for the successfull installation and commissioning of the equipment for the project.
- VI. Onsite Test shall include testing of all equipment's for the acceptance level of variousparameters for system reliability, availability and maintainability and performance as perthe standards mentioned in this RFP. The Bidder shall broadly include/submit a comprehensive write up to cover the performance test as proposed to be conducted. The intent of the performance shall be to demonstrate that the proposed system performs all the functions as indicated in the specification sheets correctly and reliably and as per the requirement mentioned in tender.
- VII. The write up/ procedure for performance test shall be subjected to approval of purchaser. The availability tests shall include all reasonable exercises with which the combination of equipment and software can be expected to perform in actual usage.
- VIII. **Inspection Tests for Components:**
 - a) Confirm on the components with the Packing list and Purchase Order.
 - b) Check for internal/ external damages.
 - c) Check for appropriate power conditions.
 - d) Verify if the equipment and accessories are as per the list provided by the Bidder.
 - e) Demonstration of working conditions of equipment's Functionality.
- IX. **Inspection Tests for completely integrated system:**
 - a) Physical inspection
 - b) Verification of contents as provided by the Bidder in response to this RFP
 - c) Verification of documentation as provided in softcopy and/or hardcopy format
 - d) Demonstration of the proper functioning of all devices to be deployed as per the specifications singly and also collectively

There will be a proof of concept the proposed solution at the location decided by Department before opening the commercial bid. The cost for the same will be borne by the bidder. Tests shall be carried out as per applicable material standards and specifications.
- X. **Post Implementation tests-**

Post implementation Integrated Test Plans will include the followings as minimum:
 If any inspected or tested equipment/solution fail to conform to the specifications, Purchaser may reject it and the Bidder shall replace therejected goods or make all alterations necessary to meet the requirements ofspecifications, free of cost to the purchaser within one week. The Bidder shall also furnish the reference documents/standards etc. In case the equipment is assembled at the time of commissioning then theseequipment's shall be tested post implementation of the equipment/solution.

4.5 PAYMENT TERMS

Payment plan shall be as laid down below. No payment shall accrue until the performance guarantee has been furnished and equipment / goods/ services are supplied as per terms mentioned below. The Selected vendor shall be responsible to invest in the project, to implement, operate, maintain and manage the facilities, for a term of 4 (Four)



years post Go-Live of the Project and on completion of Agreement period, the Bidder shall transfer the system to the Purchaser. During this period of, the selected vendor shall have full responsibility for the delivery of the services, including all operational, maintenance, and management activities, etc.

The Selected vendor/SI shall make a payment request after the end of each milestone period with the following supporting documents:

- I. Acceptance certificate issued by the MPP/the Purchaser.
- II. SLA compliance report as prepared by MP Police or by a Third-Party Monitoring Agency appointed by MP Police.
- III. Certificate from SI mentioning that service/support shall be available till the expiry of contract period from all OEMs. No change has been done in the earlier submitted original OEM authorization/support certificate. The on-site warranty and service support will stand as per the original OEMs certificate.

Payment Milestones		Payment	Months
Phase I	Sites Survey and Training Plan & Material along with Submission of Standard Operating Procedures.	60%	Within 4 Months (M+4)
	Evaluation & Approval of Sites Survey Reports and Approval of Training Plan& Standard Operating Procedures.		
	Delivery of Equipment at Central Inspection Site/ District Headquarters and after check test on pro rata basis.		
Phase II	Commissioning after Final Acceptance Test of Equipment atoutpost& establishment of systemsat District/City Hqlocation declared 'go live'	20%	Within 5 Months (M+5)
	Completion ofacceptance of its result by the Competent Authority		
Phase III	Remaining payment will be made after 06 Months of Satisfactory functioning of System from the Go-Live	20 %	(Go-Live Date+6 Months)

(M = Contract Sign Date)

The payments will be made as per SLA and on a continuum basis.

The Bidder shall be entirely responsible for all applicable taxes, duties, license fees, etc. for completion of work assigned.

4.6 TERMINATION

4.6.1 TERMINATION BY DEFAULT

The competent authority may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the Supplier/ Selected Bidder, terminate the contract in whole or in part: -

- I. If the Supplier/ Selected Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by the Purchaser; or
- II. If the Supplier/ Selected Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or



- III. If the Supplier/ Selected Bidder, in the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- IV. If the Supplier/ Selected Bidder commits breach of any condition of the contract.

4.6.2 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving a written notice of at least 30 days to the Supplier/ Selected Bidder, if the Supplier/ Selected Bidder become bankrupt or otherwise insolvent or unable to perform due to any major change in the management of the bidder, bidder's bankers refusing to release funds, .

4.6.2A- Impact of termination on ground of default or insolvency - If the Purchaser terminates the contract in whole or in part, PBG may be forfeited and payment for goods already supplied / work already done shall not be made. Termination will be without compensation to the Supplier/ Selected Bidder. Such termination will not prejudice or affect any further right of action or remedy that has accrued or will accrue thereafter to MP Police.

4.6.3 TERMINATION OF CONVENIENCE

M.P. Police by written notice of not less than 90 days sent to the successful bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for convenience, M.P Police would pay to the bidder cost of goods and services provided till the date of the termination. The PBG in such a case would be refunded to the successful bidder.

4.6.3A - Further the M.P Police shall also have the unfettered right to repudiate and rescind the Contract by providing 30 days' written notice, if there is any breach of the Contract by the Successful Bidder including but not limited to the occurrence of any of the following events or contingencies:

- I. Performance Bank Guarantee not submitted within the stipulated as mentioned in the RFP.
- II. Performance Bank guarantee not renewed as mentioned in the RFP.
- III. Quality of the equipment supplied, installed and commissioned etc. are found to be grossly substandard or not as per specifications/agreements or Bidder failing to replace such defective or deficient goods and services even after giving sufficient notice of the same.
- IV. Inordinate delay in completion of tasks beyond given time limits.
- V. Failure to provide warranty, maintenance or handholding support. In such a situation same consequence may follow as mentioned at Clause 4.6.2A above.

4.7 SUSPENSION

- I. The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks. Provided that such notice of suspension:
- II. Shall specify the nature of the failure and



III. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

4.8 BIDDER'S PERSONNEL

The Bidder shall employ and provide such qualified and experienced personnel as are required to perform the services under the scope of this Bid.

4.9 CONFIDENTIALITY

The Bidder, their partners, suppliers, associates and their personnel shall not, at any time either during implementation or after completion of the project and further during operation and maintenance of the project, collect, compile, record, store, copy, forward or disclose in any manner any proprietary or confidential or personal information relating to the services, Agreement, the M. P. Police's official data or information / data being recorded into the systems without the prior consent and authority of the Competent Authority. Bidder and its personnel shall not disclose any information stored in the servers of the system to any person on any ground except with the express permission of competent authority unless it is legally required as per direction of court of competent jurisdiction. For any breach of confidentiality the bidder organization shall be responsible under all civil and criminal law in addition to the personal liability of the person indulging in such misconduct.

4.10 INSURANCE

The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations until system "Go-Live" as defined by the department.

The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges, if incurred.

4.11 PROPERTY AND RISK

- I. The property and risk in the goods shall pass to the Purchaser when they are accepted after "Go-Live" in accordance with the conditions of the Agreement. Such passing of property and risk shall be without prejudice to any right of rejection.
- II. All goods and work must pass the Acceptance Test and Competent Authority shall be entitled to reject all or any work or property or good, which do not conform completely in every respect to the specifications mentioned in the RFP.
- III. If by the nature of the goods or property, any defect therein or any failure to conform as aforesaid does not or would not become apparent (despite the carrying out the examination and or required test) until after use, Competent Authority may reject the same even after a reasonable period of their use.
- IV. Any property or work rejected must at the instruction of Competent Authority be replaced or re-performed as the case may be, by the Bidder at his expense. Alternatively, Competent Authority may elect to cancel the contract both in respect of the goods and /or the work in question and of the whole of the undelivered balance (if



any) of the goods and/or the remainder of the work (if any) covered under this contract. All rejected goods will be taken back by Bidder at his own expenses.

- V. The goods/equipment/item while being provided to, installed, commissioned or operated for MP Police must be in the name of MP Police and must not be mortgaged, hypothecated to or under any kind of charge to any bank, financial institution or any third party.

4.11A- Replacement in case of theft, damage of equipment-

1. Where any damage, fire or theft takes place at the camera end / other equipment at OPs. end equipment before system is declared 'go live', the replacement shall be provided by the bidder at its own cost and risk.
2. Where any such damage or loss takes place after the system is declared 'go live', the replacement shall be at the cost of Purchaser at the rates declared by the bidder in its financial bid for that equipment. If no price is declared for that equipment in the bid, Purchaser will decide the amount payable.
3. In both the cases above, the cost of installation, commissioning etc. shall be borne by the bidder.

4.12 EXIT MANAGEMENT

4.12.1 TRANSFER OF ASSETS

- I. The Selected Bidder will be allowed to continue work on the assets for the duration of the exit management period which may be a three months' period from the date of expiry or termination of the Agreement, if required by MP Police to do so. During this period, the Selected Bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by Selected Bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- II. The Selected Bidder, if not already done, will transfer all the Software Licenses under the name of MP Police during the Exit Management Period. The Selected Bidder shall also transfer all the relevant Software Passwords, Usernames and Keys.
- III. MP Police during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the Selected Bidder at any time during the exit management period requiring the Selected Bidder to provide with a complete and up-to-date list of the assets within 15 days of such notice.
- IV. Upon service of a notice, as mentioned above, the following provisions shall apply:
 - a) In the event, if the assets which are to be transferred to MP Police mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to MP Police or its nominated agencies.



- b) All title of the assets to be transferred to MP Police or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the Exit Management Period. All expenses incurred during transfer of assets shall be borne by the Selected Bidder.
- c) That on the expiry of this clause, the Selected Bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by the Selected Bidder to MP Police.
- d) That the products and technology delivered to MP Police during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by the Selected Bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of MP Police. Supplied hardware, software & documents etc., used by Selected Bidder for MP Police shall be the legal properties of MP Police.
- e) Last quarter's payment may be kept on hold during exit management phase.

4.12.2 CONFIDENTIAL INFORMATION, SECURITY AND DATA

The Selected Bidder will promptly on the commencement of the Exit Management Period supply to MP Police or its nominated agencies the following:

- I. Documentation relating to Intellectual Property Rights;
- II. Project related data and confidential information;
- III. All current and updated data as is reasonably required for purposes of MP Police or its nominated agencies transitioning the services to its replacement Selected Bidder in a readily available format nominated by MP Police or its nominated agencies; and
- IV. All other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary to enable MP Police or its nominated agencies, or its Replacement Operator to carry out due diligence in order to transition the provision of the services to MP Police or its nominated agencies, or its Replacement Operator (as the case may be).
- V. Before the expiry of the Exit Management Period, the Selected Bidder shall deliver to MP Police or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the Selected Bidder shall be permitted to retain one copy of such materials for archival purposes only.

4.12.3 TRANSFER OF CERTAIN AGREEMENTS

- I. On request by MP Police or its nominated agencies, the Selected Bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as MP Police or its nominated agencies may require in favor of MP Police or its nominated agencies, or its Replacement Operator in relation to any equipment lease, maintenance or service provision Agreement between Selected Bidder and the ThirdParty lessors, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by MP Police or its nominated agencies, or its Replacement Operator.



Selected Bidder shall handover the copy of connectivity and back-to-back SLA arrangements with Network Service providers and OEMs to the Purchaser to enable the latter to work out further arrangement with them post- Exit period.

Right of Access to Premises: At any time during the Exit Management Period and for such period of time following termination or expiry of the SLA, where assets are located at the Selected Bidder's premises, the Selected Bidder will be obliged to give reasonable rights of access to or, in the case of assets located on a Third Party's premises, procure rights of access to MP Police or its nominated agencies, and/ or any Replacement Operator in order to inventory the assets.

4.12.4 GENERAL OBLIGATIONS OF THE SELECTED BIDDER

- I. The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to MP Police or its nominated agencies or its Replacement Operator and which the operator has in its possession or control at any time during the exit management period.
- II. The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

4.12.5 EXIT MANAGEMENT PLAN

- I. The Selected Bidder shall provide MP Police or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs within 15 days in case of Suspension/termination of contract or 4 months prior to end of contract date.
- II. A detailed program of the transfer process that could be used in conjunction with a Replacement Operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- III. Plans for the communication with such of the Selected Bidder's, staff, suppliers, customers and any related Third Party as are necessary to avoid any material detrimental impact on MP Police operations as a result of undertaking the transfer; and
- IV. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to MP Police or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- V. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- VI. During the Exit Management Period, the Selected Bidder shall use its best efforts to deliver the services.
- VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.



- VIII. It would be the responsibility of the Selected Bidder to support new operator during the transition period.

4.13 ARBITRATION; COURT OF COMPETENT JURISDICTION-

In all matters and disputes arising there under, the Arbitration process shall be as per the Arbitration & Reconciliation Act 1996. The Director General of M. P. Police & Bidder mutually agreed and appoint the arbitrator and the decision of the arbitrator shall be final and binding on both the parties. No suit or claim in respect of this tender can be filed in any court save at the court of competent jurisdiction at Bhopal

4.14 SOURCE CODES, COPY RIGHTS, INTELLECTUAL PROPERTY RIGHTS AND INDEMNITY LIABILITY

- I. The documents created during the course of this project, source codes of the customized software, and IPR related to this project and its scope of work vests solely with the Purchaser. The software (except third party software), data, hardware, networking equipment, manual, CDs, Drivers, Training material etc. will be the exclusive property of the M. P. Police after it is successfully tested and implemented at all sites of M.P. The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights. IPR of the newly developed software, customized software will be with the Department. The Supplier has to make sure that all the codes, documentation, design; licenses etc. has to be should be given to the Purchaser, the IPR of which would be vested in the Department.
- II. The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license Agreement. The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent. MP Police reserves the right, after the purchase of software, to procure items from any company, at any time, without restriction and use the software to manage those items including any item procured by any Branch or unit of MP Police.
- III. No goods or work covered by the contract shall be manufactured, sold, disposed or done by Bidder in violation of any right whatsoever of the Third Party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.
- IV. The Bidder shall not provide or use the goods/services for the performance of work which would infringe any Indian or foreign patent, trademark, registered design or other intellectual property rights, whether or not similar to any of the said goods.
- V. Bidder should submit Certificate/Affidavit regarding non-violation / infringement of any Indian or foreign patent, trademark, registered design or other intellectual property rights.
- VI. The Bidder shall indemnify the MP Police for any Third-Party liability arising out of patent or copyright or intellectual property or any other dispute. Bidder shall bear the cost of any dispute arising as of alleged violation of any law and policy applicable in India, with respect to this project.



VII. That Bidder shall indemnify the Competent Authority from all actions, costs, claims, demands, expenses & liabilities whatsoever resulting from any actual or alleged infringement as aforesaid and at the expenses of Bidder shall be defended in the defense of any proceedings which may be brought in that connection.

VIII. IPR, Copyrights

- a. The Purchaser (MPP), will be owner of IPR for Application Developed
- b. Source Code (if successful Bidder develops some application for this project) will be kept under escrow with Bidder and a banker. Cost of escrow account to be borne by the Bidder.
- c. Algorithm to be disclosed to the Purchaser (MPP), if used, and should be based on national and international standards current or future.

IX. DATA RIGHTS

The Purchaser shall have complete and total ownership and control over all the data generated, stored and processed during the Project.

The Department reserves the Data Rights in the following areas:

- a. **The Right to Information of Data subject:** MPP, reserves the right of full knowledge of the collected data, its nature and prior authorization by the department to collect, store and process them. Bidder will be held responsible, if any data is published or copied without permission of MPP by the Bidder or its representative.
- b. **The right to prevent processing:** MPP, reserves all the rights to prevent the processing or reprocessing of the data collected, stored and under process.
- c. **The right to prevent collection, storage and processing for direct marketing and/or indirect marketing:** MPP, reserves all the rights to prevent any or all data collected, stored and processed for any sale, lease, rent or any other monetary or non-monetary transfer of data without it's written permission with explanation of grounds for such sale, lease, rent, transfer for monetary or non-monetary basis for some limited or unlimited period. The Department, however, can sale, lease or rent the data for monetary or nonmonetary gains
- d. **The right to compensation:** MPP, reserves all the rights to extract compensation for loss or damage, whether full or partial, of the data by the service provider or any person authorized on behalf of the service provider.

The right to rectification and other remedies for inaccuracy: MPP, reserves complete authority to ask the service provider to make up for the wrong or tempered or manipulated or distorted or illegitimate data with or without any compensation on finding the data bearing any evidence of deviation at any time, irrespective of the fact that department has accepted the same data at any prior time from the date of issuing letter to service provider to make any change or replacement in the data. The department also reserves rights to take action through a court including criminal action if necessary as per law of land to rectify, block, erase or destroy inaccurate data.

MPP, reserves all the rights to give order pertaining to manner and methodology for data collection, storage and processing to the service provider at any time within the contract period, which may not be a part of the Agreement.



4.15 CONSORTIUM & SUBCONTRACTING

- I. Consortium/ Joint Ventures/ sub-contracting are not allowed as part of this Bid.

4.16 WARRANTY / MAINTENANCE

The Bidder shall install, integrate, commission, implement and provide maintenance support for the equipment / software supplied to M.P. Police. The equipment / software shall be covered under **4 years comprehensive on-site warranty maintenance (inclusive of replacement of spares for 4 years)**. This service shall be provided **24x7 and on all days** to keep the supplied equipment / software in good working condition. The warranty shall commence from the date of system declared 'go live' for that Police outpost.

The specific activities as part of 4 years comprehensive on-site warranty and maintenance includes:

- I. Preventive maintenance of all hardware/software covered as per scope of work once a quarter.
- II. Corrective maintenance within 48 hrs as and when calls are placed by M.P. Police from any site within MP;
- III. Spares required shall be provided by Bidders free of cost. The bidder would provide the cost of important spares which may be used for price comparison purposes after completion of warranty period. Comprehensive Annual Maintenance Contract covers all spares and replacement. If Hardware is not repairable within a specified time period (**5 days**) a standby system shall be provided for the same by the Bidder.
- IV. All such analogous activities which are required to ensure interruption free operation of the system/goods/services provided by the Selected Bidder.

4.17 AGREEMENT

- I. The Successful Bidder will have to enter into an Agreement with the purchaser, for the performance of the contract on Rs 100/- Non-Judicial Stamped Paper, within 10 days of the communication of the final order on Bids, the cost of which has to be borne by the Bidder. The MP Police shall provide Performa for such an Agreement. No variation is permitted in this Agreement.
- II. Till such an Agreement is signed, there is no liability for Police Telecom. HQ, MP Bhopal and the Competent Authority.
- III. D.G.P. may scrap the tender or any of its part without assigning any reason at any time before the signing of the Agreement. In case of scrapping of tender or its part M.P. Police will not be liable for any loss or cost to Bidder.
- IV. Till the signing of Agreement, the Selected Bidder shall bear its own cost for all the activities relating to this tender.
- V. Draft copy of the Agreement will be provided to the Successful Bidder.
- VI. Security deposit will have to be submitted along with the agreement signing.
- VII. On submission of security deposit and signing of the agreement, the timeline for completion of tasks under the RFP shall commence forthwith.

4.18 LIMITATION OF LIABILITIES

In any case, the aggregate liability of the Bidder, what so ever and how so ever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges



received/paid as per the contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability. It excludes all third-party liabilities under the law.

4.19 LAW AND JURISDICTION

The Contract and the transactions contemplated therein shall be governed by and construed in accordance with the laws of India. All the parties and their personnel deciding to participate in this process shall be deemed to be submitting themselves to the laws of India.

The Contract and the transactions contemplated therein shall be subject to the exclusive jurisdiction of the competent Courts in Bhopal, Madhya Pradesh, India.

4.20 LIQUIDATED DAMAGES

- a. Liquidated damages (LD) may be invoked in any of the following cases:
 - I. Failure to comply with project time lines;
 - II. Damage to any equipment during projectPeriod;
 - III. Failure to comply with performance standards/ SLAs;
 - IV. Non-compliance with any terms of this RFP/ Contract;
 - V. Non-compliance with legal and regulatory requirements;
 - VI. Failure to comply with instructions of Competent Authority on any issue relating to project implementation and performance etc.
- b. LD will be levied as per GOP Terms and Condition.
- c. The final decision on levy and/or relaxation of penalties and LDs lies with competent authority of MP Police, including the quantum of penalty/ LD to be levied.
- d. In exceptional circumstances which are beyond control of successful bidder, competent authority may take decision on LD exemption.



5. SERVICE LEVEL AGREEMENT

5.1 PURPOSE OF THIS AGREEMENT

The purpose of this SLA is to clearly define the levels of service to be provided by Successful Bidder to the Purchaser (MPP) for the duration of this contract or until this SLA has been amended. The benefits of this SLA are to:

- I. Trigger a process that attracts MPP and Successful Bidder Management's attention to some aspect of performance only when that aspect drops below an agreed upon threshold, or target.
- II. Makes explicit and quantifies the performance related expectations on performance required by the MPP.
- III. Assist the MPP to control levels and performance of services provided by Successful Bidder.
- IV. This SLA is between Successful Bidder and the Purchaser (MPP).

5.2 DURATION OF SLA

This Service Level Agreement would be valid for the entire period of contract. This SLA may be reviewed and revised according to the procedures detailed in the Section SLA Change Control.

5.3 SERVICE LEVEL AGREEMENTS AND TARGETS

This section is agreed to by MPP and Successful Bidder as the key Successful Bidder's performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contract or its revision whichever is later.

5.4 SLA MORATORIUM AND COMMENCEMENT

The SI will be given an SLA moratorium period of 3months from the go-live of the concerned city cluster site during which SLAs defined will continue to be measured and reported. However, there shall be no penalty associated with SLA defaults during this time.

Note:-The software to measure the service level agreement will be provided by the successful Bidder.(Software must fulfill all functional requirement and should be acceptable to the department.)



Sr. No.	Service Category	Parameter	Service Level (See Note I below)	Validation	Penalty
1.	Individual camera availability (see Note II below)	100% of the cameras should be available as per specification	$\geq 98.5\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
2.	CCTV video feed recording	90 Days from the time of recording, at all the recording and storage devices	$\geq 98.5\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
3.	LAN	LAN availability wherever deployed	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
4.	Internet	Internetavailability wherever deployed	$\geq 99\%$	Reports generated from the system	Rs.100 /per Day or its part for below SLA uptime.
5.	CCTV video feed retention for 18 months	100% of the video storage retention as per specification	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
6.	Storage system	All individual network attached storage, directly attached storage, the local storage deployed and any other media where the feeds are being stored	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
7.	System Software Update	Within 24 hours of patch release.	Up to 3 violations	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
8.	Help desk resolution time	Security level	Up to 5 violations	Reports generated from the system	Up to 10 volitation= 500 Rs/ violation, Above 10 violation= 1000 Rs/ violation
9.	Availability of required manpower (see Note III below)	Required and designated manpower should be available for various defined tasks	100%	Reports from system or report by nodal officers	Rs. 500 per days per person in addition to and over & above the pro rata deduction for such non availability.
10.	Training and capacity building quality (see Note IV below)	Trainee getting skilled enough to perform the tasks trained for independent of external supervision		Reports from nodal officers, person or agency nominated by Competent authority, score of the tests to be given to trainees; self certificate by the trainee.	Repeat / retraining at no extra cost to Purchaser.



- I. The Penalty shall be calculated district wise on quarterly basis. The overall total penalty is capped at 3% of the project value under normal circumstances. Exceptional situations include the situation where any system or service becomes unavailable and continues so for more than 7 days and in the opinion of competent authority the successful bidder does not take satisfactory steps to rectify the situation.
- II. Availability of individual camera means availability of video feed at viewing station/display; thus it would include defect at camera end, connectivity, UPS& switch at camera end, damage to pole/ tower etc.
- III. The required and designated manpower must be available as per scope of work defined above. For non-availability pro rata deduction will be made in addition to penalties.
- IV. Selection of trainees would be done in consultation with Vendor's resource out of staff available with purchaser. The ultimate objective of the 'scope of work' is to prepare MP Police to handle the system independently after on-site warranty period. Vendor is to impart necessary skill and confidence into the trainees for seamless takeover at the time of exit.
- V. If the SLAs drop below the lower limit which is 90% for each component in the table above, it will be governed by the event of default clause as specified under the General Conditions of the RFP
- VI. Events like Lightning Strike, Riots, Floods, Damage due to Accident, Damage due to fire, digging by municipal authorities/any other agency without notice, power disconnection due to non-payment of electricity bill by the Department, damage caused by known / unknown miscreants, load shedding beyond field UPS power backup time, power disconnection due to environmental factors or any other eventuality where it is Prima Facie clear to the competent authority that the vendor has acted in good faith and taken abundant precautions and the defect has not been caused by the vendor, will not attract penalty and the payment due to him will be made on provisional basis and if facts are to the contrary then the future payments shall be adjusted accordingly.
- VII. Replacement of damaged equipment due to events listed in point VI above would be reimbursed to the successful bidder as per the rate quoted in the bid.
- VIII. In exceptional cases, after taking approval from competent authority, SLA validation can be considered by alternate medium/tool also.

Note: For SLA calculation example, please refer Annexure - 3



5.5 UPTIME CALCULATION

System Service uptime: $\{[(\text{Actual Uptime in Hours} + \text{Scheduled Down time in Hours}) / \text{Total No. of Hours in a Quarter}] \times 100\}$

"Actual Uptime" means, of the Total Hours, the aggregate number of hours in any Quarter during which each equipment is actually available for use.

"Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Successful Vendor's (or Service provider's) failure to exercise due care in performing Successful Bidder's responsibilities.

The MPP would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per equipment/service.

"Total Hours" means the total hours over the measurement period i.e. one quarter of the year (all number of days in that quarter of the year).

5.6 DOWNTIME CALCULATION

The recording of downtime shall commence at the time of any service that affects SLA of the project or Service Provider for any downtime situation for the equipment Downtime shall end when the problem is rectified, and the application/ service is available to the user.

Down time will not be considered for following:

- I. Pre-scheduled preventive maintenance and health checks (Scheduled Downtime) with maximum time as defined mutually by MPP and successful bidder.
- II. Failover time (30 minutes) in case of cluster environment. Beyond which the service would be considered to be not available and appropriate penalty shall be imposed on the Successful Bidder. If the utility elects to continue the operation of the machine / equipment, when a part of the machine is giving problem and leading to downtime, the commencement of downtime shall be deferred until the utility releases the machine / equipment to the Bidder for remedial action.

5.7 BREACH OF SLA

In case the Successful Vendor does not meet the service levels mentioned in this RFP, time-periods as specified in the relevant clause, the MPP will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:

- I. MPP issues a show cause notice to the Successful Vendor.
- II. Successful Vendor should reply to the notice within three working days from the date of receipt of the notice.
- III. If the MPP authorities are not satisfied with the reply, the MPP will issue direction to rectify the service level and may also initiate stricter penalty for the remaining period of the contract.



Such directions shall be complied with by the vendor. Failure may lead to the drawing of conclusion of willful breach of contract.

- IV. If Bidder fails to meet the SLA requirement and MPP terminates the Bidder for any reason, all the equipment and materials will become the property of MP Police.

5.8 MONITORING AND AUDITING

Team nominated by MPP will review the performance of Successful Vendor against the SLA parameters each quarter, or at any periodicity defined in the contract document. The review / audit report will form basis of any action relating to imposing penalty or breach of contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the Successful Vendor as soon as possible. MPP reserves the right to appoint a third-party auditor to validate the SLA.

Note:- The software to measure the service level agreement will be provided by the successful Bidder.

5.9 REPORTING PROCEDURES

- The Successful Vendor's representative will prepare and distribute Daily status report (DSR) for all equipments at each police outpost and District HQ covered in this RFP and issues related to this project to MPP or department's nominated agency in agreed format every day.
- The Successful Vendor's representative will prepare and distribute Monthly status report (MSR) for all equipments at each police outpost and District HQ covered in this RFP and issues related to this project to MPP or department's nominated agency in agreed format every month.
- The Successful Vendor's representative will prepare and distribute SLA performance reports in an agreed format by the 10th working day of subsequent quarter of the reporting period approved by MPP.

The reports will include "actual versus target" SLA performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to the MPP and consultant team.

5.10 ISSUE MANAGEMENT PROCEDURES

5.10.1 GENERAL

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between MPP and Successful Vendor. It is expected that this predefined process will only be used on an exception basis if issues are not resolved at lower management levels.

5.10.2 ISSUE MANAGEMENT PROCESS

- I. Either MPP or the Successful Vendor may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.



- II. MPP's representative (i.e. SSP radio or any other officer nominated as "nodal officer") and the Successful Vendor's representative (Onsite Project Manager) will determine which Committee or executive level should logically be involved in resolution.
- III. A meeting will be conducted to resolve the issue in a timely manner.
- IV. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- V. Management of MPP and Successful Vendor will develop a temporary, if needed, and the permanent solution for the problem at hand. The Successful Vendor will then communicate the resolution to all interested parties or persons who are to act upon such solution.
- VI. In the event a significant business issue is still unresolved, the arbitration procedures described in the Contract will be used to find a solution expeditiously.

5.11 SLA CHANGE CONTROL

5.11.1 GENERAL

It is acknowledged that this SLA may change as MPP needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- I. A process for negotiating changes to the SLA. "Change" includes addition of new "Service Level".
- II. An issue management process for documenting and resolving particularly difficult issues.
- III. MPP and the Successful Vendor management escalation process to be used in the event that an issue is not being resolved in a timely manner. Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both the parties. Either party can request a change. Changes will be documented as an addendum to this document and consequently the contract.

5.11.2 SLA CHANGE PROCESS

Both the parties may amend this SLA by mutual Agreement in accordance. Changes can be proposed by either party. Normally the forum for negotiating SLA changes will be MPP monthly review meetings.

5.11.3 VERSION CONTROL

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

5.12 MANAGEMENT OF ESCALATION PROCEDURES

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure ensures that MPP and Successful Vendor management are communicating at the appropriate levels. Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.



- I. All issues would be raised to the project management team, which is completely responsible for the day-to-day aspects of the implementation. The project management team shall classify the issues based on their severity level and resolve them within appropriate timelines.
- II. If project management team is unable to resolve an issue, the issue would be escalated to the top management with options/ risks detailed for decision. Top management will make decisions based on the options/ risks presented by the IT team.
- III. Management escalation ranks in MPP for the purpose of this Bid and its scope of work are:
 - a. Nodal Officer – SP (R) in – charge of CCTV Project
 - b. SSP (R)
 - c. Addl. DG (Telecom)

Similarly, successful vendor shall also notify its 3 levels starting from Project Manager. The third level must be the person who can take decisions having HR and financial authority in its Bidder organization's management / governance structure.

- a.
- b.
- c.



6. BID PROPOSAL FORMS

6.1 FORMAT 01: ELIGIBILITY CONDITIONS (CLAUSE 3.7.1)

ELIGIBILITY COMPLINCE SHEET

(To be enclosed with the “Pre-qualification Bid” on the letterhead of the bidder as given below)

(Tick where applicable)

S. No.	Basic Requirement	Type of the documents	Yes	No	Remarks (Description)	Page No. / Flag No.
1.	Bid Participation Undertaking	Bid proposal sheet duly filled in, signed and complete in all respects.			Format 2 Format 3	
2.	Legal Entity	The Bidder must be a company registered under Companies Act, 1956 or 2013 or the partnership firm registered under the Partnership Act-1932, or Society registered under relevant Society Act or a Trust registered under the relevant Trust Act or any appropriate entity under Indian law with existence in business from last 4 years as on March 31 st 2023.			Format 2 Format 3 Attach: Copy of Registration Certificate of LMOC	
3.	Turnover	For turnover evaluation, bidder's turnover shall be considered. Bidder should have average annual turnover of not less than Rs. 01 Crores in last 3 years, (2019-2020,2020-2021,2021-2022,2022-2023 (Provisional) or latest. The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Chartered Accountant, and submit information in the enclosed prescribed format. The form must also be signed by bidder's regular chartered accountant.			Format 4 Format 5 Attach: Balance Sheet & Chartered Accountant Certificate for Net worth and Exposure of Net worth.	
4.	Net worth	For Network evaluation, bidder's network shall be considered Network of the bidder should be positive as on 31 st Mar. 2022 or latest.			CA certificate must be on letter head mentioning UDIN no.	
5	Manpower	The Bidder must have on its roll continuously since last two years at least 10 technically qualified professionals in the area of Project Management or System Integration/ networking/ sales/ service / surveillance system etc. in providing the services as on 31/03/2023. (Exclusive of outsourced or contractual persons/workers).			Self Certificate from As per the standard format supported with Provident Fund deposit receipts with latest return	
6	OEM	The Bidder must be authorized by the OEMs of important items (like for CCTV cameras, NVR, network devices, UPS/AVR/CVT) to quote in the bid.			The authorization certificate of OEMs, as per List of IT and non-IT components with make and model number (as proposed by bidder in technical bid)	
7	Experience in System Integration	The bidder should be an established IT System Integrator being in the business of system integration of IT / ITeS / Telecom / CCTV based projects / electronic security system projects for a			Attach: Copy of Articles of association along with certificate from Chartered Accountant/	



		minimum period of Two years as on 31/03/2023.			Company Secretary	
8	Experience in CCTV Surveillance	<p>The bidder should have completed/ongoing one project of 'similar nature' and project value more than Rs. 50 Lakh in India with minimum 100 IP based CCTV cameras in multi-site environment</p> <p>Here 'Similar nature' means:</p> <p>The "Similar Nature" of the work shall mean, project including supply, installation, implementation and maintenance of CCTV surveillance system to any Government/Public Sector Enterprises/ units in India in last Four years as on bid submission date.</p> <p>Here Ongoing projects means, Go live / acceptance of project by the client.</p>			<p>Format 4 Attach: Client Satisfaction Certificates.</p> <p>And</p> <p>1.Work Orders / supply orders / work completion certificates that includes / highlights Scope of work, dates and current status of Project. Work order / supply order;</p> <p>and</p> <p>2.Completion certificate /satisfactory certificate/Go live / acceptance of project by the client</p> <p>In the standard format having clear mention of details of the project, order value, items supplied, work done etc. The signatory must be willing to be verified for its certificate.</p> <p>Any submission on the ground of confidentiality shall not be considered.</p>	
9	Blacklisting	The Bidder should not be blacklisted by any Central or State government for corrupt or fraudulent practices by any Central or State government in India at the time of bid submission.			Format 2	
10	Statutory Tax Compliance	<p>The bidder has to furnish the following:</p> <p>(i) Valid GST Registration/ Certificate</p> <p>(ii) Permanent Account Number (PAN) issued by Income Tax Department.</p> <p>(iii) ESI & PF certificate with Latest filed return</p>			<p>Format 3 Format 4 Attach certificates: GST certificate, TIN No., PAN Card,</p>	

Date: _____
Place: _____
Signed: _____
Name: _____
In the capacity of: _____
For and on behalf of: _____

Note: All the documents submitted by the bidder should be clearly numbered, corresponding index should contain the page number of relevant documents attached.

6.2 FORMAT 02: LETTER OF PROPOSAL SUBMISSION (TO BE SUBMITTED BY



Bidder)

(To be enclosed with Pre-Qualification Bid)

To,

**Senior Superintendent of Police (Radio)
Police Telecom Head Quarters
Bhadbhada Road, Bhopal – 462003
Madhya Pradesh
Fax No. 0755- 2443674**

Subject: Proposal for execution of RFP for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis

Dear Sir,

We, the undersigned, offer to provide the Turnkey Solution for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis in accordance with your Request for Proposal Number [xxx], dated [xx/xx/xxxx].

We have uploaded our proposal online as per schedule and We are hereby submitting our Proposal, which includes the following:

1. Part 1: Earnest Money Deposit
2. Part 2: Pre-Qualification checklist
3. Part 3: Technical Proposal
4. Part 4: Financial Proposal as a separate Part

We hereby declare our consent to following conditions:

1. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
2. Our Proposal is binding upon us and subject to the modifications resulting from our discussions with the competent authority at Madhya Pradesh Police and subject to their approval.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
4. I/ We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
5. I/ We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial



pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

6. I/ We declare that:
 - a) I/ We have examined and have no reservations to the Bidding Documents, issued by the Authority; and
 - b) I/ We do not have any conflict of interest in accordance with Clauses mentioned in RFP document; and
 - c) I/ We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any government of Central or State; and
 - d) the undertakings given by us along with the Application in response to the RFP for the Project were true and correct as on the date of making the Application and are also true and correct as on the Bid Due Date and I/we shall continue to abide by them.
7. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the RFP document.
8. I/We certify that the proposal submitted by us and in case of award of contract, we have/will comply with all the norms/policies/rules/ regulations of Government of India applicable with respect to equipment/ software / network/ connectivity/ project execution.
9. I/ We certify that we satisfy(s) the Turn Over, Net Worth and experience criteria and meet(s) the requirements as specified in the RFP document.
10. I/we certify that << COMPANY NAME>> is not blacklisted by Government of Madhya Pradesh and any other state government for corrupt and fraudulent practices and not blacklisted by Central / any other State Government for corrupt and fraudulent practices as on the date of submission defined by Madhya Pradesh Police of this RFP.
11. I/ We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
12. I/ We further certify that in regard to matters relating to security and integrity of the country, we or any of our Associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.
13. I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our directors/ managers/ employees.



14. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
15. I/ We understand that the Bidders shall be an existing Company incorporated under the Indian Companies Act, 1956. Our details in this respect are as under-**(Registration certificate attached)**

Details of Bidder

- a. Registered/Incorporation date:
.....
- b. Registration/Incorporation Number:
.....
- c. Registered/Incorporation Address:
.....
16. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
17. I/ We are willing to offer a Bid Security/Bank Guarantee of equivalent to 10% of project value as quoted in Commercial proposal in case the authority awards us project.
18. The EMD in the form of a Demand Draft / Bank Draft / BG is attached with following details:
 - a. Name of the issuing Bank :
 - b. Address of Issuing Branch :
 - c. Amount: XXX lakh Rupees. (INR XXXXX)
 - d. Date:
19. I/ We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/we shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected.
20. I/ We agree and undertake to abide by all the terms and conditions of the RFP document.
21. I/We agree and undertake to be severally liable for all the obligations of the bidder/LMOC under the terms & Conditions of this RFP/Concession Agreement till\ occurrence of Financial Close in accordance with the Agreement.
22. We understand you are not bound to accept any Proposal you receive.
23. Price and Validity: All the prices including the commercial offer mentioned in our proposal are in accordance with the terms as specified in the proposal documents. We do hereby confirm that our proposal includes all taxes, duties, charges FOR destination etc. We agree to abide by this Bid for a period of 180 days from the date fixed for Bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.



This Bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. The price offer is open for a period of further six months from the date of execution of Agreement. During the period the M. P. Police will have right to demand additional quantity.

24. Deviations: We declare that all the services shall be performed strictly in accordance with technical specifications and other conditions of the Tender documents as mentioned in the Technical Compliance Statement (FORMAT-6) and No Deviations from Tender Document Conditions (FORMAT-07). Further we agree that additional conditions, if any, found in the proposal documents, shall not be given effect to. We also agree that while during proposal evaluation on deviations etc., the representatives of the bidder offer any better or higher or latest make model of the equipment or software or services and if the same is agrees to by the technical committee, the bidder shall abide by that and provide the same at no extra cost to the Purchaser.
25. Time Schedule: We further declare that we have the capacity and will start and complete various tasks as per time schedule given in Tender document (Section- IV, clause- 4.2).
26. Qualifying Data: We confirm having submitted qualifying data as required by you in your Tender document. In case you require any further information/documentary proof in this regard before evaluation of our proposal, we agree to furnish the same.
27. We assure the purchaser that we have sufficient funds of our own and financial arrangements to execute the project smoothly and are not dependent on any post award arrangement with any bank or financial institution. I / We further declare our intent to seek finance for this project from the bank (name of the bank or financial institution). The consent letter of bank / financial institution is attached with this bid.
(Name of the bank / financial institution, branch, contact details for verification)
28. The proposal submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
29. We have entered into arrangement/Agreement with the OEM's (As per Format 08) for this project and will ensure that highest standards are maintained with respect to equipment installed.

OEM	Product /equipment /services
a)
b)
c)

30. I/We hereby undertake that in case the project is awarded to us, at the time of completion of the engagement, we shall successfully carry out the exit management and transition to MPP or any authority appointed by MPP. I/We further undertake to complete the following as part of the Exit Management and Transition:



- a. Capacity Building of Police personnel: I/We undertake to design team/organization structure at the purchaser's place to manage the system; we undertake to carry out an analysis of the skill set requirement at State to manage system and carry out the training & knowledge transfer required at purchaser's place to manage system.
 - b. Transition of project artifacts and assets: I/We undertake to complete the updating of all project documents and other artifacts and handover the same to the purchaser before transition;
 - c. Handing over of UserIDs and Passwords: I/We undertake to handover the User IDs and passwords user for accessing all the Servers, Applications and the Database and Network Administrator Users under this project.
 - d. I/We undertake to design Standard Operating Procedures to manage system (Including application and IT systems), document the same and train purchaser's personnel on the same.
 - e. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from Department.
31. We understand that you are not bound to accept the lowest or any proposal you may receive. The undersigned is competent and duly authorized by the Bidder company/entity to sign this document. We further agree to adhere to ethical standard set by you in this document and all such other instructions on the issue by the Government of India and Government of M.P.
32. I/We shall undertake to provide training to MP Police Personnel as per the requirement proposed in the RFP

I, hereby further confirms that irrespective of any arrangement between the Bidder of this Bid and its suppliers, the undersigned entity shall bear full and single point responsibility and answerability towards the this Bid and the purchaser. Undersigned shall ensure that tasks under this Bid do not suffer on any account including any probable dispute between it and its supplier and service personnel.

Yours sincerely,

Date: _____

Place: _____

Signed: _____

Name: _____

Address and contact numbers

In the capacity of: _____

For and on behalf of: _____

Signature of authorized signatories

1.



2.

Note :

1. In case any signatory is a foreign national, or NRI, also mention passport number and other details;
2. Where any signatory is a Director or designated partner or person in similar capacity, also mention DIN number as issued by Registrar of Companies in India.
3. Where signatory is not Director etc. , the justification for such authorization along with board resolution, should also be attached.



6.3 **FORMAT 03: FINANCIAL STATUS FORM/GENERAL INFORMATION ABOUT THE BIDDER**

(To be filled up by the Bidder)

(On firm/ company letter head)

(To be enclosed with Pre-Qualification Bid)

Details of the Bidder (Company)					
1.	Name of the bidder				
2.	Address of the Bidder				
3.	Status of the Company (Public Ltd/ Pvt. Ltd)				
4.	Details of Incorporation of the Company				Date:
					Ref. #
5.	Details of Commencement of Business				Date:
					Ref. #
6.	GST registration no.				
7.	Permanent Account Number (PAN)				
8.	Name & Designation of the contact person to whom all references shall be made regarding this tender				
9.	Telephone No. (with STD Code)				
10.	E-Mail of the contact person:				
11.	Fax No. (with STD Code)				
12.	Website				
13.	Whether Bidder has any office /other establishment is in M.P. If so detailed address of the same and the activity carried on there.				
14.	Quality certification available with the bidder. Such certificate must be valid at the time of opening of the Bid. Whether such certificate is relevant to the proposed job in the scope of this Bid? Attach self-attested copies				
15.	Financial Details (as per audited Balance Sheets) (Rs. in Cr)				
16.	Year	2019-20	2020-21	2021-22	or latest



17.	Net Worth				
18.	Turn Over				
19.	Profit After Tax				

Date: -----

Place: -----

Signed: -----

Name: -----

In the capacity of: -----

For and on behalf of: -----



6.4 FORMAT 04: PERFORMANCE STATEMENT (EXPERIENCE)

(Must be enclosed with the “Pre-qualification Bid” as given below)

S. No.	Financial Year	Name & address, Telephone no and fax no of purchaser to whom similar service/ supplies were made	Description of the work / supply order	Whether CCTV based surveillance system was part of that? If yes what was its proportional value to total value of the order?	Purchase Order No. & Date issued by Purchaser	Value of contract/ Purchase Order	Period of execution		Performance certificate from customer (page numbers)
							Starting	End	
1	2	3	4	5	6	7	8	9	10
1	2019-20								
2	2020-21								
3	2021-22 or latest								

As of this date, the information furnished in all parts of this form is accurate and true to the best of my knowledge. I have no objection in getting this information verified by the SSP (Radio) M.P. in any covert or open manner, as the latter may deem fit.

Date: _____

Place: _____

Signed: _____

Name: _____

In the capacity of: _____

For and on behalf of: _____



6.5 FORMAT 05: TECHNICAL QUALIFICATIONS (AS PER CLAUSE 3.12.3)

T.Q. COMPLINCE SHEET

S. No.	Section	Type of the document	Yes	No	Remarks (Description)	Page no. /Flag No.
1	Section I	Letter of authorization in respect of the person authorised by bidder to remain present and interact with the SSP (Radio), M. P., Bhopal.			As per Standard Format (on the letter head of Bidder)	
2	Section II	Bid proposal Form and undertaking from the Bidder on their letter head			Format 2	
		(i) Certificate / affidavit regarding non-violation / infringement of any Indian or Foreign Trademark, Patent, Registered Design or other Intellectual Property Rights. (ii) Non Malicious code certificate is to be attached			As per Standard Format (on the letter head of Bidder)	
		OEM Certificates of authorisation			Format 08	
3	Section III	Technical solution: The bidder must submit a write up on understanding of the term of understanding. This technical proposal should address all the areas/ sections as specified by the RFP and should contain a detailed description of how the Bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the Bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as "Supplementary" to the required response. If the Bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.				
		The Technical Proposal should address the following: a. Overview of the proposed solution that meets the				



S. No.	Section	Type of the document	Yes	No	Remarks (Description)	Page no. /Flag No.
		<p>requirements specified in the RFP.</p> <p>b. Overall proposed Solution, technology, and deployment architecture.</p> <p>c. Details of the Solution as per the format provided in the RFP.</p> <p>d. Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP.</p> <p>e. Approach & methodology for project development and implementation including the project plan.</p> <p>f. Overall Governance Structure and Escalation Mechanism.</p> <p>g. Key Deliverables (along with example deliverables, where possible).</p> <p>h. Strategy for conducting Operations & Maintenance.</p> <p>i. Risk Management approach and plan.</p> <p>j. Exit Management Plan</p> <p>k. The technical proposal shall also contain Bidder's plan to address the key challenges anticipated during the execution of the project.</p> <p>l. Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.</p>				
4	Section IV	Brand name, make, model and technical specification of all the equipment and accessories quoted for this project as per BOQ in same order.			Format 12	
		The Bidders are required to submit with their offers, detailed technical literature of the systems offered to enable a clear understanding of			Attach Hard Copy	



S. No.	Section	Type of the document	Yes	No	Remarks (Description)	Page no. /Flag No.
		various technical aspects.				
5	Section V	Technical Compliance Statement showing adherence to the specifications of the Tender document requirement.			Format 06	
6	Section VI	No Deviations from the technical specifications			Format 07	
7	Section VII	Bidder must provide the team structure and the resumes of key profiles in the format provided in the RFP.				
8	Section VIII	Plans for User Training for operations, maintenance and smooth transitions			As per Standard Format (on the letter head of Bidder)	
		Acceptance Test plans				
9	Section IX	Exit Management			As per Standard Format (on the letter head of Bidder)	

Date:

Place:

Signed:

Name:

In the capacity of:

For and on behalf of:



6.6 FORMAT 06: TECHNICAL PROPOSAL COMPLIANCE STATEMENT

(Must be enclosed with the “Technical Bid” as given below)

The Technical Proposal should address the following:

- Overview of the proposed solution that meets the requirements specified in the RFP.
- Overall proposed Solution, technology, and deployment architecture.
- Security architecture.
- Integration Architecture with existing system
- Network architecture.

Detailed Compliance statement is to be provided by Bidder in Volume 2 of RFP xxx

Technical Compliance Statement

Failure to provide compliance statement will lead Bid being summarily rejected.

S.NO	DESCRIPTION	Compliance	Remark
1.			
2.			
3.			

Date:

Place:

Signed:

Name:

In the capacity of:

For and on behalf of:



6.7 FORMAT 07: NO DEVIATIONS FROM TENDER DOCUMENT CONDITIONS

(Must be enclosed with the “Technical Bid” as given below)

I/We hereby undertake that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT. We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification and acceptance to reverse auctioning process. We confirm to have submitted offer in accordance with tender instructions and as per aforesaid references.

Thanking you,

Date: -----

Place: -----

Signed: -----

Name: -----

In the capacity of: -----

For and on behalf of: -----



6.8 **FORMAT 08: OEM / MANUFACTURERS AUTHORIZATION CERTIFICATE/ COMPLIANCE SHEET**

(Must be enclosed with the “Technical Bid” as given below)

(On the letterhead of OEM carrying address, contact numbers, TIN number with sign and seal of authorized signatory)

It is certified that M/s_____ are our authorized distributors / resellers/ agents/ (mention the status) and they have been authorized to quote and sell Items/equipment/Software with Accessories as quoted in table below and is manufactured / developed proposed/to be supplied in case LMOC is awarded this bid for MP Police in response to **RFP No.xxxxx/ dated xx/xx/2023**. We will provide to them all necessary support for installation, commissioning, customization, warranty, spares and effective after sale services with following details:

1. We are willing to Supply hardware/software as proposed under in compliance to the technical/functional requirement under this RFP.
2. That we have gone through the RFP document and confirm that the Hardware/software quoted in table below meets and complies the technical & functional requirements of the bid.
3. **That** we are assured and ready to supply hardware/Software after assessing the timelines as mentioned in this RFP and if we fail to do so, LD would be levied on back-to-back basis as per RFP.
4. We assure that we have manufacturing/development capacity to honor time and cost commitments under this RFP.
5. I/we certify that we << COMPANY NAME >>are not blacklisted by Government of Madhya Pradesh and any other state government for any reasons whatsoever and not blacklisted by Central / any other State Government as on the date of submission defined by Madhya Pradesh Police of this RFP.
6. We assure to provide necessary support (Support within 24 hours of raising a request) in case MP Police desires so.
7. We have read and understood the RFP and agree to the same. We undertake to abide by the ethical conduct stipulations also.
8. We will provide support w.r.t spares, updates, software upgrades, security patches, fixes, bug fixes for 5 Years to bidder/ Technology partner/purchaser.
9. We are registered entity in India and have direct presence in India for more than Four years as on bid submission date.
10. We have a self-owned service and support center in India for last Four years as on bid submission date .
11. **We** hereby confirm that all the quoted product Make under this bid are not from a country which shares a land border with India or of if from such a country, quoted product/OEM have been registered with competent authority.

Or

We are registered with competent authority/registration committee constituted by Department for promotion of industry and internal trade (DPIIT), as specified in Annex-1 of Order (Public procurement No.1) dated 23rd July 2020 by Ministry of finance Department of Expenditure public procurement division. with registration number.....



12. We have option of supporting customers directly if needed & the support information including delivery against defectives or status of case will be available through web portals. (A certificate from OEM to provide support for the products with pre-qualification bid)
13. We have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
14. The quoted products/Items/Spares/Service for the project will not be End of Life (EOL) for 4 Years from the date of bid submission.
15. Our product/s quoted under this RFP have minimum 4 years warranty from the date of procurement.
16. The details of hardware/Software quoted/ that will also be supplied in case of bid is awarded to M/s..... are mentioned as follows:

Sr . N o.	Hardware/ Software/ services proposed to be supplied	Make/ Model Number	Quantity proposed	Compliance to Functional/ Specification Page Number/ Clause Number in this RFP	OEM Certificate of compliance of Hardware/Soft ware as proposed/to be supplied under this RFP (Enclosed on Page Number)	OEM Certificate of Non-Malicious Code(if Required) for Software as proposed/to be supplied under this RFP (Enclosed on Page Number)	Non- Malicious Code Certificat e(if Applicabl e) (Enclosed on Page Number)	List of places where such systems have been installed in India and/or are being maintained with their Details for: Configuration, Client References, Work order or purchase order copies (Enclosed at page number)

Date: _____
Place: _____
Signed: _____
Name: _____
In the capacity of: _____
For and on behalf of: _____



6.9 **FORMAT 09: NON-MALICIOUS CODE CERTIFICATE- FOR EACH ITEM PROPOSED BY BIDDER**

[On the letterhead of the OEM]

(Must be enclosed with the “Technical Bid” as given below)

Sub: Non-Malicious Code Certificate

Sir,

1. I/We hereby certify that the hardware / software / networking equipment being offered or developed or driver software being or to be provided to run the hardware, software or equipment as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:
 - a) Inhibit the desired and the designed function of the equipment / solution.
 - b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.
 - c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening any Indian law.
2. There are / will be no Trojans, Viruses, Worms, Spy wares or any malicious software on the system and in the software offered or software that will be developed without prejudice to any other rights and remedies available to the Purchaser.

We are liable under Information Technology Act, 2000, Indian Penal Code 1860 and all other Indian laws in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered / developed software.

Date: _____

Place: _____

Signed: _____

Name: _____

In the capacity of: _____

For and on behalf of: _____



6.10 **FORMAT 10: UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION**

(Must be enclosed with the “Technical Bid” as given below)

[On the letterhead of Bidder]

Sub: Undertaking on Exit Management and Transition

Sir,

1. I/We hereby undertake that at the time of completion of the engagement or in event of suspension or termination, we shall successfully carry out the exit management and transition (to MP Police).
2. I/We further undertake to complete the following as part of the Exit Management and Transition:
 - i. Capacity Building of Police personnel.
 - a) We undertake to design team/organization structure at the purchaser’s place to manage the system;
 - b) We undertake to carry out an analysis of the skill set requirement at State to manage system and carry out the training & knowledge transfer required at purchaser’s place to manage system
 - ii. Transition of project artifacts and assets
 - a) We undertake to complete the updating of all project documents and other artifacts and handover the same to the purchaser before transition;
 - b) We undertake to design Standard Operating Procedures to manage system (Including application and IT systems), document the same and train purchaser’s personnel on the same.
3. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from Department.

Date: _____

Place: _____

Signed: _____

Name: _____

In the capacity of: _____

For and on behalf of: _____



6.11 FORMAT 11: UNDERTAKING CERTIFICATE

(Must be enclosed with the “Technical Bid” as given below)

I.....

.S/oShri

Resident of

Being Managing Director / Proprietor / Partner / office bearer (name of designation of

)M/Swhose GST

Registration No. is

Income Tax PAN No. is

Hereby give consent to The Police Telecom Headquarters, Bhadbhada Road Bhopal to deduct from our Bills whatever amount is payable by us on account of the necessary tax dues.

Date:

Place:

Signed:

Name:

In the capacity of:

For and on behalf of:



6.12 FORMAT 12: BILL OF QUANTITY(Integrated)

(Must be enclosed with the “Technical Bid” as given below)

The below mentioned is the indicative quantity of hardware/software to be installed.

S. No.	Name of Equipment / Item as proposed for project and that will be supplied	Make, Model No. & Year of Manufacturing	Compliance (Yes /no)	Page no. in technical	Catalogue page no	Remark
1.	2MP (1080P) Fixed Dome Camera with30 meterIR and in built Audio mic as per the specification mentioned in the RFP					
2.	2MP (1080P) Fixed Outdoor BulletCamera with60meterIRandin builtAudiomicasperthespecification mentionedintheRFP					
3.	2MP (1080P) PTZ outdoor Camera withPSU as per the specificationmentionedintheRFP					
4.	16 Channel Network Video Recorder(NVR)withkeyboardandmouseand requiredHDD/cloudstorage*					
5.	8 Channel Network Video Recorder(NVR)withkeyboardandmouseand requiredHDD/cloudstorage*					
6.	8 Port POENetworkSwitch					
7.	CAT 6cable(Lumpsum300mtrsperPolice outpost)					
8.	WallmountNetworkrackwith accessories					
9.	2KVAonlineUPSwith4 hoursBackup					
10.	ConstantVoltageTransformer					
11.	128GB SDcard					
12.	Speaker for NVR (inbuilt/ external)					
13.	Internet connectivity (41 OPs)					
14.	Manpower (1 project coordinator + 06 technical executive)					
15.	Pole for PTZ camera					
16.	Installation, Testing and commissioning and required electrification of entire system with all required accessories(1 lot) per police outpost					

Date: _____
Place: _____
Signed: _____
Name: _____
In the capacity of: _____
For and on behalf of: _____



6.13 FORMAT 13: - FINANCIAL BID

As per BOQ

Note:- L1, will be decided on with tax prices.

6.14 FORMAT 14: PERFORMA OF BANK GUARANTEE (TO BE SUBMITTED BY SUCCESSFUL BIDDER)

To,

Senior Superintendent of Police (Radio)
Police Telecom. Head Quarters, M.P., Bhopal
Madhya Pradesh Police, Govt. of M.P.

Place _____
Bank Guarantee No.: _____
Amount of bank Guarantee No.: Rs. _____ (Rupees _____ Only)
Bank Guarantee valid from: _____
Last Date for Lodgment of Claim: _____

This Deed of Guarantee executed by the _____ Bank having Registered Office at --and local office at --- (hereinafter called "the Bank") in favor of Sr. Supdt. of Police (Radio) Police Telecom. H.Q., M.P., Bhopal for and on behalf of Govt. of M.P. (hereinafter called "M.P. Police") for an amount not exceeding Rs. _____/- (Rupees _____ Only) at the request of M/s _____ having their Registered/Head office at - and M/S -- having its office at _____ (hereinafter called the Guarantor). _____ and M/s _____ are partners in the work order in respect of which this Bank guarantee is being submitted as security to complete the work and provide the services within stipulated time.

The bank do hereby undertake to pay to the M.P. Police an amount not exceeding Rs. _____/- (Rupees _____ Only) by reason of breach of Agreement, "Term and Conditions" as stated in Tender Document, and commitment under the scope of Work Order.

The Bank do hereby guarantee and undertake to pay to the M.P. Police immediately on demand, without any reservation(s), protest, demur and without reference to the guarantor the amount of Rs. -- ---- (Rupees _____ Only).

Any such demand made by the M.P. Police shall be conclusive and binding on the bank irrespective of any dispute(s) or difference(s) raised by the Guarantor.

The bank undertake to pay to the M.P. Police any money so demanded notwithstanding any dispute or disputes raised by the Guarantor and their partners in any suit or proceeding pending before any Court or Tribunal relating thereto, Banks liability under this guarantee being absolute and unequivocal.

The payment so made by the bank under this bond shall be a valid discharge of liability for payment there under and the Guarantor and their partners shall have no claim against the bank making such payment.

This Guarantee will not be discharged due to the change in the constitution of the Bank or Guarantor and their partners.



This guarantee shall be irrevocable and shall remain valid up to ----- (date) ----- . The guarantee shall be extended further at the discretion of the Bank for such period as required under the instructions of the Guarantor i.e. ---, on whose behalf this guarantee is furnished.

The bank agree that the amount hereby guaranteed shall be due and payable to the M.P. Police on the bank being served a notice requiring the payment of the amount and such notice shall be deemed to have been served on the Bank by actual delivery.

In order to give full effect to the provisions of this guarantee the bank hereby waives all rights inconsistent with the above provisions and which the bank might otherwise as a guarantor be entitled to claim and enforce.

We, ----- Bank may renew the Bank Guarantee at our discretion provided the request for renewal is made by the Guarantor before the expiry of the Bank Guarantee with the mutual consent of the Bank or Guarantor. We, ----- Bank , lastly undertake not to revoke this guarantee during its currency except with the previous consent of the M.P. Police in writing and the guarantee shall be continuous and irrevocable guarantee up to a sum of Rs. -----/- (Rupees Only) ----- (amount)-----.

Notwithstanding anything stated hereinbefore:

Our liability under this guarantee is restricted to Rs. ----- /- (Rupees -----Only).

The guarantee shall remain in force till ----- (date) ----- and
The Bank is liable to pay the guarantee amount or any part thereof under this Bank Guarantee only if the M.P. Police serves upon the Bank a written claim or demand on or before --- (date) ---.
Please note that this Bank Guarantee automatically stand cancelled not-withstanding the fact that the original bank guarantee may not be returned to us by you.

Witness:

1.

Signature

Manager/ Authorized Signatory

2.

Full Name (in Block Letters)

Designation & Signature I.D. No

Bank & Branch Address with Branch No.

Submitted by:

- (Signature)

- (Signature)

Accepted by -----

For M.P. Police

Sr. Supdt. of Police (Radio)

Police Telecom. HQ, M.P., BHOPAL



6.15 **FORMAT 15: UNDERTAKING ON OFFICE PREMISES (ON FIRM/ COMPANY LETTER HEAD)**

(Must be enclosed with the “Pre-Qualification Bid” as given below)

This is to certify that << COMPANY NAME>> has an office in the Bhopal. Relevant address proof is enclosed.

OR

In case after the evaluation process against **RFP No.[xxx] dated [xx/xx/2023]**, We are appointed as successful bidder, we hereby undertake to establish an office in Bhopal within 30 days of signing of agreement.

Authorized Signatory

Date: -----

Place: -----

Signed: -----

Name: -----

In the capacity of: -----

For and on behalf of: -----



6.16 FORMAT 16: FORCE MAJEURE

(On the Letterhead of the Participant bidder firm/ Company)

(To be enclosed with PQ bid)

Force Majeure

1. Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault of negligence and which is not foreseeable. Such events may include, but are not restricted to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, earthquake, fires, floods, explosions, epidemics/pandemic, quarantine restrictions, strikes, lockouts, and freight embargoes.
2. If there is delay in performance or other failures by the supplier to perform its obligation under its contract due to event of a Force Majeure, the supplier shall not be held responsible for such delays/failures.
3. If a Force Majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof within 21 (Twenty-one) days of occurrence of such event. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligation under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
4. There may be a Force Majeure situation affecting the purchase organization only. In such situation the purchase organization is to take up with the supplier on similar lines as above for further necessary action.
5. Clause can be enforced only if the purchaser department accepts the case of non performance as beyond the control of supplier.

Place:

Date:

Signature.....
Name & Seal of the Tenderer
(Supplier)



Annexure-1; List of 41 Police Outpost

जोन स.क्र.	जोन	जिला स.क्र.	जिले का नाम	पुलिस थाना का नाम	चौकी का नाम
1	भोपाल	1	भोपाल	एमपी नगर	चौकी न्यायालय परिसर
		2	बैतूल	मुलताई	सदा प्रसन्नघाट (NH) मय प्रभात पट्टन
		3	विदिशा	गंजबासोदा देहात	अम्बानगर
		4	विदिशा	कोतवाली	हेलिओडोरस
		5	नर्मदापुरम	पचमढ़ी	चौकीपर्यटन
		6	रायसेन	बरेली	चौकी छिन्द
2	इंदौर	7	बुरहानपुर	यातायात	नेपाफाटा एन.एच-27चैकपोस्ट
		8	खरगोन	महेश्वर	पर्यटनमहेश्वर
		9	अलीराजपुर	चांदपुर	चौकी.भयड़िया चौक
3	उज्जैन	10	उज्जैन	महाकालथाना	महाकाल चौकी
		11	देवास	कोतवाली	चौकी टूरिस्ट चामुण्डा देवी
		12	मन्दसौर	कोतवाली	चौकी पशुपतिनाथ
		13	मन्दसौर	दलोदा	चौकी हाइवे यातायात कचनारा
		14	रतलाम	जावरा शहर	चौकी सराफा
		15	रतलाम	बाजना	चौकी चन्द्रगढ़ (केलकच्छ)
		16	शाजापुर	लालघाटी	दुपाडा चौकी
		17	नीमच	थाना यातायात(NH 31)	चौकी हर्कियाखाल
4	ग्वालियर	18	ग्वालियर	बिलौआ	जौरासी
		19	ग्वालियर	महाराजपुरा	बेहटा
		20	दतिया	कोतवाली	पीताम्बरा चौकी
		21	गुना	कोतवाली	करनलगंज
		22	गुना	कैंट	नानाखेडी
		23	श्योपुर	आवदा	चौकी सूसवाडा
		24	शिवपुरी	पिछौर	माताटीला
		25	शिवपुरी	गोवर्धन	आमबाली
5	जबलपुर	26	जबलपुर	बरेला	गौरनदीचौकी
		27	जबलपुर	पाटन	पाटन बस स्टेंड चौकी
		28	जबलपुर	गोहलपुर	चौकी आनन्द नगर
		29	जबलपुर	मदनमहल	मदनमहलचौकी
		30	कटनी	कुठला	बसस्टेण्डचौकी
		31	मण्डला	बम्हनी	तुरुर



		32	मण्डला	घुघरी	सलवाह
		33	सागर	केसली	चौकी टडा
		34	सागर	खुरई	चौकी कृषि ऊपज मण्डी
		35	सागर	राहतगढ	चौकी झण्डा चौक
		36	नरसिहपुर	गाडरवारा	बोदरी (गाडरवारा टाउन)
		37	नरसिहपुर	डोगरगांव	कल्याणपुर
		38	नरसिहपुर	सुअतला	झिराघाटी
		39	निवाड़ी	पृथ्वीपुर	चौमों
6	रीवा	40	रीवा	सिविल लाइन	चौकी ओल्ड बसस्टैंड
		41	रीवा	ट्राफिक थाना	चोरहटा हाइवे चौकी



Annexure-2; SLA Sample

SLA Penalty calculation Sample						
Penalty amount summary						
Sr. No.	Service Category	Parameter	Service Level (See Note I below)	Validation	Penalty	Penalty Amount
1.	Individual camera availability (see Note II below)	100% of the cameras should be available as per specification	$\geq 98.5\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 2,063
2.	CCTV video feed recording	90 Days from the time of recording, at all the recording and storage devices	$\geq 98.5\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 2,063
3.	LAN	LAN availability wherever deployed	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 2,250
4.	Internet	Internet availability wherever deployed	$\geq 99\%$	Reports generated from the system	Rs.100 /per Day or its part for below SLA uptime.	₹ 0
5.	CCTV video feed retention for 18 months	100% of the video storage retention as per specification	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 1,800
6.	Storage system	All individual network attached storage, directly attached storage, the local storage deployed and any other media where the feeds are being stored	$\geq 99\%$	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 1,350



7.	System Software Update	Within 24 hours of patch release.	Up to 3 violations	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.	₹ 0
8.	Help desk resolution time	Security level	Up to 5 violations	Reports generated from the system	Up to 10 violation= 500 Rs/ violation, Above 10 violation= 1000 Rs/ violation	₹ 15,000
9.	Availability of required manpower (see Note III below)	Required and designated manpower should be available for various defined tasks	100%	Reports from system or report by nodal officers	Rs. 500 per days per person in addition to and over & above the pro rata deduction for such non availability.	₹ 10,833
10.	Training and capacity building quality (see Note IV below)	Trainee getting skilled enough to perform the tasks trained for independent of external supervision		Reports from nodal officers, person or agency nominated by Competent authority, score of the tests to be given to trainees; self certificate by the trainee.	Repeat / retraining at no extra cost to Purchaser.	₹ 0
Total Penalty						₹ 35,359

Note :- Refer detailed calculation sheet for more information



SLA Compliance Report- Annexure-3 (SAMPLE)

District Name:

Month

Period:

1. Camera Availability

SN	Service Category	Parameters	Service Level		Penalty
1	Individual Camera availability (See Note II below)	100% of the cameras should be available as per specification	$\geq 98.5\%$	Reports generated from the system	Rs 1000/ per day or its part for below SLA uptime

SN	Camera Name	Camera Availability (%) (Quarterly):			
	A	B			
1	Camera -1	85.00			System Generated Report
2	Camera -2	74.75			
3	Camera -3	85.00			
4	Camera -4	98.83			
5	Camera -5	99.40			
6	Camera -6	99.23			
7	Camera -7	99.23			
8	Camera -8	99.23			
9	Camera -9	99.23			
10	Camera -10	99.15			
11	Camera -11	99.55			
12	Camera -12	99.09			
13	Camera -13	99.11			



14	Camera -14	99.99			
15	Camera -15	99.70			
16	Camera -16	99.83			
17	Camera -17	94.00			
18	Camera -18	99.83			
19	Camera -19	95.00			
20	Camera -20	99.01			
Average Availability of Camera (%)		96.21			

Average Quarterly % Availability(V)	96.21			
Average Quarterly % Unavailability due to customer(W)	0			
Quarterly unavailability in % (X= 98.5-V-W)	2.29			
Quarterly unavailability in days (Y=X*0.90)	2.063			
Penalty Amount in INR (Z=Y*1000)	2063			



2. CCTV video feed recording

S N	Service Category	Parameters	Service Level	Validation	Penalty
	CCTV Video feed Recording	30 days from time of the recordings at all the recording and storage devices	≥ 98.5	Report generated from the system	Rs 1000/per day or its part for below SLA uptime

SN	Video feed recording availability for Quarter -	Service Level As per RFP	Deviation	Unavailability (%)	Unavailable days (100%= 90 days, 1%= 90/100 = .90)	Penalty Amount	Validation
	A	B	C	D=B-A	E=D*.90	F=E*1000	
1	96.21	98.5	Yes	2.29	2.063	2063	System Generated report

3. LAN Availability

S N	Service Category	Parameters	Service Level	Validation	Penalty		
	LAN	LAN availability wherever deployed	>=99	Report generated from the system	Rs 1000/per day or its part for below SLA uptime		
	Quarter's % Availability	96.5					
SN	LAN Availability of Quarter - (%)	Service Level As per RFP	Deviation	Unavailability (%)	Unavailable days (100%= 90 days, 1%= 90/100	Penalty Amount	Validation



					= .90)		
	A	B	C	D=B-A	E=D*.90	F=E*1000	
1	96.50	>=99	Yes	2.50	2.250	2250.00	System Generated Report

4. Internet Availability

S N	Service Category	Parameters	Service Level	Validation	Penalty		
	Internet availability	Internet availability wherever deployed	>=99	Report generated from the system	Rs 1000/per day or its part for below SLA uptime		
	Quarter's % Availability	96.5					
SN	LAN Availability of Quarter - (%)	Service Level As per RFP	Deviation	Unavailabili ty (%)	Unavailable days (100%= 90 days, 1%= 90/100 = .90)	Penalty Amount	Validation
	A	B	C	D=B-A	E=D*.90	F=E*100	
1	99.00	>=99	Yes	0.00	0.000	0.00	System Generated Report

5. CCTV Video Feed Retention for 18 months

S N	Service Category	Parameters	Service Level	Validation	Penalty
--------	------------------	------------	------------------	------------	---------



	CCTV video feed retention for 18 months	100% of the video storage retention as per specification	>=99	Report generated from the system	Rs 1000/per day or its part for below SLA uptime		
	% Availability	96.5					
SN	CCTV Video Feed Retention Availability of as on report generation date - (%)	Service Level As per RFP	Deviation	Unavailability (%)	Unavailable days (100%= 90 days, 1%= 90/100 = .90)	Penalty Amount	Validation
	A	B	C	D=B-A	E=D*.90	F=E*1000	
1	97.00	>=99	Yes	2.00	1.800	1800.00	System Generated Report

6. Storage System Availability

S N	Service Category	Parameters	Service Level	Validation	Penalty		
	Storage System	All individual network attached storage, directly attached storage, the local storage deployed and any other media where the feeds are being stored	>=99	Report generated from the system	Rs 10000/per day or its part for below SLA uptime		
	Quarter's % Availability	97.5					
SN	Storage System Availability of Quarter- (%)	Service Level As per RFP (%)	Deviation	Unavailability (%)	Unavailable days (100%= 90 days, 1%= 90/100 = .90)	Penalty Amount	Validation
	A	B	C	D= B-A	E=D*.90	F=E*1000	



1	97.50	>=99	Yes	1.50	1.350	1350.00	System Generated Report
---	-------	------	-----	------	-------	---------	-------------------------------

7. System Software Update

S N	Service Category	Parameters	Service Level	Validation	Penalty
8	System Software update	Within 24hrs of patch release	Up to 3 Violation	Report generated from the system	Rs 1000/perday or its part for below SLA uptime

SN	System software Release (No.)	Update release system Software (No.)	Service Level As per RFP	Deviation	Violation Applicable only if (A- B)>3	Penalty Amount	Validation
	A	B	C	D	E=A-B-3	F=E*1000	
1	0	0	Up to 3 Violation	No	0	0	System generated report

8. Help desk resolution time

S N	Service Category	Parameters	Service Level	Validation	Penalty
1	Help desk resolution time	Ticket should be closed within 72 hours from generated time	Up to 5 Violation	Report generated from the system	Rs 500 for every violation up to 10 violation. Rs. 1000 for every violation beyond 10 violations



SN	Number of Tickets which are not closed with in 72 hrs	No of Tickets which are not closed due customer dependencies	Service Level As per RFP	Penalty Amount			Validation
	A	B	C	D=1 to 10 @500	E=11 onwards @1000	Total	
1	25	5	Up to 5 Violation	5000	10000	15000	System generated report

9. Availability of required manpower

S N	Service Category	Parameters	Service Level	Validation	Penalty
1	Availability of required manpower	Required and designated manpower should be available for various defined tasks	100%	Report from system and report by nodal officers	Rs. 500 per days per person in addition to and over & above the pro rata deduction for such non availability.

Note:- Each resource will be permitted to abstain not more than 2 days in a month as 'on leave' in addition to weekly holidays.

SN	Resource name	Category of Resource	Available days	Validation	Unavailable days	Penalty Amount (INR)
	A	B	C= 1*90 90 days @8hrs	F	G	X=Manpower Cost(per Quarter)= 300000, Y=No of days in Quarter= 90 days, 1days Cost w =X/Y=3333.33, Total Manpower=15, Mandays cost=W/6=222.22, H=(G*222.22)+(G*500)



1	ABC	Technical Executive	75	Certified Attendance Report	15	10833.3
		Total Available days (Quarterly)	75			
		Total Unavailable days	15	0	5	

10. Training and Capacity building quality

S N	Service Category	Parameters	Service Level	Validation	Penalty
1	Availability of required manpower	Training getting skilled enough to perform the tasks trained for independent of external supervision	100%	Report from nodal officers, person or agency nominated by component authority, score of the tests to be given to trainees; self certificate by trainee.	Repeat /retraining at no extra cost to Purchaser

SN	Availability	Required	SLA	Deviation	Remarks
1	100	Training and capacity building quality availability for Quarter	100	No	More training is required to enhance the skills



मध्य प्रदेश पुलिस
Madhya Pradesh Police

**Police Telecom Head Quarters, M.P.
Bhadbhada Road, BHOPAL- 462003**

Fax No. 0755-2443674,

E-mail: ssp_radio@mppolice.gov.in

Request for Proposals for

**Supply, Design, Installation, Testing, Commissioning and
Maintenance of IP based CCTV cameras in Police
outposts of Madhya Pradesh
(On turnkey basis)**

VOLUME -II (Technical Specifications)

No.: PDM/ Pur./CCTV/41 OPs/D- 10128/2023, Date: 09/06/2023

**Director General Of Police
Through- S.S.P. (Radio)
Police Telecom. Head Quarters, M.P.
Bhadbhada Road, Bhopal-462003
Phone &Fax : 0755- 2443674
E-mail: ssp_radio@mppolice.gov.in**



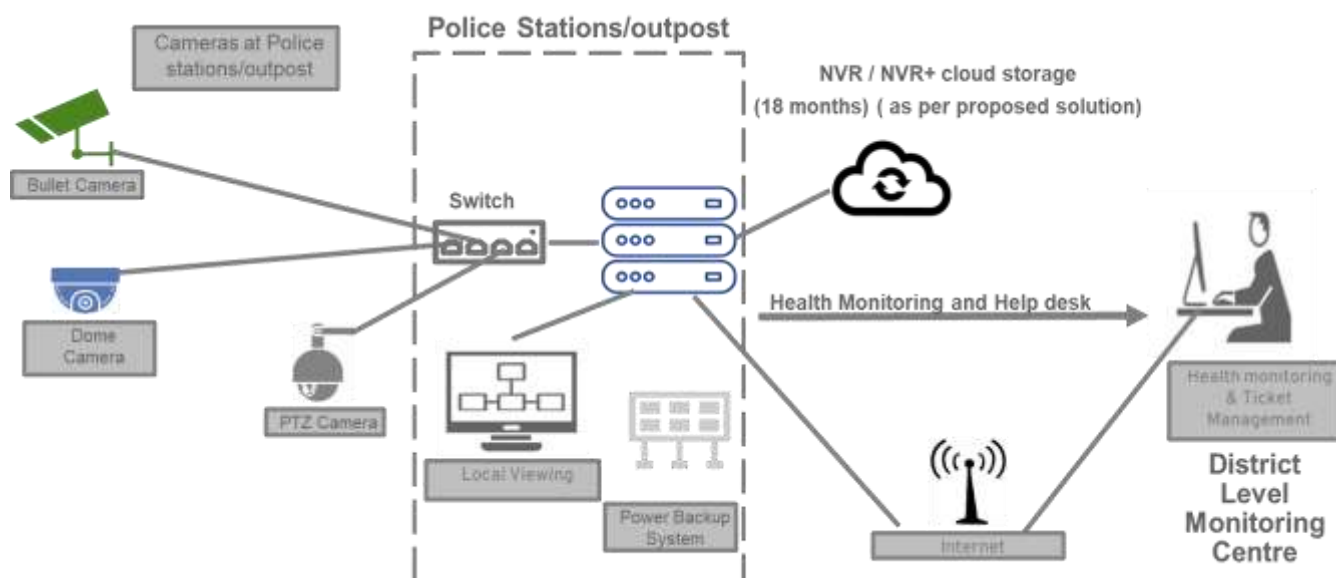
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1 SOLUTION ARCHITECTURE

Following is only suggestive diagram and numbers. Actual ground situation may be different. There will be approximately 4 to 20 CCTV cameras per police station/police outpost.



► Locations where CCTV cameras to be installed in Police stations/outposts

- All entry and exit points
- Main gate of the police station
- All lock-ups; all corridors
- Lobby/the reception area
- All verandas/outhouses
- Inspector's room
- Sub-Inspector's room
- Areas outside the lock-up room
- Station hall
- In front of the police station compound
- Outside (not inside) washrooms/toilets
- Duty Officer's room
- Back part of the police station etc.
- Any other area which is not mentioned above but department feels CCTV requirement on that area

Assumptions: -

- As per above mentioned locations approximately
 - 4 Fix dome, 1 fix bullet and 1 PTZ cameras are considered per police outpost.
- These number and type of cameras are tentative and may vary at the time of installation.



Note:- 18 months storage can be on-premises or hybrid (3 months on premises + 15 months in cloud). bidders may propose solution as per their preference in compliance with RFP requirement.

Bidder has to bear all the associated cost such as connectivity or any additional appliance(if required).

Bidder has to adhere rational mentioned in RFP document for hybrid deployment.

2 FUNCTIONAL REQUIREMENTS

2.1 MAJOR USER REQUIREMENTS IN THE PROJECT

1. 4-20 IP based night vision/IR and audio enabled CCTV cameras in each police outpost usually mounted on wall / roof focusing on entry /exit, Lockups and public dealing area.
2. All cameras connected to the NVR through 8 port Network switch also providing power to camera on PoE or through the same CAT 6 cable.
3. All cables are to be securely fitted and fixed. All wiring has to be in conduit pipes to protect it from intentional disruption.
4. Recording, storage and retrieval of last 18 months' video feed through a NVR system with 42" LED display screen / monitor in the Police outpost.

or

Recording, storage and retrieval of last 3 months' video feed through a NVR system with 42" LED display screen / monitor in the Police outpost and 15 months on GoI/Meity approved cloud based storage.

In case Bidder proposes Hybrid storage / cloud based storage, so providing cloud storage will be in bidder's scope in line with RFP requirements.

5. All video feed to be date, time, location and camera stamped and has to be temper-proof. Thus the video must be capable to withstand judicial scrutiny in any court of law.
6. Camera should go into hibernation when there is no activity for defined time to save on storage space and transmission bandwidth and should wake up as soon as there is motion or activity or entry / exit of any object in its viewing area. And in recording playback it should clearly visible about no motion/camera hibernation period.
7. The NVR at OPs is to be configured in such a manner that no external device can be connected to it and no data record can be taken out of its storage by anyone except the person duly authorized by the administrator. Similarly, no external software, hardware can be connected or loaded on to it.
8. As soon as there is loss of video from any camera, it should immediately generate a sound alarm and system alarm at Police outpost and should keep a record of alarms for auditing.
9. As soon as there is power outage the system should automatically shift on UPS without loss of video. As soon as UPS too goes out of energy, it should generate sound and system alarm at PS and should keep a record of such alarms for auditing.
10. To handle power outage and intentional disruption of wiring each camera must have equipped with SD card with Minimum 128 GB capacity . As soon as there is loss of connectivity with NVR, camera must start recording on its captive storage and as soon as the connectivity is



restored, the recorded video feed should be transmitted to the NVR and get stored in the chronological order.

11. In compliance to Hon'ble supreme court's order dated 2nd December 2020, All Police station/outpost's CCTV video and audio data has to be stored, categorized, archived and be ready for retrieval at all times for at least last 18 months.
12. All video audio data from Police outpost cameras and equipment health status report has to be transmitted to district HQ /City control room using internet connectivity or/and other suitable medium as per proposed solution in real time without loss on quality of the video feed in seamless manner. Such transmission has to be temper-proof and safe from interference and eavesdropping. So the system has to be designed accordingly.
13. Earthing at all police outposts as per load requirement and in compliance with PWD/MP electricity department standards.
14. For on premise recorded video retrieval must be near real time, and video retrieval of cloud (3 months to 18 month) must be within 24 hours.
15. **The Camera OEM should comply to General Data Protection Regulation (GDPR) and need to submit its certificate with technical bid.**
16.
 - a. All cameras/ equipments health status and need basis live/recorded video feed at District headquarter (DHQ) is required.
 - b. Video feed at DHQ on requirement basis.
 - c. Simultaneous viewing of minimum 4 cameras at a time. (for live as well as recorded video)

2.2 BOQ FOR POLICE OUTPOST (WITH 4 YEARS WARRANTY AND SUPPORT)

S. No.	Name of Equipment / Item as proposed for project and that will be supplied	Make, Model No. & Year of Manufacturing	Total Quantity
1.	2MP (1080P) Fixed dome Camera with 30 meter IR and inbuilt Audio mic as per the specification mentioned in the RFP		115
2.	2MP (1080P) Fixed Outdoor bullet Camera with 60 meter IR and inbuilt Audio mic as per the specification mentioned in the RFP		68
3.	2MP (1080P) PTZ outdoor Camera with PSU as per the specification mentioned in the RFP		40
4.	16 Channel Network Video Recorder (NVR) with keyboard and mouse and		1



S. No.	Name of Equipment / Item as proposed for project and that will be supplied	Make, Model No. & Year of Manufacturing	Total Quantity
	required HDD/cloud storage*		
5.	8 Channel Network Video Recorder (NVR) with keyboard and mouse and required HDD/ cloud storage*		41
6.	8 Port POE Network Switch		43
7.	CAT 6 cable (Lumpsum 300 mtrs per Police outpost)		41
8.	Wall mount Network rack with accessories		41
9.	2 KVA online UPS with 4 hours Backup		41
10.	Constant Voltage Transformer		41
11.	128 GB SD card		227
12.	Speaker for NVR (inbuilt/ external)		41
13.	Internet connectivity		41
14.	Manpower (one project coordinator + 06 technical executive) (1 for each Districts)		7
15.	Pole for PTZ camera		41
16.	Installation, Testing and commissioning and required electrification of entire system with all required accessories(1 lot) per police outpost		41
	Total		

Note : * 18 months storage can be on-premises or hybrid (3 months on premises + 15 months in cloud). bidders may propose solution as per their preference in compliance with RFP requirement.

- **All CCTV cameras recording, and retrieval shall be based on the below parameters:**
 - **Resolution - 1080p, Frames – 15 fps, Video compression- H.264/H.265/H.265+, Duration of storage – 18 months.**
- In the event of failure of connectivity to the Camera, the camera shall record video locally on the SD card automatically. After the connectivity is restored, these recordings shall be automatically merged with the NVR such that no manual intervention is required to transfer the SD card-based recordings to NVR.



3 TECHNICAL SPECIFICATIONS AND COMPLIANCES

Note: All care has been taken to keep the specifications OEM neutral. Should there be still any line or word indicating any proprietary technique or make or model, other OEM offering equivalent / similar technology or different technology providing similar performance or results at comparable cost would also be considered. For the same, it must be quoted in deviations with appropriate evidence and justification.

Bidder must ensure high quality equipment's of reputed brands to ensure compliance to functional requirements and expected SLA adherence.

*****ALL Cameras/NVR must be ONVIF 'S' and/or better compliant.**

3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO

Specification	Specification Name	Bid Requirement (Values)	Compliance (Yes / No)
CAMERA TYPE	Type of Camera Housing	Dome Camera	
	IP Camera	Yes	
IMAGE SENSOR	Image Sensor Type	CMOS	
	Image Sensor Size	0.34	
	Camera Image Sensing capacity (Picture Mode)	2MP	
	Resolution	D1 (704 x 480 Pixel), HD (1280 x 720 Pixel), Full HD (1920 x 1080 Pixel)	
	Day/Night Capable	Yes	
	IR illumination Range(mtr)	30	
OPTICS	Lens Type	Motorized Varifocal	
	Focal Length(mm)	2.8 – 12	
	Iris Control	Yes	
	Focus Mode	Auto	
VIDEO	Frame Rate (fps)	25,30	
	Video Compression	H.264,H.265,H.265+	
	Video Streaming	<i>Triple compressed stream</i> ***	
	Digital Zoom	8X	
AUDIO	Audio Support	Yes	
	Audio Compression	<i>G.726/G.711-A/ G.711-U</i> ***	
	Audio Streaming	Two-Way	



	Number of Audio Input Channel	1	
	Number of Audio Output Channel	1	
	External Microphone Support	Yes	
ALARM	Alarm Support	Yes	
	Number of Alarm Digital Input	1	
	Number of Alarm Relay Output	1	
	Pre/Post Alarm Buffer	Yes	
SECURITY	Multi-Level User ID/Password	Yes	
	IP Address Filtering	Yes	
	Encrypted Data Transmission	HTTPS (SSL/TSL)	
PERFORMANCE	Minimum Illumination for Capturing Color Image	0.001 Lux	
	Electronic Shutter Speed(sec)	1/3 to 1/10000	
	WDR (Wide Dynamic Range)	120 dB	
	SNR (Signal to Noise Ratio)	50-60	
	Auto Exposure	Auto Level Control	
FEATURES	White Balance (Indoor/Outdoor/Manual Selectable)	Yes	
	Auto Gain Control (On/Off selectable)	Yes	
	Back Light Compensation	Yes	
	Remote Administration (Remote configuration and status using web-based tool)	Yes	
	Remote System Update Over	Yes	



	Network		
	PC Client (PC application client with a channel recording feature support)	Yes	
	Web Client (Viewer through HTTP system configuration)	Yes	
	On Screen Display in English	Yes	
	ONVIF Support	Yes	
	Privacy Zones	4	
NETWORK AND INTERFACE	Supported Protocols	UDP,SNMP,IGMP,DHCP, RTP,HTTP,SMTP,FTP,HT TPS,DNS,DDNS,RTSP,U PnP,QoS,TCP/IP	
	IP Support	Static,Dynamic	
	Signal Processing	Digital Signal Process	
	IPv6 ready	Yes , IPv4 is also acceptable	
	Simultaneous Connections	5	
STORAGE	On Board SD Card Support	Yes	
	SD Card Memory(GB)	128	
HOUSING	Installation Type	Outdoor	
	Material of the Housing construction	Aluminium	
	Protection	IP67	
	Vandal Resistant Housing	Yes	
	If Yes, IK rating	IK 10	
	Mounting bracket	Wall mounter, ceiling mount	
POWER SUPPLY	Power Input	12 V DC,PoE	
	Power Consumption (Watt)	12	
OPERATING CONDITIONS	Operating Temperature Range	-20 to +50 deg C	
	Relative Humidity Non-Condensing	95	



	(%)		
WARRANTY / SERVICES	Warranty(Years)	4	
	Time for Replacement of Defective Product During Warranty Period (hours)	48	
	Supply of Compatible drivers and software included	Yes	
	BIS Registration for safety general requirements as per IS 13252 (Part 1):latest	Yes	
	Certification	CE , FCC , EN / UL /BIS	

3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO

Specification	Specification Name	Bid Requirement (Values)	Compliance (Yes / No)
CAMERA TYPE	Type of Camera Housing	BULLET CAMERA	
	IP Camera	Yes	
IMAGE SENSOR	Image Sensor Type	CMOS	
	Image Sensor Size	0.34	
	Camera Image Sensing capacity (Picture Mode)	2MP	
	Resolution	D1 (704 x 480 Pixel),HD (1280 x 720 Pixel),Full HD (1920 x 1080 Pixel)	
	Day/Night Capable	Yes	
	IR illumination Range(mtr)	50	
OPTICS	Lens Type	Motorized Varifocal	
	Focal Length(mm)	2.8 – 12; ± 10 % variance is acceptable***	
	Iris Control	Yes	



	Focus Mode	Auto	
VIDEO	Frame Rate (fps)	25,30	
	Video Compression	H.264,H.265,H.265+	
	Video Streaming	Triple compressed stream	
	Digital Zoom	8X	
AUDIO	Audio Support	Yes	
	Audio Compression	G.726/G.711-A/ G.711-U	
	Audio Streaming	Two-Way	
	Number of Audio Input Channel	1	
	Number of Audio Output Channel	1	
	External Microphone Support	Yes	
ALARM	Alarm Support	Yes	
	Number of Alarm Digital Input	1	
	Number of Alarm Relay Output	1	
	Pre/Post Alarm Buffer	Yes	
SECURITY	Multi-Level User ID/Password	Yes	
	IP Address Filtering	Yes	
	Encrypted Data Transmission	HTTPS (SSL/TSL)	
PERFORMANCE	Minimum Illumination for Capturing Color Image	0.001 Lux	
	Electronic Shutter Speed(sec)	1/3 to 1/10000	
	WDR (Wide Dynamic Range)	120 dB	
	SNR (Signal to Noise Ratio)	50-60	
	Auto Exposure	Auto Level Control	
FEATURES	White Balance (Indoor/Outdoor/Manual Selectable)	Yes	
	Auto Gain Control (On/Off selectable)	Yes	
	Back Light	Yes	



	Compensation		
	Remote Administration (Remote configuration and status using web-based tool)	Yes	
	Remote System Update Over Network	Yes	
	PC Client (PC application client with a channel recording feature support)	Yes	
	Web Client (Viewer through HTTP system configuration)	Yes	
	On Screen Display in English	Yes	
	ONVIF Support	Yes	
	Privacy Zones	4	
NETWORK AND INTERFACE	Supported Protocols	UDP,SNMP,IGMP,DHCP, RTP,HTTP,SMTP,FTP,HT TPS,DNS,DDNS,RTSP,U PnP,QoS,TCP/IP	
	IP Support	Static,Dynamic	
	Signal Processing	Digital Signal Process	
	IPv6 ready	Yes, IPv4 is also acceptable	
	Simultaneous Connections	5	
STORAGE	On Board SD Card Support	Yes	
	SD Card Memory(GB)	128	
HOUSING	Installation Type	Outdoor	
	Material of the Housing construction	Aluminium	
	Protection	IP67	
	Vandal Resistant Housing	Yes	
	If Yes, IK rating	IK 10	
	Mounting bracket	Pole Mounted, Wall mounted	
POWER SUPPLY	Power Input	12 V DC,PoE	



	Power Consumption (watt)	12	
OPERATING CONDITIONS	Operating Temperature Range	-20 to +50 deg C	
	Relative Humidity Non-Condensing (%)	95	
WARRANTY / SERVICES	Warranty (Years)	4	
	Time for Replacement of Defective Product During Warranty Period (hours)	48	
	Supply of Compatible drivers and software included	Yes	
	BIS Registration for safety general requirements as per IS 13252 (Part 1):latest	Yes	
	Certification	CE, FCC , EN / UL/ BIS	

3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU

	Specifications	Compliance (Yes / No)
Image sensor	1 / 3" CCD / CMOS sensor (1080p)	
Electronic Shutter	1 to 1 / 10000 s Min	
Illumination / Light sensitivity (Color)	0.005 lux	
Min illumination/ Light sensitivity (B/W)	0.005 lux	
Lens	5 mm (or less) to 94 mm (or higher), motorised varifocal	
Wide Dynamic Range	Minimum 120 DB	
Backlight Compensation	ON/OFF	
IRIS	DC or Automatic	
FOCUS	Automatic / Manual	
White Balance	Automatic / Manual	
Frame Rate	Minimum 25FPS	
Video		
Day and Night functionality	Automatic, Color, Mono	



Max video resolution	1080p (1920 x 1080)	
Video Streams	Video Streams Individually configurable 02 video streams (H.264/H.265/H.265+)	
Intelligent Video	Motion detection	
Privacy Mask	4 Zones or more	
Compression		
	MJPEG Required	
	H.264, H.265, H.265+	
Audio (For Indoor cameras)	Audio support Required Two-way audio Required	
Audio Compression	G.711 or better	
Input / Output	01 IN and 01 OUT	
Network and Interface		
Interface	RJ-45 for 10/100 base-T Ethernet	
I/O Port	01 IN, 01 OUT	
Upgrade	Through web browser , online, firmware upgrade	
Network Protocols support	Compatible with TCP/IP, HTTP, ICMP, PPPoE, DDNS, DHCP, UDP, DNS, SMTP, RTP, RTSP, SNMP protocols	
Compliance	ONVIF Profile S	
Application programming Interface	Open API preferable	
Security		
	Password Protection Required	
	HTTPS encryption Required	
	IEEE 802.1X Required	
General		
IR Source (inbuilt)	60 mtr or higher	
Operational temperature	0°C to 55°C	
Humidity	0 to 80% RH non-condensing	
Power	PoE/PoE+, AC24V/DC12V/100-230VAC	
Certifications	BIS,CE , FCC , EN / UL /BIS	
Local Storage		
SD card	Camera should have SD card of 128 GB and the bidder shall provide a data card of 128 GB with the device. In the event of failure of connectivity to the central server/NVR the camera shall record video locally on the SD card automatically. After the connectivity is restored these recordings shall be automatically merged or can be merged manually as & when required with the server/NVR recording such that no manual intervention is	



	required to transfer the SD card-based recordings to server/NVR.	
	System supported auto Date and time overlay on camera feed for authenticity	
	3-d noise reduction capability to reduce bandwidth requirement.	
	True day and night capability.	
Certification	CE , FCC , EN / UL /BIS	
Warranty(Years)	4	

3.4

16 CHANNEL NETWORK VIDEO RECORDER (NVR):

Specification	Specification Name	Bid requirement (Values)	Compliance (Yes / No)
Type	Type of Recording Device	NVR	
	IP Camera Support	Yes	
	PTZ Camera control Support	Yes	
	Housing construction	Aluminium	
	Mounting	Rack mounted	
	Rack Mount configuration	4U	
	Capability of Recorder to Work with Other Makes of CCTV Cameras (ONVIF support)	Yes	
VIDEO	Number of Video Input Channels	16	
	Number of Video Output Channels	16	
	Recording Resolution	4K (3840 × 2160), Full HD (1920 x 1080 Pixel), HD (1280 x 720 Pixel),D1 (704 x 480 Pixel)	
	Supported Compression Technique	H.264,H.265,H.265+,H.264+	
	Maximum Number of cameras to be viewed on a single display	16	
	Total number of simultaneous local views	4; Simultaneous viewing of minimum 4 cameras at a time. (for live as well as recorded video)	
	Simultaneous	2	



	Monitoring Connections for All Cameras (Users in Local Network for Client Connection)		
	Recording Speed for all channels (fps)	25	
	Minimum Throughput Total throughput (in + out) (Mbps)	400	
AUDIO	Audio Support	Yes	
	Audio Input	1	
	Audio Output	1	
	Audio Compression	G.726,G.711	
	Minimum Number of Simultaneous Channels for Two-way Audio Support	1	
SECURITY	Type of Encryption	HTTPS (SSL/TSL),HTTP (SSL/TSL)	
	Multi Level User ID / Password	Yes	
ALARM	Alarm Support	Yes	
	Alarm Input	16	
	Alarm Output	4	
	Pre / Post Alarm Buffer	Yes	
	Pre-Alarm Recording	30	
	Post-Alarm Recording	30	
	Video Content Analytics (VCA)	Motion Detection,Tampering,Intrusion Detection	
NETWORK PROTOCOLS / INTERFACE / OPERATING SYSTEM	Operating System Supported	Linux / Windows	
	Supported Network Protocols	UDP,SNMP,DHCP,RTP,HTTP,HTTPS,DNS,DDNS,RTSP,NTP,UPnP,SMTP,FTP,QoS,TCP/IP	
	Supported Interface	Ethernet,HDMI,VGA,USB	
	Physical Layer of Ethernet	10/100/1000 Base TX, 2 X 1 Gbps	
	Number of Ethernet Ports	2	
	Number of HDMI Ports	1	
	Number of VGA Ports	1	
	Number of USB Ports	2	
	Number of Serial Ports	1	
	Remote Administration (Remote Configuration And Status Using Web Based Tool)	Yes	
	System Update	Yes	



	(Remote System Update Over Network Using Web Client)		
	PC Client (PC Application Client With A Channel Recording Feature Support)	Yes	
	Web Client (Viewer through HTTP system configuration)	Yes	
	On Screen Display (In English)	Yes	
	Drivers / ompatible Software Wherever Applicable) Part Of Supply	Yes	
	Recording chedule support	Yes	
	Bandwidth Control	Yes	
	Camera Notification	Spot (POP up Window) on Event	
	Network transmission Speed	Real time display @ D1 Resolution	
PLAYBACK / VIEW / MANAGEMENT		Date, Time, Event, Log, Motion, Bookmarks	
	Search		
	Bookmarks	Forward, Backward, adjustable playback speed, Full Screen, Next Camera, Previous Camera, Repeat	
	Page preview	Multi Monitor Support	
	Total Management	Group add, Delete, Group management, Remote Data Export	
STORAGE	Camera	Add, Edit, Delete, Use Master account, Use Specific account	
	Internal Hard Drive Interface	SATA III	
	Number of Hard Disks (inclusive in the scope of supply)	as per RFP requirement	
	Storage Capacity of each Hard Disk (TB)	as per RFP requirement	
	Total Storage Capacity (TB)	as per RFP requirement	
	Internal Storage Expandable upto (TB)	as per RFP requirement	
	Number of Hard Disks supported	as per RFP requirement	
	Redundancy Option	RAID 5	



POWER SUPPLY	Power Input	230 ± 10%, 50Hz	
	Suitable Adapter to be Supplied to Make the Equipment Work on 230 V ± 10 %, 50 Hz	Yes	
	Redundant Power Supply	No	
OPERATING CONDITIONS	Minimum Operating Temperature	-10	
	Maximum Operating Temperature	55	
	Relative Humidity Non-Condensing at 40 deg C	90	
WARRANTY / SERVICES	Warranty (years)	4	
	Time for Replacement of Defective Product During Warranty Period (Hours)	48	
	BIS Registration for safety general requirements as per IS: 13252 (Part 1): latest Certification	Yes	
ENVIRONMENTAL / CERTIFICATION		CE, CE , FCC , EN / UL / BIS	
	ONVIF Compliance and Conformance	Must Comply	

3.5

8 CHANNEL NETWORK VIDEO RECORDER (NVR):

Specification	Specification Name	Bid requirement (Values)	Compliance (Yes / No)
Type	Type of Recording Device	NVR	
	IP Camera Support	Yes	
	PTZ Camera control Support	Yes	
	Housing construction	Aluminium	
	Mounting	Rack mounted	
	Rack Mount configuration	4U	
	Capability of Recorder to Work with Other Makes of CCTV Cameras (ONVIF support)	Yes	
VIDEO	Number of Video Input Channels	8	
	Number of Video Output Channels	8	
	Recording	4K (3840 × 2160), Full HD	



	Resolution	(1920 x 1080 Pixel), HD (1280 x 720 Pixel), D1 (704 x 480 Pixel)	
	Supported Compression Technique	H.264, H.265, H.265+, H.264+	
	Maximum Number of cameras to be viewed on a single display	8	
	Total number of simultaneous local views	4; <i>Simultaneous viewing of minimum 4 cameras at a time. (for live as well as recorded video)</i>	
	Simultaneous Monitoring Connections for All Cameras (Users in Local Network for Client Connection)	2	
	Recording Speed for all channels (fps)	25	
	Minimum Through put (Mbps) Total throughput (in + out) (Mbps)	200 ***	
AUDIO	Audio Support	Yes	
	Audio Input	1	
	Audio Output	1	
	Audio Compression	G.726, G.711	
	Minimum Number of Simultaneous Channels for Two-way Audio Support	1	
SECURITY	Type of Encryption	HTTPS (SSL/TSL), HTTP (SSL/TSL)	
	Multi Level User ID / Password	Yes	
ALARM	Alarm Support	Yes	
	Alarm Input	8	
	Alarm Output	1	
	Pre / Post Alarm Buffer	Yes	
	Pre-Alarm Recording	30	
	Post-Alarm Recording	30	
	Video Content Analytics (VCA)	Motion Detection, Tampering, Intrusion Detection	
NETWORK PROTOCOLS / INTERFACE / OPERATING SYSTEM	Operating System Supported	Linux / Windows	
	Supported Network Protocols	UDP, SNMP, DHCP, RTP, HTTP, HTTPS, DNS, DDNS,	



		RTSP,NTP,UPnP,SMTP,F TP,QoS,TCP/IP	
	Supported Interface	Ethernet,HDMI,VGA,USB	
	Physical Layer of Ethernet	10/100/1000 Base TX, 2 X 1 Gbps	
	Number of Ethernet Ports	2	
	Number of HDMI Ports	1	
	Number of VGA Ports	1	
	Number of USB Ports	2	
	Number of Serial Ports	1	
	Remote Administration (Remote Configuration And Status Using Web Based Tool)	Yes	
	System Update (Remote System Update Over Network Using Web Client)	Yes	
	PC Client (PC Application Client With A Channel Recording Feature Support)	Yes	
	Web Client (Viewer through HTTP system configuration)	Yes	
	On Screen Display (In English)	Yes	
	Drivers / Compatible Software Wherever Applicable) Part Of Supply	Yes	
	Recording schedule support	Yes	
	Bandwidth Control	Yes	
	Camera Notification	Spot (POP up Window) on Event	
	Network transmission Speed	Real time display @ D1 Resolution	
PLAYBACK / VIEW / MANAGEMENT		Date,Time,Event,Log, Motion,Bookmarks	
	Search		
	Bookmarks	Forward,Backward,adjustable playback speed,FullScreen,Next Camera,PreviousCamera,Repeat	
	Page preview	Multi Monitor Support	
	Total Management	Group add, Delete,Group management,Remote Data Export	
	Camera	Add,Edit,Delete,Use Master account,Use Specific account	



STORAGE	Internal Hard Drive Interface	SATA III	
	Number of Hard Disks (inclusive in the scope of supply)	as per RFP requirement	
	Storage Capacity of each Hard Disk (TB)	as per RFP requirement	
	Total Storage Capacity(TB)	as per RFP requirement	
	Internal Storage Expandable upto (TB)	as per RFP requirement	
	Number of Hard Disks supported	as per RFP requirement	
	Redundancy Option	RAID 5	
POWER SUPPLY	Power Input	230 ± 10%, 50Hz	
	Suitable Adapter to be Supplied to Make the Equipment Work on 230 V ± 10 %, 50 Hz	Yes	
	Redundant Power Supply	No	
OPERATING CONDITIONS	Minimum Operating Temperature	-10	
	Maximum Operating Temperature	55	
	Relative Humidity Non-Condensing at 40 deg C	90	
WARRANTY / SERVICES	Warranty (years)	4	
	Time for Replacement of Defective Product During Warranty Period (Hours)	48	
	BIS Registration for safety general requirements as per IS: 13252 (Part 1): latest	Yes	
ENVIRONMENTAL / CERTIFICATION	Certification	CE,CE , FCC , EN / UL /BIS	
	ONVIF Compliance and Conformance	Must Comply	

3.6 CLOUD STORAGE (IF APPLICABLE)

Specifications/ Bid requirement (Values)	Compliance (Yes/No)
As per RFP requirement and GoI / MP government and Meity guidelines	
In case of cloud storage bidder has to ensure 3 months local on premises recording With minimum storage and retrieval resolution of 1080 P @ 15 FPS and rest 15 month can be on cloud-based storage With minimum storage and retrieval resolution of 720 P @ 15 FPS.	
Cloud service provider will ensure cloud security as per Meity guided 'cloud security best	



practises'. Refer below link / document for more detail https://www.meity.gov.in/writereaddata/files/WI3_Cloud%20Security%20Best%20Practices_06112020.pdf	
For on premise recorded video retrieval must be near real time, and video retrieval of cloud (3 months to 18 month) must be within 24 hours.	

3.7 NETWORK SWITCH

Specifications/ Bid requirement (Values)		Compliance (Yes/No)
Architecture	The switch should have minimum 8 POE port auto-sensing 10/100/1000	
	These switches will be used for connecting cameras in the PS to the PS storage and viewing device NVR.	

3.8 CAT 6 CABLE

S.N.	Specification	Specification	Bid Requirement (Value)	Compliance (Yes/No)
1	Generic	Cable category : Category 6 unshielded/unshielded twisted pair or category 6 foiled/unshielded twisted pair or category 6 shielded/foiled twisted pair	CAT6 U/UTP	
		Cable colour	Grey	
		Conductor diameter	0.51 mm (24 AWG)	
		Length of cable in a bundle (Mtrs)	100 Mtrs./ 305 Mtrs. ***	
2	Constructional	Cable jacket material	Fire retardant PVC / HDPE ***	
3	Certifications	UL Marking on cable	No	

3.9 RACK - WALL MOUNT SINGLE SECTION 2 FAN PROVISION 9U*600W*500D

Specifications/Bid requirement (Values)	Compliance (Yes/No)
Wall Mount single section 2 fan provision 9U*600W*500D	
2 numbers of 230v AC Fans 90 CFM	
Power Distribution Unit (PDU) as per site requirement	
Cable Manager Metal (1U)	
19" Cantilever tray -1U	



3.10 PASSIVE COMPONENT - COPPER COMPONENT

Connectivity	Cable Type	Compliance (Yes/No)
IP Cameras to Field Switch	CAT 6 UTP Cable (up to distance of 90 meters)	
PVC Conduit	PVC Conduit of medium grade with 25 mm dia will be used for laying cables. And Certification: ISI Mark	

3.11 UPS 2KVA

SN	Specifications	Bid requirement (Values)	Compliance (Yes/No)
	INVERTER AC INPUT		
1	Rating	2 KVA	
2	Voltage	230V \pm 20%	
3	Frequency	50Hz \pm 3Hz	
4	Phase	Single Phase	
	DC VOLTAGE		
1	System voltage	24V/36V/48V/72V	
2	Charging current	as per proposed solution	
	Protection		
1	Over charging		
2	Deep discharge		
	INVERTER		
1	Inverter capacity	2 KVA	
2	Technology	IGBT / MOSFET	
3	Output Voltage	230V AC Single Phase	
4	Voltage Regulation	\pm 2%	
5	Frequency	50Hz \pm 0.5Hz	
6	Waveform	Sine wave	
7	Harmonic Distortion	Less than 3% (no load to full load)	
8	Inverter Efficiency	>85%	
9	Power Factor	0.8	
10	Overload	150% for 30 sec	
11	Backup time	Min. 4 Hrs.	

UPS backup time includes complete system, including existing 4 cameras. (wherever installed)



3.12 CVT (CONSTANT VOLTAGE TRANSFORMER)/ AUTOMATIC VOLTAGE CORRECTOR

S.N.	Specification	Bid requirement (Values)	Compliance (Yes/No)
1.	Rating	3.0 KVA	
2.	Type of winding	Copper	
3.	Input Voltage	Single phase sine wave (90V-300V)	
4.	Display Type of meter	Digital voltmeter	
5.	Mounting type	Floor mounting	
6.	Output Voltage	Single phase sine wave 230V,	
7.	Output voltage regulation	$\pm 1\%$ or 200-240 VAC	
8.	Certification	ISI Mark/CE Mark	

3.13 128 GB SD CARD

Suitable for proposed camera as per RFP specification

3.14 POLE

S.N.	SPECIFICATION	Bid requirement	Compliance (Yes/No)
1.	Type of pole	Cylindrical/Tubular Pole	
2.	Mounting Bracket	Without	
3.	Finish	Galvanized	
4.	Pole/Mast Height	5 Meter	
5.	Type of fixing	With base plate	



Annexure A:

BOQ (LIST OF EXISTING SYSTEMS/INSTALLED ITEMS)

S. No	Name of Equipment / Item Installed	Total Quantity	Make	Model
1	2MP (1080P) Fixed Indoor Camera with IR and Audio	600	CPPlus	CP UNC VB20FL3-MD (dome camera)
		1110	CPPlus	CP UNC- VB20ZL3-VMD / TB20Z6 / MD year 16
		228	CPPlus	CP UNC- VB20FL3-MD
		279	CPPlus	CP UNC- VB20VL3-VMD
		372	CPPlus	CP UNC- VB20FL3S-VMD-V2 / year 17
2	2MP (1080P) Fixed outdoor Camera with IR and Audio	200	CPPlus	CP UNC- TE20ZL5-MD (Bullet Camera)
		370	CPPlus	CP UNC- TB20ZL6-MD year 16
		76	CPPlus	CP UNC- TE20ZL5-MD
		93	CPPlus	CP UNC- TB20ZL6-MD year 16
		124	CPPlus	CP UNC- TB20FL6S-VMD-V2/ year 17
3	8 Channel Network Video Recorder (NVR) with keyboard and mouse – 01 No.	200	CPPlus	CP UNR-4K4084
		370	CPPlus	CP UNR-408T2 year 16
		76	CPPlus	CP UNR-4K4084
		93	CPPlus	CP UNR-408T2 year 16
		124	CPPlus	CP UNR-4K4082-V2/ year 2017



4	Network Switch 8 Port PoE Layer 2 Switch – 01 No.	200	DLINK	DGS-1210-10P
		370	Dlink	DES-1008P
		76	DLINK	DGS-1210-10P
		93	TP link	TL-SF1008P year 16
		124	TP Link	TL-SF1008P Year 2017
5	LED Video Display unit 24” with speakers for monitoring all Cameras – 01 No.	863	LG	24MP77H
6	CAT 6 cable (Lumpsum 200 mtrs per PS)	200mtr/Police station	Dlink	-
7	Network rack	863	DLINK	NWR-9U-6050-GR/Dynamic
8	Cable laying in MS conduit including supply of MS conduit and all required accessories (Lumpsum 200 mtrs per PS)	Total job	AKG/ISI	
9	1 KVA online UPS with 60 minute Backup – 01 No.	863	Numeric-Onfinity	Onfinity
11	32 GB SD card	1480	Scandisk	

*****END OF DOCUMENT*****

[Validate](#)[Print](#)[Help](#)**Item Rate BoQ**

Tender Inviting Authority: ADG Telecommunication,MP

Name of Work: Procurement, Supply, Installation and maintenance of outdoor VARIABLE MESSAGING SCREEN WITH WORKSTATIONS for MP Police.

Contract No: D-2849 /2023 Date 07/ 02/2023

Name of the Bidder/ Bidding							
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	UNIT RATE With Taxes IN INR	TOTAL AMOUNT With Taxes	TOTAL AMOUNT (with Tax) In Words
1	2	3	4	5	13	53	55
1	Name of Items						
1.01	Variable Messaging Screen (8 feet X 6 feet or higher as per OEM standard)	item1	18	Nos		0.00	INR Zero Only
1.02	Variable Messaging Screen (4 feet X 6 feet or higher as per OEM standard)	item2	15	Nos		0.00	INR Zero Only
1.03	Variable Messaging Screen (10.49 feet X 4.72 feet or higher as per OEM standard)	item3	20	Nos		0.00	INR Zero Only
1.04	Workstations with all accessories including UPS	item4	3	Nos		0.00	INR Zero Only
2.01	Three years Comprehensive AMC charges after completion of warranty period.	item5	1	Nos		0.00	INR Zero Only
3.01	Connectivity charges for five years for all locations	item6	1	Nos		0.00	INR Zero Only
4.01	Any other items for system requirement. (List of items with rate enclosed separately)	item7	1	Nos		0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only					

POLICE TELECOM HEAD QUARTERS, MADHYA PRADESH

Bhadbhada Road, Bhopal-462 003

Fax No. 0755-2443674, E-mail: ssp_radio@mppolice.gov.in

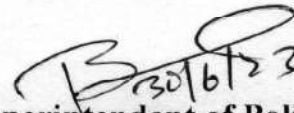
No: PDM/ Pur./CCTV/41 OPs/D-11170 /2023,

Date: 30/06/2023

--:: CORRIGENDUM ::--

Under The RFP published by this office vide **NIT No: PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023** for Design, Supply, Installation, Testing, Commissioning and Maintenance of IP CCTV based Security and Surveillance System for 41 Police Out Posts premises at across Madhya Pradesh On Turn-key Basis on website <https://www.mptenders.gov.in> & www.mppolice.gov.in The Pre-Bid queries response of keen bidders are enclosed here with as Pre Bid Query Response, Revised RFP & Revised BOQ.

Rest all terms and conditions of RFP are remain same.


for **Sr. Superintendent of Police (Radio)**
Madhya Pradesh, Bhopal

285

POLICE TELECOM.HEAD QUARTERS, MADHYA PRADESH

Bhadbhada Road, Bhopal-462 003

Fax No. 0755-2443674, E-mail: ssp_radio@mppolice.gov.in

No: PDM/ Pur./CCTV/41 OPs/D- 10870 /2023, Date: 23 /06/2023

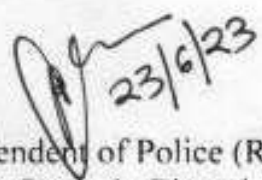
-:: CORRIGENDUM ::-

Under The RFP published by this office vide **NIT No: PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023** for Design, Supply, Installation, Testing, Commissioning and Maintenance of IP CCTV based Security and Surveillance System for 41 Police Out Posts premises at across Madhya Pradesh On Turn-key Basis.

The RFP Time Schedule has been extended as under:-

Time Schedule	Published	Amended As
Pre-bid Queries Response Submission Date	23/06/2023 at 1800 Hrs.	30/06/2023 at 1800 Hrs.
On line Bid Submission Start Date	26/06/2023 from 1800 Hrs.	01/07/2023 from 1800 Hrs.
On line Bid Submission End Date	05/07/2023 up to 1700 Hrs.	10/07/2023 up to 1700 Hrs.
On line P.Q Bid Opening Date	06/07/2023 at 1710 Hrs.	11/07/2023 at 1710 Hrs.

Remain all terms & condition will be as it is.


Sr. Superintendent of Police (Radio)
Madhya Pradesh, Bhopal

28/06/23

Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sl. No.	Firm S.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
Name of organization with complete Address: - M/s. DEXCOR SPECIALITIES PVT. LTD. C/111, Ghanshyam nagar, Bahucharaji Road, Karelbaug, Vadodara-390018Gujarat(India)								
1	1	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.1 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
2	2	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	External Microphone Support	"External & Built-in Microphone Support"	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	Clause 3.1 Amended as: Inbuilt microphone / External microphone support- Yes Clause 6.12 s.n. 1 Amended as: 2MP (1080P) Fixed Dome Camerawith30 meterIR and inbuilt/ External Audio mic as per the specification mentioned in the RFP
3	3	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.2 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
4	4	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	External Microphone Support	"External & Built-in Microphone Support"	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	Clause 3.2 Amended as: Inbuilt microphone / External microphone support Clause 6.12 s.n. 2 Amended as: 2MP (1080P) Fixed Outdoor Bullet Camera with 60 meter IR and inbuilt/External Audio mic as per the specification mentioned in the RFP

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Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm S.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Respo. se
5	5	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU		3.3 PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU	PTZ camera with 20X optical zoom is outdated for surveillance application. It is better to consider 4 MP with 32X or higher resolution with better optical zoom capacity for surveillance application.	Clause 3.3 Amended as: PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU
6	6	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Image sensor: 1 / 3" CCD / CMOS sensor (1080p)	1/2.8" PS CMOS 4MP	Larger the size of image sensor better the image quality, 4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Image sensor: 1 / 2.8" CMOS sensor
7	7	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Lens: 5 mm (or less) to 94 mm (or higher) , motorised varifocal	Lens: 5 mm (or less) to 154 mm (or higher), motorised varifocal	Higher focal length gives better optical zoom capacity.	Clause 3.3 Amended as: Lens: 5 mm (or less) to 150 mm (or higher), motorised varifocal
8	8	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	I/O Port: 01 IN, 01 OUT	I/O Port: 02 IN, 01 OUT	2 alarm inputs will leverage to integrate additional 3rd party alarm trigger.	Clause 3.3 Amended as: I/O Port: 02 IN, 01 OUT
9	9	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	IR Source (inbuilt): 60 mtr or higher	IR Source (inbuilt): 175 mtr or higher	Long IR range will leverage better visibility during extremely low light situation.	Clause 3.3 Amended as: IR Source (inbuilt): 175 mtr or higher
Name of organization with complete Address: - M/s. Green Technnovation Solution Pvt. Ltd.								
Contact person Name, Phone No. & email ID: - Mr. Harshit Prasad, Contact No. 9607003252, email id: tenders@greentechnovations.com								
10	5	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.1 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux

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Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm s.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
11	6	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	External Microphone Support	"External & Built-in Microphone Support"	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	<p>Clause 3.1 Amended as: Inbuilt microphone / External microphone support- Yes</p> <p>Clause 6.12 s.n. 1 Amended as: 2MP (1080P) Fixed Dome Camera with 30 meter IR and inbuilt/ External Audio mic as per the specification mentioned in the RFP</p>
12	7	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU		3.3 PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU	PTZ camera with 20X optical zoom is outdated for surveillance application. It is better to consider 4 MP with 32X or higher resolution with better optical zoom capacity for surveillance application.	<p>Clause 3.3 Amended as: PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU</p>
13	8	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Image sensor: 1/3" CCD / CMOS sensor (1080p)	1/2.8" PS CMOS 4MP	Larger the size of image sensor better the image quality, 4 MP image resolution is better than 2 MP image resolution.	<p>Clause 3.3 Amended as: Image sensor: 1/2.8" CMOS sensor</p>
14	9	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Lens: 5 mm (or less) to 94 mm (or higher), motorised varifocal	Lens: 5 mm (or less) to 154 mm (or higher), motorised varifocal	Higher focal length gives better optical zoom capacity.	<p>Clause 3.3 Amended as: Lens: 5 mm (or less) to 150 mm (or higher), motorised varifocal</p>

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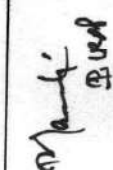
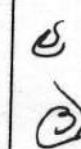
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Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm s.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
15	10	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Max video resolution: 1080p (1920 x 1080)	Max video resolution: 2592 (H) x 1520 (V), 4 Megapixels	4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Max video resolution: 2592 x 1520
16	11	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Video Streams: Video Streams Individually configurable : 02 video streams (H.264/H.265/H.265+)	Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)	As per solution all types of cameras are considered with tripple stream, so it is requested to consider tripple stream for PTZ camera. Also, H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.3 Amended as: Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)
17	13	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.2 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
18	14	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	External Microphone Support	External & Built-in Microphone Support	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	Clause 3.2 Amended as: Inbuilt microphone / External microphone support-Yes Clause 6.12 s.n. 2 Amended as: 2MP (1080P) Fixed Outdoor Bullet Camera with 60 meter IR and inbuilt/External Audio mic as per the specification mentioned in the RFP

Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm S.N.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
Name of organization with complete Address: - Aditya Infotech Limited Contact person Name, Phone No. & email ID: - Diptesh Ghosh, 8860159247, diptesh_ghosh@adityagroup.com								
19	2	VOLUME - II	93	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	Video Compression: H.264,H.265,H.265+ H.264,H.265,H.265+	Video Compression: H.264, H.265	H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.1 Amended as : Video Compression: H.264,H.265
20	3	VOLUME - II	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.1 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
21	4	VOLUME - II	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	Video Compression: H.264, H.265, H.265+	Video Compression: H.264, H.265	H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.2 Amended as : Video Compression: H.264,H.265
22	5	VOLUME - II	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.2 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
23	6	VOLUME - II	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU		3.3 PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU	PTZ camera with 20X optical zoom is outdated for city surveillance application. It is better to consider 4 MP with 32X or higher resolution with better optical zoom capacity for city surveillance application.	Clause 3.3 Amended as: PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU
24	7	VOLUME - II	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Image sensor: 1 / 3" CCD / CMOS sensor (1080p)	1/2.8" PS CMOS 4MP	Larger the size of image sensor better the image quality, 4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Image sensor: 1 / 2.8" CMOS sensor

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Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm S.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
25	8	VOLUME - II	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Lens: 5 mm (or less) to 94 mm (or higher), motorised varifocal	Lens: 5 mm (or less) to 154 mm (or higher), motorised varifocal	Higher focal length gives better optical zoom capacity.	Clause 3.3 Amended as: Lens: 5 mm (or less) to 150 mm (or higher), motorised varifocal
26	9	VOLUME - II	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Max video resolution: 1080p (1920 x 1080)	Max video resolution: 2592 (H) x 1520 (V), 4 Megapixels	4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Max video resolution: 2592 x 1520
27	10	VOLUME - II	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Video Streams: Video Streams Individually configurable 02 video streams (H.264/H.265/H.265+)	Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)	As per solution all types of cameras are considered with tripple stream, so it is requested to consider tripple stream for PTZ camera. Also, H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.3 Amended as: Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)
28	11	VOLUME - II	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Compression: MJPEG Required H.264, H.265, H.265+	Compression: MJPEG Required H.264, H.265	H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.3 Amended as: Compression: MJPEG Required H.264, H.265
29	12	VOLUME - II	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	I/O Port: 01 IN, 01 OUT	I/O Port: 02 IN, 01 OUT	2 alarm inputs will leverage to integrate additional 3rd party alarm trigger.	Clause 3.3 Amended as: I/O Port: 02 IN, 01 OUT
30	13	VOLUME - II	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	IR Source (inbuilt): 60 mtr or higher	IR Source (inbuilt): 175 mtr or higher	Long IR range will leverage better visibility during extremely low light situation.	Clause 3.3 Amended as: IR Source (inbuilt): 175 mtr or higher







Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm s.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
Name of organization with complete Address: - Sai Defence System Private Limited (S-5, MIDC Hingna Road, Nagpur-440014) Contact person Name, Phone No. & email ID: - Mr. Ashish Kumar, Mo.9162696073, Email :- ashish.kumar@saidence.in								
31	8	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.1 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
32	9	Vol. 2	94	3.1 2MP (1080P) FIXED DOME CAMERA WITH AUDIO	External Microphone Support	"External & Built-in Microphone Support"	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	Clause 3.1 Amended as: Inbuilt microphone / External microphone support-Yes Clause 6.12 s.n. 1 Amended as: 2MP (1080P) Fixed Dome Camerawith 30 meter IR and inbuilt/ External Audio mic as per the specification mentioned in the RFP
33	10	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	Minimum Illumination for Capturing Color Image: 0.001 Lux	Minimum Illumination for Capturing Color Image: 0.002 Lux	The specification is OEM specific and restrictive for other OEMs. Hence, it is requested to amend the clause to open opportunity for other OEMs.	Clause 3.2 Amended as: Minimum Illumination for Capturing Color Image: 0.002 Lux
34	11	Vol. 2	97	3.2 2MP (1080P) FIXED BULLET CAMERA WITH AUDIO	External Microphone Support	"External & Built-in Microphone Support"	As per BOQ you have asked for Built in Mic also. So kindly amend the same in Technical specification.	Clause 3.2 Amended as: Inbuilt microphone / External microphone support-Yes Clause 6.12 s.n. 2 Amended as: 2MP (1080P) Fixed Outdoor Bullet Camera with 60 meter IR and inbuilt/External Audio mic as per the specification mentioned in the RFP

BB-3 Encl. Multi User M A

Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm s.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
35	12	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU		3.3 PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU	PTZ camera with 20X optical zoom is outdated for surveillance application. It is better to consider 4 MP with 32X or higher resolution with better optical zoom capacity for surveillance application.	Clause 3.3 Amended as: PTZ IP, 4MP, 32X OUTDOOR CAMERA WITH PSU
36	13	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Image sensor: 1 / 3" CCD / CMOS sensor (1080p)	1/2.8" PS CMOS 4MP	Larger the size of image sensor better the image quality, 4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Image sensor: 1 / 2.8" CMOS sensor
37	14	Vol. 2	99	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Lens: 5 mm (or less) to 94 mm (or higher) , motorised varifocal	Lens: 5 mm (or less) to 154 mm (or higher), motorised varifocal	Higher focal length gives better optical zoom capacity.	Clause 3.3 Amended as: Lens: 5 mm (or less) to 150 mm (or higher), motorised varifocal
38	15	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Max video resolution: 1080p (1920 x 1080)	Max video resolution: 2592 (H) x 1520 (V), 4 Megapixels	4 MP image resolution is better than 2 MP image resolution.	Clause 3.3 Amended as: Max video resolution: 2592 x 1520
39	16	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	Video Streams: Video Streams Individually configurable 02 video streams (H.264/H.265+)	Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)	As per solution all types of cameras are considered with tripple stream, so it is requested to consider triple stream for PTZ camera. Also, H.265+ is proprietary and registered in the name of an organization which shares land border with India. Hence, it is requested to amend the specification.	Clause 3.3 Amended as: Video Streams: Video Streams Individually configurable 03 video streams (H.264/H.265)
40	17	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	I/O Port: 01 IN, 01 OUT	I/O Port: 02 IN, 01 OUT	2 alarm inputs will leverage to integrate additional 3rd party alarm trigger.	Clause 3.3 Amended as: I/O Port: 02 IN, 01 OUT

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M. S. Singh

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Pre bid query response of Tender no. PDM/Pur./CCTV/41 OPs/D-10128/2023 Date: 09/06/2023

Sr. No.	Firm s.n.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	TEC Response
41	18	Vol. 2	100	3.3 PTZ IP, 2MP, 20X OUTDOOR CAMERA WITH PSU	IR Source (inbuilt): 60 mtr or higher	IR Source (inbuilt): 175 mtr or higher	Long IR range will leverage better visibility during extremely low light situation.	Clause 3.3 Amended as: IR Source (inbuilt): 175 mtr or higher

B3.3 Expt- Made @ m 2

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Pre Bid Queries (General)

Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn-key Basis"

NTT No. :- PDM/Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
(01) M/s. DEXCOR SPECIALITIES PVT. LTD., Vadodra Gujrat								
1	10	Vol. 1	24 - 25	3.7.1.1 Mandatory Requirement for OEM	New Clause	The OEM of IP Camera should be an affiliated Industry Training Partner of an active and approved electronic sector training council of NSDC for last three years as on bid submission date. The Bidder shall submit a copy of documentary evidence of certificate of affiliation / MoU / relevant supporting document issued by the council of NSDC. The supporting document may be verified with relevant issuing authority.	The clause is to enable better support services by the IP Camera OEM and facilitate the bidder for seamless support to the end user.	yes it is considered :- Please amended Clause 3.7.1.1
2	11	Vol. 1	22	3.5 PERFORMAN CE BANK GUARANTEE	The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.	We request you to kindly amend the clause as, The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 4 Years i.e. 48 Months.	You have given in the RFP, Pg.14, Point No. XV Product should have minimum 4years' warranty from the date of procurement. So, as the warranty is for 4 Years, we request to change it as 4 years i.e. 48 Months.	Read As :- The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.

MP Police
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Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turnkey Basis"

NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
3	12	Vol. 1	15	2.2 SYSTEM REQUIREMENT	X. Web based help desk and health monitoring system. It is must to integrate with existing health monitoring system. (Undertaking for the same to be submitted from existing CHMS OEM.)		You have ask for CHMS in the System Requirement clause on Pg. 15 of Volumn 1, but the same is not there in boq line items. Requesting to confirm, if CHMS is to be considered for financial bid or not.	Yes it Amended Cost of CAMC with existing health monitoring system (CHMS Integration Cost) includ in BOQ line item
4	13	Vol. 1	25	3.7.1.1 Mandatory Requirement for OEM	f) The quoted products/Items /Spares / Service for the project should not be End of Life (EOL) for 5 Years from the date of bid submission.		As per RFP, in Mandatory requirement for OEM on Pg. 25, you have asked End of Life (EOL) for 5 Years where as in MAF format on Pg. 66. you have asked for End of Life for 4 years. Which is to be considered.? Kindly clarify.	No Change
5		Vol. 1	66	FORMAT 08: OEM /Manufacturers Authorization Certificate	14) The quoted products/Items/ Spares / Service for the project should not be End of Life (EOL) for 4 Years from the date of bid submission.			Read as :- The quoted products/Items/ Spares / Service for the project should not be End of Life (EOL) for 05 Years from the date of bid submission.
6	14	Vol. 1	22	3.5 Performance Bank Guarantee	Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police"	PBG from any Nationalized bank @ 3% of Gross Bid Value.	At the time of Covid Qutbreak, PBG Notification was published by Ministry of Finance @ 5% to @ 10% its replace with @3%, which helps SI's to maintain there cash flows. so in view of that we are requesting you to kindly amend the PBG @ 3%.	Read As :- Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police"

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(313)

Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn-key Basis"

NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
7	15	Vol. 1	64	6.7 FORMAT 07	Clause no.6.7 under Format 07 in No deviation Undertaking you have mentioned "unqualified compliance to technical specification and acceptance to reverse auctioning process	we are requesting you please remove the word, "reverse auctioning process" so that we shall move to our next course of action.	Please replace the word reverse auction process with Lower 1 financial wise. It restricts the grades of product and its brake the participation of bidders.	Read as :- I/We hereby undertake that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT. We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification. We confirm to have submitted offer in accordance with tender instructions and as per aforesaid references.
(02) M/s. Green Technovation Solution Pvt. Ltd.								
8	1	Vol. 1	22	3.5 PERFORMAN CE BANK GUARANTEE:	The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.	We request you to kindly amend the clause as, The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 4 Years.	As per Warranty clause mentioned in RFP, Pg. 40 The equipment / software shall be covered under 4 years comprehensive on-site warranty maintenance. So, as the warranty is for 4 years so we request to amend the same for 4 years.	Read As :- The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.
9	2	Vol. 1	15	2.2 SYSTEM REQUIREMENT	X. Web based help desk and health monitoring system. It is must to integrate with existing health monitoring system. (Undertaking for the same to be submitted from existing CHMS OEM)		You have ask for CHMS in the System Requirement clause on Pg. 15. but the same is not given in boc. Shall we consider CHMS in financial bid ? Kindly Clarify.	Yes it Amended Cost of CAMC with existing health monitoring system (CHMS Integration Cost) include in BOQ line item

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Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn key Basis

NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
10	3	Vol. 1	66	FORMAT 08: OEM /Manufacture rs Authorization Certificate	14) The quoted products/items/Spares/ Service for the project should not be End of Life (EOL) for 4 Years from the date of bid submission.		You have asked End of Life for 4 years in MAF and for 5 years in Mandatory requirement for OEM. For what years end of life is to be considered ? Kindly clarify.	Read as :- The quoted products/items/ Spares / Service for the project should not be End of Life (EOL) for 05 Years from the date of bid submission.
11	4	Vol. 1	25	3.7.1.1 Mandatory Requirement for OEM	f) The quoted products/items/Spares/ Service for the project should not be End of Life (EOL) for 5 Years from the date of bid submission.			No Change
12	12	Vol. 1	24 - 25	3.7.1.1 Mandatory Requirement for OEM	New Clause	The OEM of IP Camera should be an affiliated Industry. Training Partner of an active and approved electronic sector training council of NSDC for last three years as on bid submission date. The Bidder shall submit a copy of documentary evidence of certificate of affiliation / MoU / relevant supporting document issued by the council of NSDC. The supporting document may be verified with relevant issuing authority.	The clause is to enable better support services by the IP Camera OEM and facilitate the bidder for seamless support to the end user.	yes it is considered :- Please amended Clause 3.7.1.1 <i>see</i>
13	15	Vol. 1	22	3.5 Performance Bank Guarantee	Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police"	PBG from any Nationalized bank @ 3% of Gross Bid Value.	With reference to Gern Tender no. GEM/2023/B/3411853 dated 04-05-2023 published by MP Police earlier for Body worn camera, the PBG was 3%, so we are requesting you to amend the same in this tender.	Read As :- Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police"

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NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

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Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn-key Basis"

NTT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
14	16	Vol. I	64	6.7 FORMAT 07	Clause no.6.7 under Format 07 in No deviation Undertaking you have mentioned "unqualified compliance to technical specification and acceptance to reverse auctioning process	we are requesting you please remove the word, "reverse auctioning process" so that we shall move to our next course of action.	Please replace the word reverse auction process with Lower 1 financial wise. It restricts the grades of product and its limits the participation of bidders.	Read as :- I/We hereby undertake that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NTT. We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification. We confirm to have submitted offer in accordance with tender instructions and as per aforesaid references.
(03) M/s Aditya Infotech Limited								
15	1	VOLUME -I	24 - 25	3.7.1.1 Mandatory Requirement for OEM	New Clause	The OEM of IP Camera should be an affiliated Industry Training Partner of an active and approved electronic sector training council of NSDC for last three years as on bid submission date. The Bidder shall submit a copy of documentary evidence of certificate of affiliation / MoU / relevant supporting document issued by the council of NSDC. The supporting document may be verified with relevant issuing authority. The Bidder should have minimum of 5 technical resources certified by IP camera OEM in their payroll and copy of the certificate in the name of the resources issued by OEM shall be submitted	The clause is to enable better support services by the IP Camera OEM and facilitate the bidder for seamless support to the end user.	see yes it is considered :- Please amended Clause 3.7.1.1

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(316)

Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn key Basis"

NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
(04) Sai Defence System Private Limited								
16	1	Vol. 1	22	3.5 Performance Bank Guarantee	Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP-Radio, MP Police"	PBG from any Nationalized bank @ 3% of Gross Bid Value.	Being a MSME organization access to the finance part has always been challenging for us and maintaining the adequate cash flow Management, We MSME are requesting you to kindly amend the PBG	Read As :- Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP-Radio, MP Police"
17	2	Vol. 1	64	6.7 FORMAT 07	Clause no.6.7 under Format 07 in No deviation Undertaking you have mentioned "unqualified compliance to technical specification and acceptance to reverse auctioning process	we are requesting you kindly amend the clause "We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification"	In clause no.6.7, We request you to kindly replace the reverse auction clause with L1 financial evaluation. As RA create negative impacts on quality of product and work delivered and limits the participation.	Read as :- I/We hereby undertake that we have not taken any deviation from tender clauses together with other references as enumerated in the above referred NIT. We hereby confirm our unqualified acceptance to all terms & conditions, unqualified compliance to technical specification. We confirm to have submitted offer in accordance with tender instructions and as per aforesaid references.
18	3	Vol. 1	66	FORMAT 08: OEM/Manufacturers Authorization Certificate	14) The quoted products/items/Spares/Service for the project should not be End of Life (EOL) for 4 Years from the date of bid submission.		You have mentioned same clause with different no. of years in MAF and in Mandatory Requirement for OEM. Kindly clarify us which clause is to be considered.	Read as :- The quoted products/items/Spares / Service for the project should not be End of Life (EOL) for 05 Years from the date of bid submission
19	4	Vol. 1	25	3.7.1.1 Mandatory Requirement for OEM	f) The quoted products/items/Spares/ Service for the project should not be End of Life (EOL) for 5 Years from the date of bid submission.			No Change

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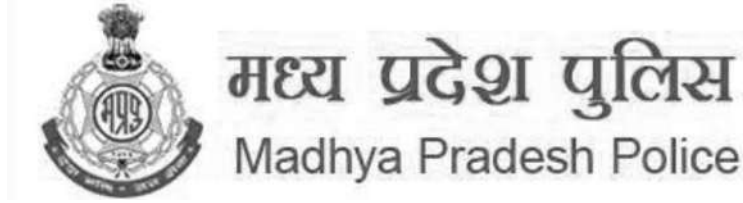
Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in 41 Police outposts of Madhya Pradesh On Turn-key Basis

NIT No. :- PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Sr. No.	Firm Sr. No.	Vol.	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes	Response
20	5	Vol. 1	15	2.2 SYSTEM REQUIREMENT	X. Web based help desk and health monitoring system. It is must to integrate with existing health monitoring system. (Undertaking for the same to be submitted from existing CHMS OEM.)		In Point No.10 of Vol 1 - Pg. 15; You have ask for CHMS, but the same is not given in the boq. Requesting you to clarify us if CHMS is to be considered in financial bid or not.	Yes it Amended Cost of CAMC with existing health monitoring system (CHMS Integration Cost) includ in BOQ line Item
21	6	Vol. 1	22	3.5 PERFORMANCE BANK GUARANTEE:	The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.	We request you to kindly amend the clause as, The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 5% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 48 Months.	As mentioned in the RFP, Pg.14, Point No. XV Product should have minimum 4years' warranty from the date of procurement. As the warranty is for 4 Years so we request you to amend it as 48 Months.	Read As :- The Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months.
22	7	Vol. 1	24 - 25	3.7.1.1 Mandatory Requirement for OEM	New Clause	The OEM of IP Camera should be an affiliated Industry Training Partner of an active and approved electronic sector training council of NSDC for last three years as on bid submission date. The Bidder shall submit a copy of documentary evidence of certificate of affiliation / MoU / relevant supporting document issued by the council of NSDC. The supporting document may be verified with relevant issuing authority.	The clause is to enable better support services by the IP Camera OEM and facilitate the bidder for seamless support to the end user.	See yes it is considered :- Please amended Clause 3.7.1.1

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**Police Telecom Headquarters, M.P.
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E-mail: ssp_radio@mppolice.gov.in**

(Revised RFP As Per Pre-Bid Queries Response)

**Design, Supply, Installation, Testing, Commissioning and
Maintenance of IP based CCTV Cameras in 41 Police Out Post of
Madhya Pradesh (On turnkey basis)**

VOLUME -I (Commercial Terms and Bid Process)

No.: PDM/ Pur./CCTV/41 OPs/D-10128/2023, Date: 09/06/2023

Documents download/Sale Start Date	- 10/06/2023 from 1800 Hrs.
Bid Submission Start Date	- 01/07/2023 from 1800 Hrs.
Bid Submission End Date	- 10/07/2023 up to 1700 Hrs.
P.Q.Bid will be opened on	- 11/07/2023 at 1710 Hrs.

Director General Of Police
Through- S.S.P. (Radio)
Police Telecom. Headquarters, M.P.
Bhadbhada Road, Bhopal-462003
Phone & Fax : 0755- 2443674
E-mail: ssp_radio@mppolice.gov.in

MP Police reserves the right to provide such additional information at its sole discretion. In order to respond to the Tender Document, if required, and with the prior permission of MP Police, the potential Bidder may conduct his own study and analysis, as may be necessary. MP Policemakes no representation or on-site warranty and shall incur no liability under any law, statute, rules, or regulations on any claim the potential Bidder may make in case of failure to understand the essential requirements of the Bidding process and then to respond to the Tender Document. MP Policemay, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document at any time prior to the last date of submission of Bids.



Abbreviations

AMC	Annual Maintenance Contract
ATP	Acceptance Testing Plan
BG	Bank Guarantee
BOM	Bill of Material
BoQ	Bill of Quantity
CCTV	Closed Circuit Television
DD	Demand Draft
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FAT	Final Acceptance Testing
FPS	Frames Per Second
GCC	General Conditions of Contract
GoI	Government of India
GoMP	Government of Madhya Pradesh
HD	High Definition
ICT	Information and Communication Technology
IP	Internet Protocol
IR	Infra-Red
LoI	Letter of Intent
MPP	Madhya Pradesh Police
MTTR	Mean Time to Repair
O and M	Operation and Maintenance
OEM	Original Equipment Manufacturer
ONVIF	Open Network Video Interface Forum
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PoC	Proof of Concept
POD	Proof of Design
PoE	Power over Ethernet
PST	Peak Service Time
PTZ	Pan, Tilt, Zoom
QA	Quality Assurance
RFP	Request For Proposal
SCMRC & ISSS	Safe City Monitoring & Response Centre and Integrated Security Surveillance System
SI	System Integrator
SITC	Supply, Installation, Testing & Commissioning
SLA	Service Level Agreement
SOP	Standard Operating Procedures



SOW	Scope of Work
SP Office	Superintendent of Police Office
SSS	Security and Surveillance Solution
SWOT	Strength, Weakness, Opportunity and Threat Analysis
TC	Treasury Challan
TEC	Technical Evaluation Committee
TOR	Terms of Reference
TPA	Third Party Agency
UPS	Uninterrupted Power Supply



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REFERENCE: NOTICE INVITING TENDER (NIT)

POLICE TELECOM. HEAD QUARTERS, MADHYA PRADESH

Bhadbhada Road, Bhopal-462 003 Fax No. 0755-2443674

E-mail: ssp_radio@mppolice.gov.in

NIT No.: PTHQ/ Pur/CCTV/41 OPs/D- 10128/2023, Date: 09/06/2023

(Revised RFP As Per Pre-Bid Queries Response)

-:: Notice Inviting e-Tender ::-

e-tender is invited by the Senior Superintendent of Police (Radio) MP Bhopal on behalf of DGP MP Bhopal for the following items :-

S.No	Name of item	Required EMD
1	Design, Supply, Installation, Testing, Commissioning and Maintenance of IP <u>CCTV based Security and Surveillance System</u> for 41 Police Out Posts premises at across Madhya Pradesh On Turn-key Basis	Rs. 4.5 Lakhs

1. Cost of tender documents is Rs. 10,000/- (Tender fee) (Rupees Ten Thousand only) which is nonrefundable and cannot be exempted in any condition. Must be paid online at the time of filling e-tender.
2. Tender documents can also be download from the website of MP Police (www.mppolice.gov.in).
3. The Tender submitted online on website <https://www.mptenders.gov.in> and within scheduled date and time.
4. This is a turn-key Project.
5. **Schedule :**

Documents download/Sale Start Date	- 10/06/2023 from 1800 Hrs.
Bid Submission Start Date	- 01/07/2023 from 1800 Hrs.
Bid Submission End Date	- 10/07/2023 up to 1700 Hrs.
P.Q.Bid will be opened on	- 11/07/2023 at 1710 Hrs.

Sr. Supdt. of Police (Radio)
M.P. Bhopal



1 INVITATION FOR PROPOSAL

1.1 EXECUTIVE SUMMARY

With reference to Hon'ble Supreme Court's order dated 02 December 2020, Madhya Pradesh Police, Government of Madhya Pradesh, has envisaged setting up of CCTV based surveillance system comprising IP based CCTV cameras at 41 Police outposts of state with audio video recording for 18 months.

Department has already installed and set up IP based CCTV surveillance and monitoring system in the police stations/outposts premises of Madhya Pradesh.

Madhya Pradesh Police invites Bid proposals from reputed and experienced Companies/Consortia to participate in competitive tendering for providing and maintaining CCTV based security and surveillance system in 41 police outpost premises of Madhya Pradesh Police for a period of four years. The system suggested should comprise of the following core components:

- a) CCTV cameras- 4 to 8 Fixed/PTZ IP based Indoor or outdoor cameras depending on police outpost's requirement to cover all areas in pursuance of Hon'ble supreme court's directives - all to be day & night vision with IR cut filter and audio enabled.
- b) 18 months audio video recording Data storage and retrieval system and networking equipment.
- c) Installation of Display, (if any) viewing of all cameras in 42" screen,
- d) Power back up (UPS) with 4-hour back up
- e) Viewing of cameras live feed and recording at district HQ.
- f) Web based help desk and health monitoring at District and state level
- g) VMS for local and remote Viewing of CCTV feed from the stored video feed and live feed
- h) To make the live video feed available on the laptop, desktop or mobile phones of concerned officers on due authorization and authentication.

The purpose of this CCTV project is to safeguard public areas of police outposts, to keep record of activities, to keep watch over activities of persons in custody or persons visiting police outpost and prevent any possible manhandling and misbehavior with persons visiting or detained at police outposts.

In each police outpost CCTV camera would be installed in below mentioned locations:-

- All entry and exit points
- Main gate of the police outposts
- All lockups; all corridors
- Lobby/the reception area
- All verandas/out houses
- Inspector's room
- Sub-Inspector's room
- Areas outside the lock-up room
- Station hall
- In front of the police outpost compound
- Outside (not inside) washrooms/toilets
- Duty Officer's room
- Back part of the police outpost etc.
- Any other area which is not mentioned above but department feels CCTV requirement on that area.



The bidder has to provide the complete solution including CCTV cameras, storage, Video Management Software, network accessories, electric and electronic components and subcomponents, required cabling, internet connectivity for each police outpost and connectivity with district level monitoring center.

1.2 ADVICE TO THE BIDDERS

- I. Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submissions of Bid by the Bidder have been done after their careful study and examination of the RFP document with full understanding as to its implications.
- II. Bidders are also advised to ascertain whether they meet the eligibility criteria of the Bid.
- III. The Bidder shall designate minimum one person to represent the Bidder in its dealing with Authority in relation to the proposal submitted by the Bidder. Authority will assume that the person(s) designated is authorized to perform all tasks, including, but not limited to, providing information and responding to enquiries on behalf of the bidder.
- IV. The Bidder must nominate “authorized representative” carefully as during the course of Bid submission and Bid evaluation, he/she may be required to submit explanation/clarification/additional information etc. Such person should have good techno-commercial knowledge and must be well versed about the contents of technical Bid.
- V. The bidder must examine the technical specifications carefully and in case of any doubt should get those clarified from the Purchaser well in time.
- VI. Bidder are advised to not to quote multiple OEMs and models for single item of Bill of Quantity. Only one specific make/model/part number compliant to specifications for one item should be quoted preferably.
- VII. The Bidder shall quote for all the components required for the complete solution inclusive of any other required components other than mentioned in BOQ to complete the solution.

1.3 ETHICAL CONDUCT OF THE BIDDERS

- I. The Bidder or its representative shall not make any cartel or group to influence the Bidding process or the price to the disadvantage of the Government.
- II. The Bidder or its representative shall not enter into uncalled for correspondence with Competent Authority or any of his subordinate or Consultant or any agency as authorized by the Competent Authority with respect to this tender.
- III. Where the Bidder requires any information with respect to this tender, it or its authorized representative shall interact with the SSP (Radio) only during office hours either in person or on his official phones. Bidders or their staff/agents/employees are strictly prohibited to interact with any M.P. Police staff, subordinate in rank to SSP (Radio) on any matter what so ever. Such unethical behavior shall lead to automatic disqualification of Bid.



- IV. Where the Bidder is not satisfied with any decision of the SSP (Radio), or any of the Committee, it has liberty of representing its case before the Competent Authority or its nominee. But indulging into anonymous or pseudonymous petitions etc. shall be taken to be an unethical practice.
- V. Bidders must appreciate that only most suitable tender can be accepted and hence all the tenders cannot be accepted, so losing out the Bid is also one of the business proposition well known to the Bidder well in advance. Therefore, any indiscreet conduct during bidding process and / or post disqualification would amount to be an unethical behavior.
- VI. The Bidder after being awarded the work, during / after its completion and during / after the on-site warranty and maintenanceperiod shall not indulge into monopolistic or restrictive trade practices and shall not take advantage of its position / being privy to the knowledge of the system while working out the costs of spares, maintenance, bug fixing, additional programming to increase marginal but additional functionalities in the software etc.
- VII. Bidders must also appreciate that purchaser department is fully conversant of its requirements and is entitled to define its requirements.
- VIII. Any canvassing in favour of or against any bid or for inclusion or deletion, substitution of any point in the RFP under its own name or in the name of any other entity or anonymous or pseudonymous before any authority not approved in the RFP or before multiple authorities or persistent pestering on any term or condition in the RFP may be taken to be unethical practice.

1.3.1 FRAUD AND CORRUPTION

MP police department require that Bidder must observe the highest standards of ethics during the entire process of tendering and during execution of the contract. In pursuance of this policy, The department define, for the purpose of this provision, the terms set forth as follows:

- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Department in contract executions.
- b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to Department, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive The department of the benefits of free and open competition.
- c) "Unfair trade practices" means supply of services different from what is ordered on or change in the Scope of Work which is given by the department in this Tender.
- d) "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

The department shall reject the Bid proposal for award of contract, if it determines that the Bidder recommended for award, has been found to have been engaged in corrupt, fraudulent or unfair trade practices. Once the contract is signed and if it is noticed that the SI has indulged into the Corrupt /Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for The department for termination of the contract and initiate blacklisting of the Bidder.



1.4 DEFINITIONS

In this document, unless otherwise mentioned or expressed clearly, the terms Bidder would have meaning as given below:-

1. "Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment installed by vendor.
2. Tender:- means electronically bid submission with due procedure.
3. "Bidder" The Firm/Company who signs and submits the Tender document and Bids for the contract and / or awarded the Contract to implement Tender for "Appointment of Agency for Supply, Design, Installation, Testing Commissioning and Maintenance of IPbased CCTV cameras in police outposts of Madhya Pradesh On Turn-key Basis", as the reference may indicate; it shall also include associates, licensee, collaborator.
4. "Committee" means Committee constituted by M. P. Police in relation to this Process by whatever name and includes Police Telecom. Technical Committee and Central Purchase Committee as appointed by the DGP MP, for the purpose of processing this Tender and Supplies Test & Acceptance Committee.
5. "Competent Authority" means Additional Director General of Police Telecom, Madhya Pradesh, Bhopal or any officer notified by him.
6. "Contractor 'agreement' means the Agreement entered into between the M.P Police and the "Vendor" as recorded in the Contract form signed by the SSP(R) M.P. and the " Vendor " including all attachments and Appendix/ Annexure thereto, the Tender and all Annexure thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;.
7. "Effective Date" means the date on which the Contract is signed and executed by the M.P Police and successful bidder.
8. e-Tender: -means electronically bid submission on the website <https://www.mptenders.gov.in> with due procedure.
9. "Go-live" The date of final acceptance certificate issuance of all / District wise police outposts.
10. "Penalty" means the financial deduction imposed for breaking the law, rule, SLA or contract, timelines.
11. "Purchaser" or "Madhya Pradesh Police (MPP) or "Department": means MP Police acting through Senior superintendent of police (Radio) [SSP(R)], Telecom Headquarters, Bhadbhada Road Bhopal or any other officer as may be authorised to act on behalf of M.P police in reference to this RFP.
12. "Performance Bank Guarantee (PBG)" Means Unconditional Irrevocable Bank Guarantee from a Nationalized Bank/ State Bank of India / other public sector bank or Scheduled / Scheduled Commercial Bank valid till completion of exit management being approved by MPP (This time period comprises of Implementation period, Operation & Maintenance period and Exit Management period) from the date of signing of Contract between the parties. or contract period plus three months whichever is letter.
13. "Resources" means the Bidder's Personnel deputed to this project.
14. "Survey" means collection and analysis of data with respect to commissioning of CCTV solution in police outpost premises as identified in this RFP.
15. "Tender Fee" is the cost of a complete blank tender form with all detail Information about the tender like technical specifications of each item, all terms and conditions of tender, all Performa/ forms, draft Agreement & Bank guarantee format etc.
16. Supply, Design, Installation, Testing Commissioning and Maintenance of IP based CCTV cameras in police outposts of Madhya Pradesh On Turn-key Basis(hereinafter referred to interchangeably as the "Equipment" or the "Items" or the "Goods" or the



“System” or the “Solution”) includes: - “Design, Site Preparation, Supply, Installation, Testing, Integration and Maintenance of Physical and IT Infrastructure for police outposts premises across Madhya Pradesh On Turn-key Basis with complete accessories and all required hardware and software as per the Scope of Work and Technical Specifications specified in this RFP, for use in this system, by M. P. Police.

17. “Four Years Onsite Comprehensive Warranty” means the comprehensive warranty by the Bidder on the complete assets of the system. The warranty shall be taken to start from the date of ‘go live’ of last police outpost as per RFP which usually will commence immediately after the date of Final Acceptance of the system by the Police Telecom & Maintenance of all software and hardware supplied.

18. “Vendor/supplier”: means the Bidder who has been declared the Successful Bidder (Bidder) and has been offered to enter into the Agreement with “the purchaser” and who has entered into the Agreement to execute the work/ provide goods and services within the scope of this tender.

19. ‘Period of Contract’: means time duration From Contract award date.

1.5 GENERAL CONDITIONS

- I. This is an invitation to Bidders for setting up IP CCTV based security & surveillance system in police outposts of MP with complete accessories and all required hardware and software as per the Scope of Work and Technical Specifications mentioned in this RFP. The tasks for this process include the items mentioned in Volume 2 of this RFP.
- II. It will be imperative on each Bidder to fully acquaint itself with all the local sites, conditions and factors, which would have any effect on the performance of the contract and cost of the goods and services. No request for the change of price or time schedule of delivery of Goods and services shall be entertained, on account of any local condition or factor once the offer is accepted by the M. P. Police, the purchaser.
- III. The requirement is for items (minimum technical requirements) mentioned in Volume 2. Bidders must quote for complete quantities of items/services mentioned in the schedule of requirement. Bidders should quote for all the items/services mentioned to satisfy functional and technical requirement of project as mentioned in this RFP. Bids with partial response are liable to be rejected summarily.
- IV. Although all care have been taken to provide detail BOQ of the goods and services but looking to the scope of the work there may be possibility that this BOQ may not fully satisfy the functional and technical requirements outlined in this RFP document. Bidder must clearly understand functional and technical requirements and must propose such additional hardware, software, networking, connectivity etc. and services which even though not specifically mentioned in BOQ but may be required to fully comply with functional and technical requirements. No additional payment would be made for supply and commissioning of goods and services etc. for such goods and services if not quoted in the bid but later bidder had to provide as per scope of work.
- V. Tenders with price variation clauses or with vague terms are liable to be ignored and rejected summarily. Incomplete tenders are liable to be rejected.
- VI. The Bidder should have a representative office in Bhopal. Addresses and contact details of the same should be provided. However, if local presence is currently not available in Bhopal, the Bidder must give an undertaking for establishment of an office at Bhopal capable and well equipped for supporting services required for the project within one month of award of the contract.



- VII. Arrangement between OEMs and Bidder would be discussed with the Purchaser as part of technical Bid assessment to satisfy technical Committee about the capability of the Bidder to perform the tasks as mentioned in this RFP. Hence OEMs authorizing the bidder must be in readiness, should the Technical Committee desires to interact with them to satisfy itself about the proposed solution/equipment/services etc. The capability of key personnel committed to the project would also be assessed as part of technical evaluation.
- VIII. Prospective bidders are also advised to understand the e-tendering process of MP Government which they have to follow for submitting bids for this RFP.
- IX. The OEM Of CCTV should be registered entity in India and should have direct presence in India for more than four years as on bid submission date.
- X. The OEM Of CCTV must have a self-owned service and support center in India for last four years as on bid submission date.
- XI. OEM Of CCTV /Bidder should not be from country which shares land border with India, unless bidder is registered with competent authority/registration committee constituted by Department for promotion of industry and internal trade (DPIIT), as specified in Annex-1 of Order (Public procurement No.1) dated 23rd July 2020 by Ministry of finance Department of Expenditure public procurement division with registration No.
- XII. The OEMs Of CCTV should have option of supporting customers directly if needed & the support information including delivery against defectives or status of case should be available through web portals. (A certificate from OEM to provide support for the products with pre-qualification bid)
- XIII. The OEM Of CCTV should have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
- XIV. The quoted products/Items/Spares/Service for the project should not be End of Life (EOL) for 4 Years from the date of bid submission.
- XV. Product should have minimum 4 years' warranty from the date of procurement.

a. TENTATIVE BID SCHEDULE

S.No.	Work Item	Tentative Schedule
1.	Documents Publish/ download/Sale Start Date	10/06/2023 1800 Hrs
2.	Pre-bid Queries Submission Start Date	10/06/2023 1830 Hrs
3.	Pre-bid Queries Submission End Date	16/06/2023 1700 Hrs.
4.	Pre-bid Queries Response Submission Date	23/06/2023 at 1800 Hrs.
5.	Bid Submission Start Date	26/06/2023 from 1800 Hrs.
6.	Bid Submission End Date	05/07/2023 up to 1700 Hrs.
7.	Opening of PQ Bid	06/07/2023 at 1710 Hrs.

2 SCOPE OF WORK

2.1 SCOPE OF WORK

Scope of work includes survey, design, site preparation, supply, installation, Commissioning and Maintenance of IP based CCTV surveillance system For 41 police outposts premises across Madhya Pradesh On Turn-key Basis as at Para 1.1 above.

Scope of the work includes:

- I. Carry out the feasibility study along with techno-commercial survey of sites identified for deployment of CCTV solution at respective police outposts.
- II. Design, provide, Supply, Standard Installation, and testing of all project deliverables as per requirement defined in the document.
- III. Site Acceptance Test
- IV. Final acceptance test
- V. Training of police personnel for operation of the system
- VI. Maintenance and management of the assets
- VII. On-site warranty and Post warranty Maintenance and spare parts support of all hardware, software, equipment, accessories, electrical wiring, Software's AMC for four years as defined in this RFP.
- VIII. Dismantle, re-installation of CCTV cameras and accessories as per department requirements.



- IX. If CCTV cameras/system dismantle after completion of installation work due to any reason then Dismantling charges will be paid by the Department.
- X. If CCTV camera locations as per list changes/re-locates to new locations before installation of Cameras then, no charges to be given to vendor. But relocation happens after installation then department will pay the Re-installation charges.
- XI. If re-installation happens at any other location due to any reasons, then, charges will be paid by the department.
- XII. If department wants to increase CCTV Systems Locations beyond numbers specified in the RFP document, Locations/Item wise cost will be paid by department as per price quoted by bidder during this tender only. Same price will be valid for entire project duration.
- XIII. These numbers are tentative and may vary. Purchaser can place additional work order for complete or partial items as required. Bidder will be paid as per actual supply/installations on quoted rates in the financial bid.

The minimum specified scope of work to be undertaken by the Selected Bidder is to be performed as per the specifications and conditions mentioned in the different parts of this document, any further amendments issued in this regard and the contract to be signed by the Successful Bidder subsequently. Operation of the CCTV system will be in the scope of Department.

2.2 SYSTEM REQUIREMENT

2.2.1 For the current requirement in compliance with Hon'ble supreme court's guidelines as specified in this RFP, cameras with suggested surveillance solutions are required to be installed at respective locations along with all the necessary components (CCTV cameras/recording devices/storage/client workstations) to make a complete functional open IP based automated CCTV system. It will illustratively include:

- I. IP based CCTV Camera at Police Outposts.
- II. Camera site civil/electrical works, housing for Network switch, UPS, other onsite equipment.
- III. Viewing, Storage, archiving of video for 18 months. system should have data management strategy for the storage of the captured video for historical, investigation and evidentiary purposes.
- IV. Bidder has option to propose cloud-based video storage, in such case bidder has to ensure
 - a- Three months' storage locally at police outpost, rest 15 months' storage can be stored in government authorized cloud storage.
 - b- Proposed cloud solution should meet all guidelines issued by government of India, government of Madhya Pradesh and Ministry of Electronics and Information Technology (Meity).
- V. For redundant power backup the Bidder shall provide adequate UPS with sufficient backup (minimum 4 hours) at all the locations.
- VI. Internet connectivity to connect police outposts and district HQ. (DHQ is either at SP office of district / Police line/ police control room of present 23 districts. Detailed information will be shared with successful bidder.
- VII. Viewing and archiving of video at police outpost in real time as well archival data.
- VIII. Viewing live and recorded video from district HQ as and when required.
- IX. Viewing of CCTV feed by authorized senior officers on their Desktop, laptop and mobile phones.
- X. Web based help desk and health monitoring system. It is must to integrate with existing health monitoring system. Undertaking for the same to be submitted from existing CHMS OEM. (Cost of CAMC with existing health monitoring system (CHMS Integration Cost) include in BOQ line Item)
- XI. Bidder has an option to purchase additional Licenses of existing central health monitoring software or Bidder has to propose new CHM software alongwith hardware at CHQ & DHQ which meets functional requirement of customer for Existing and New System.
- XII. Bidder must ensure that 24x7 CCTV Video Feed Should be available at District Control.

2.2.2 The police outposts where CCTV cameras will be installed are as mentioned in APPENDIX-1, After the survey depending upon the building size of police outpost, the



number of cameras and other items may change. Hence the Bidder shall quote unit wise rates so that additional work order for additional items may be issued if required.

- I. This system shall allow for expansion of the IP CCTV system or other equipment/solution in subsequent phases on procurement of requisite licenses, components, solution etc.
- II. The requirement mentioned in this RFP calls for a complete working system and not components thereof. Therefore, the Bids must be complete with all equipment and required accessories along with necessary power systems including standard Un-Interrupted Power Supply for the entire equipment, video connectors, patch connectors, patch leads, mounting and fitting hardware, plugs, sockets and any hardware/software, etc. as required for complete installation & commissioning of the System under this contract. The minimum functional requirements, suggestive technical specifications (in Volume II of this RFP) including suggestive Bill of Quantity.
- III. The System should facilitate viewing of live and recorded video feed and controlling of all cameras by the authorized users. System should provide interoperability/seamless Integration of hardware, Operating System, software, networking, printing, database connectivity, reporting, and communication protocols. At no later stage bidder will have the option to suggest any procurement on ground of any item or its spares being proprietary in nature unless specifically mentioned in the bid and highlighted during PoC.
- IV. Video feed of police outpost CCTV systems will be transported live over network to the respective District HQ/ City Command and Control Room.
- V. All video data has to be temper-proof, secure from eavesdropping, date, time and camera location stamped and watermarked. Data security and data integrity are at the core of the project as the feed may be called as evidence before any court, judicial, quasi-judicial, commission or any other authority. Retrieved video must have date, time and camera location stamped.
- VI. The project management of all the components of the entire system as per the terms and conditions of the RFP.
- VII. The Bidder shall provide the requisite fixtures, fittings, and other items required for each location. All the fittings, wiring and cabling should be not left open except where the same is inevitable.
- VIII. Bidder shall use existing electricity connection of police outpost wherever required.
- IX. Bidder shall maintain man power for maintenance of the system during warranty period to meet SLAs.
- X. The Successful Bidder shall supply all hardware which includes, but not limited to, network equipment, IP CCTV system, camera hardware, server/NVR, storage, workstations, and requisite software as per minimum specifications and configurations mentioned in this RFP and required to complete the entire project.
- XI. Further, the Successful Bidder must not bid/supply any equipment that is likely to be declared end of life/sale within four years from the date of submission of bid. The



Bidder would be required to replace all such equipment with latest and at least of equivalent configuration during project duration.

- XII. Cameras, UPS, switches, video display units, Network based digital recording system (NVR) etc should be from a reputed manufacturer which can be integrated to any other manufacturer having ONVIF Profile S supported Hardware-Software. The vendor should submit the confirmation of these conditions in Bidder's letterhead whenever need arises the same shall be integrated without any interfacing problems. The expenditure for any interfacing related software/hardware requirement to complete the solutions shall be borne by the Bidder. To confirm the same, the purchaser may require separate commitment / undertaking from OEM also.
- XIII. All the passive components need to be of the reputed and approved make across the entire sites to be connected under this RFP to ensure standardization and Certification from the manufacturers.
- XIV. The Successful Bidder shall be responsible to provide/ supply any item(s) of latest make and model not included in the Bill of Materials but required for successful implementation and commissioning of the system as well as its management. The Bidder must include the cost for such item(s), which have not been specifically mentioned in the BOQ or elsewhere in the Bid, but are required for Successful completion of the project.
- XV. The supply of all the installation material/accessories/ consumables necessary for the installation commissioning and operation of the Systems.
- XVI. The required networking equipment for end-to-end connectivity shall also be provided by the Bidder at each location.

2.3 OPERATING CONDITION

- I. **Reliability:** The proposed equipment must be designed to cater for 24x7 round-the-clock operations.
- II. **Maintainability:** The Bidder has to maintain the uptime for entire system as mentioned in SLA.
- III. This uptime is exclusive of regular maintenance. The minimum down-time for all the components, factors such as ease of replacement, mean-time-to-repair (MTTR) has to be incorporated in the system design and proposal and the same to be submitted.
- IV. **User-Friendly:** The system must be user friendly to enable Police staff to operate the same easily without much training.
- V. **Security:** MPP, being a sensitive department is directly related to law and order, VIP, VVIP security. System should be fully secured so that system can't be hacked or compromised by outsiders in any circumstances.
- VI. **Upgradeability:** Each part of the system produced should be modular and easily re-configurable and upgradeable.
- VII. **Electromagnetic Compatibility:** The IP Interoperability and Collaboration System shall be able to operate without any complication due to any electromagnetic interference exists in or between sub-systems.
- VIII. **At expiry of Contract:** For smooth handing over/transfer of the system, at the time of expiry the contract, all the system with detailed diagrams and drawings



(Software, Hardware, Connectivity, Control Room, Field Equipment, Components and subcomponents etc. used in the project) shall be fully functional.

- IX. **Scalability:** Future Expandability and Integration with ONVIF Profile S Compatible Devices, Equipment, Network. It shall be expandable up to two times the current system.

2.4 SCOPE OF INSTALLATION, COMMISSIONING AND SYSTEM INTEGRATION

- I. The scope of installation, commissioning and system integration (with existing system) shall mean to install, configure and integrate the following (but not limited to), adhering to essential security measures.
 - a) Carry out installation of active components, passive components and accessories supplied as per standards for successful integration and implementation of the systems at each site connected under this RFP.
 - b) Configuring and fine-tuning of sub-systems to achieve overall optimal network performance and highest security.
 - c) The components to be installed and configured shall include but not limited to:
 - Video Display unit
 - CCTV cameras
 - UPS, Cabling etc.
 - Network switch
 - Video storage devices with 18 months of video feed recording and storage
 - d) All patches and updates shall be provided by the Successful Bidder free of cost during the tenure of the contract. These patches and updates should be provided free of cost for the entire duration of the contract.
- II. Carrying out all general tests such as physical test on delivery, pre-installation checks to ensure correct implementation and connections, completeness of system documentation etc.
- III. The material could be checked through agency identified by the department, along with Quality tests before dispatching to site. The list of the materials to be checked through agency will be provided to Successful Bidder.
- IV. The Successful Bidder shall not cause any damage to Government buildings / other premises / property etc., if any damage occurs, the Successful Bidder will perform restoration at his cost.
- V. The system shall be subjected to inspection at various stages. The Successful Bidder shall follow all Safety Regulations and practices.
- VI. The Bidders shall spell out various tests that are being proposed to be carried out for demonstrating the functionality of the solution.
- VII. The Successful Bidder shall provide on-site warranty for all the components including hardware, software, etc. as per RFP for a period of Four Years post “Go-Live” from the date of the issuance of Final Acceptance Certificate.
- VIII. The requisite connectivity shall be arranged by the Successful Bidder. The Successful Bidder shall be responsible for the commissioning and maintenance of the entire network.
- IX. **Civil works:**



- a) The Successful Bidder shall have to undertake the cabling/erection of mast/fixing of poles/towers etc. as per the requirement.
- b) All civil works shall be executed in such a manner so that it causes least inconvenience to police outpost work.

X. Electrical works:

- a) Electrical cabling from the allotted input source and up to the equipment shall be the responsibility of the Successful Bidder.
 - b) To carry out installation and configuration of the electrical components as per the IS Standards.
 - c) The quantity of passive items if any shall be verified by the concerned official at each site.
- XI. The Successful Bidder has to liaison with respective authority police outpost in charge (SHO) for carrying out the work in Police outpost premises.**

2.5 HANDHOLDING SUPPORT

- a. The Successful Bidder will undertake to completely manage and maintain the said equipment/infrastructure installed, integrated and commissioned at these sites as mentioned in this RFP for a minimum period of four years after the acceptance of Final Acceptance Test of the project by Technical Committee constituted by the MPP. During the period of undertaking, the Successful Bidder will be responsible for the smooth working of the total system installed at the locations under this project and to ensure minimum uptime as per the SLAs defined in this document. This task of management of project will be termed as 'Project Management' in the rest of the document. It is Bidder's responsibility to keep the system available 24X7.
- b. The Successful Bidder shall depute adequate number of technicians having requisite experience each to configure, maintain and manage the system & connectivity during the Project Management period round the clock for all required police outposts.

2.6 SCOPE OF TRAINING –DELIVERABLES & TIMELINES

Detailed training for operation and management of equipment/infrastructure to stakeholders identified at each installation location to the satisfaction of the MPP and shall be mandatory so that MPP officials can handle the equipment/infrastructure easily, once the project management period is over.

- I. The Successful Bidder shall impart hands - on training with detailed course material on the installed equipment covering atleast the following: -
 - a) Configuration and their operation of Networking Equipment, Cameras and other equipment etc. supplied under the project.
 - b) Network Video Management Software etc.
 - c) Trouble shooting and preventive maintenance.
 - d) Training on operation of CCTV system, video analysis and video feed viewing, processing, taking backups, retrieving information from stored data.
 - e) Training on SOPs of viewing CCTV feed, viewing CCTV feed live or recorded, responding to alerts etc.
 - f) These personnel shall work with the Bidder's technical team staff to gain confidence and to get expertise right from the execution stage of the Project.



2.7 MANPOWER FOR PROJECT MANAGEMENT, MAINTENANCE, TRAINING & HAND HOLDING SUPPORT BY BIDDER

One project coordinator and 06 Technical executives at zones/ranges.

- Technical executives will be deployed at 06 zones/Range of MP police and 1 Project coordinator at central location (Bhopal) for coordination with department.
- Manpower should be technically capable/qualified enough to fulfill functional requirement mentioned under RFP document.

2.8 SCOPE OF ACCEPTANCE TESTING

- I. The Acceptance Tests for the sites shall be carried out in accordance to the scope, requirement and specifications mentioned in this document.
- II. The above said Acceptance Test shall be conducted at each location by a Committee comprising of officers from MPP, or any officer/Consultancy (agency duly authorized by the MPP).
- III. MPP will prepare detailed Acceptance Testing Plan (ATP) including test parameters, commitments etc. which shall be acceptable to the Successful Bidder for each of the site and central components. The test parameters, commitments etc. as decided and approved by the MPP shall be final and binding on the Successful Bidder.
- IV. The Successful Bidder shall ensure that the cabling and crimping/termination is done in accordance with the industry standards and supported by the Original Equipment Manufacturer (OEM) fully tested and certified for operations for a minimum period of 4 years.
- V. All the functionalities, features and configuration relevant to this project shall be documented and demonstrated by the Successful Bidder to MPP.

2.9 SYSTEM INTEGRATORS RESPONSIBILITY

Since the entire solution is proposed on turn key basis, therefore it must cover end to end operational cost such as but not limited to the following (also see at Para 2.1 of the document):

- I. The Selected Bidder is to set up and implement the CCTV solution at each police outpost premises location defined by the Department (Camera feed viewing and operational professional action taking is not covered in this responsibility);
- II. Equipment's and network maintenance;
- III. Four years on-site warranty, hardware & software support on any and all active/passive equipment including all services and support;
- IV. Configuration of Complete CCTV SOPs in accordance with End Users Requirements;
- V. Keep regular communication with the SHO and Nodal Officers of District Police offices at all locations for smooth operations of the project;
- VI. All other jobs as required as per scope of work of this RFP.
- VII. All equipments safety and security will be bidders responsibility.



- VIII. In the event of any hard disk/storage device crash/corruption/data loss, the Bidder/OEM is responsible for recovering the data and replacing the hard disk/storage device without any cost to department.

2.10 MADHYA PRADESH POLICE DEPARTMENT'S RESPONSIBILITY

- I. Finalize the actual locations of installation during the site survey phase of the project;
- II. Finalize the actual equipments to be installed at each site as per site survey;
- III. Identify and provide suitable premises (Civil Infrastructure) in the OPS;
- IV. Assist SI in the above task; Nominating a committee for each District to coordinate with the vendor and its personnel and sort out issues in time bound manner;
- V. Provide Selected Bidder/ System Integrator locations, map and access to information relating to installation.
- VI. Conduct training of its officers in association with vendor's representatives to explain various provisions in the agreement, responsibilities of district officials, district apex committees, nodal officers, DDOs, and other staff involved in approval, scrutiny and payment processes etc.;
- VII. Providing the list of the police officials for training and capacity building, providing training space (infrastructure), taking care of consumables during training and at Police outpost and at District HQ.
- VIII. Highlight/ escalate the issues/ risks in the project and resolve and mitigate the issues/ risks;
- IX. Monitor, review and approve project deliverables with defined timelines.
- X. Sort out issues which could not be resolved at district level;
- XI. View camera feed and take professional decisions; respond to system alarms; Retrieve and analyze data as per professional requirements; Strategic analysis and decision making;
- XII. Developing in house capability to smoothly take over all the functions and responsibility well before final Exit of bidder's personnel;
- XIII. MP Police will bear all electrical connection charges and monthly bills;
- XIV. Conduct periodic meetings with the selected vendor and monitor the progress of the project.
- XV. All required permissions will be provided by department for electricity connections etc.

3 INSTRUCTIONS TO THE BIDDERS & BIDDING PROCESS

3.1 IMPORTANT DATES

Note:-

1. The SSP (Radio) or M.P. Police shall not be responsible for any delay, non-receipt or non-delivery of the proposals.
2. The committee(s) reserve all rights to open the bid and examine its contents or ask for clarifications or ask for revised proposals and the decision of the committee shall be final and binding.
3. The competent authority reserves all rights to reject any or all offers without assigning any reason whatsoever.



3.2 VALIDITY OF THE BID

180 days from the Bid submission date.

3.3 TRANSFERABILITY OF THE RFP DOCUMENT

This RFP document is non-transferable. Assignment and subletting of core activities is not permitted. Information regarding associates and principals is to be disclosed in the tender Technical Bid of the tender itself.

3.4 EARNEST MONEY DEPOSIT (EMD)

Note:-

- All MSMEs of Madhya Pradesh state can avail exemptions from earnest money deposit (EMD) by declaring their registration number / NIC code and online uploading valid certificate.
- As per store purchase point 14.1 of revised store purchase and service procurement rule 2022 is applicable. bidder's MSME registration and NIC code must be for the similar type of business for which this tender has been invited.

3.5 PERFORMANCE BANK GUARANTEE:

While signing the Contract Agreement with MP Police, the Successful Bidder shall furnish unconditional irrevocable Performance Bank Guarantee of 3% of the cost of the project from a Nationalized Bank in favor of "SSP- Radio, MP Police" which will be valid for 60 Months. Performance Bank Guarantee shall be binding on the Successful Bidder. The Authority may forfeit the Performance Bank Guarantee for any failure on part of Successful Bidder to complete its obligations under the Agreement.

3.6 PRE BID QUERIES

1. Bidders are advised to send their queries to mentioned email address at or before the defined timelines
2. Bidder can send queries (if they have) via e-mail Strictly in prescribe format (All field Must be filled) given below.
3. The subject line of the email to be sent as per bid queries shall be: "Pre-bid query- "Appointment of Agency for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis"
4. The queries have to be sent as an excel email attachment.
5. Pre-bid queries will be entertained and accepted on email by MP Police on or before given schedule

Any delay due to any reason whatsoever will solely be the responsibility of the bidder.

Email to be sent on: - ssp_radio@mppolice.gov.in

Pre-Bid Queries shall be sent in the following format: -

Name of organization with complete Address: - Contact person Name, Phone No. & email ID: -						
Sr. No.	Vol .	Page no.	Clause no.	RFP clause	Proposed Changes	Justification of changes



3.7 DOCUMENTS COMPRISING THE BIDS

The Bids prepared by the Bidders according to the procedure mentioned here under:

All The Documents Submitted by The Bidder Should Be Clearly Numbered, Corresponding Index Should Contain the Page Number of Relevant Documents Attached.

3.7.1 PRE-QUALIFICATION BID SHALL CONSIST OF FOLLOWING:

S. No.	Basic Requirement	Qualifying criteria	Supporting Documents
1.	Legal Entity	The Bidder must be a company registered under Companies Act, 1956 or 2013 or the partnership firm registered under the Partnership Act-1932, or Society registered under relevant Society Act or a Trust registered under the relevant Trust Act or any appropriate entity under Indian law with existence in business from last 4 years as on March 31 st 2023.	Copy(ies)of Registration Certificate Or Incorporation Certificate;
2.	Turnover	For turnover evaluation, bidder's turnover shall be considered. Bidder should have average annual turnover of not less than Rs. 01 Crores in last 3 years, (2019-2020, 2020-2021, 2021-2022, 2022-2023 (Provisional) or latest. The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Chartered Accountant, and submit information in the enclosed prescribed format. The form must also be signed by bidder's regular chartered accountant.	Copy of Audited Balance Sheet And Certificate duly signed by Chartered Accountant. In case of foreign entity, Indian CA must countersign the balance sheet. CA certificate must be on letter head mentioning UDIN no. Provisional certificate from CA with UDIN to be submitted for FY 2022-2023.
3.	Networth	For Networth evaluation, bidder's networth shall be considered Networth of the bidder should be positive as on 31 st Mar. 2022 or latest.	Copy of Audited Balance Sheet And Certificate duly signed by Chartered Accountant. In case of foreign entity, Indian CA must countersign the balance sheet. CA certificate must be on letter head mentioning UDIN no.
4.	Manpower	The Bidder must have on its roll continuously since last two years at least 10 technically qualified professionals in the area of Project Management or System Integration/ networking/ sales/ service / surveillance system etc. in providing the	Self Certificate from As per the standard format supported with Provident Fund deposit receipts with latest return.



		services as on 31/03/2023. (Exclusive of outsourced or contractual persons/workers).	
5	OEM (Original Equipment Manufacturer) Certifications	The Bidder must be authorized by the OEMs of important items (like for CCTV cameras, NVR, network devices, UPS/AVR/CVT) to quote in the bid.	The authorization certificate of OEMs, as per List of IT and non-IT components with make and model number (as proposed by bidder in technical bid)
6	Experience in System Integration	The bidder should be an established IT System Integrator being in the business of system integration of IT / ITeS / Telecom / CCTV based projects / electronic security system projects for a minimum period of Two years as on 31/03/2023.	Copy of Articles of Association And Certificate duly signed by Chartered Accountant / Company Secretary
7	Experience in CCTV Surveillance	<p>The bidder should have completed/ongoing one project of 'similar nature' and project value more than Rs. 50 Lakh in India with minimum 100 IP based CCTV cameras in multi-site environment</p> <p>Here 'Similar nature' means:</p> <p>The "Similar Nature" of the work shall mean, project including supply, installation, implementation and maintenance of CCTV surveillance system to any Government/Public Sector Enterprises/ units in India in last Four years as on bid submission date.</p> <p>Here Ongoing projects means, Go live / acceptance of project by the client.</p>	<p>1. Work order / supply order; and</p> <p>2. Completion certificate/Satisfactory Certificate / Go live / acceptance of project by the client</p> <p>In the standard format having clear mention of details of the project, order value, items supplied, work done etc. The signatory must be willing to be verified for its certificate. Any submission on the ground of confidentiality shall not be considered.</p>
8	Blacklisting	The Bidder should not be blacklisted by any Central or State government for corrupt or fraudulent practices by any Central or State government in India at the time of bid submission.	Form I (Declaration Form for LMOC)
9	Statutory Tax Compliance	The bidder has to furnish the following: (i) Valid GST Registration/ Certificate (ii) Permanent Account Number (PAN) issued by Income Tax Department. (iii) ESI & PF certificate with Latest filed return	As per the standard format

Note: All CA certificate must be on letter head mentioning UDIN no.

3.7.1.1 Mandatory Requirement for OEM

- The OEM should be registered entity in India and should have direct presence in India for more than five years as on bid submission date.
- The OEM must have a self-owned service and support center in India for last five years as on bid submission date.



- c) OEM/Bidder should not be from country which shares land border with India, unless bidder is registered with competent authority/registration committee constituted by Department for promotion of industry and internal trade (DPIIT), as specified in Annexure-1 of Order (Public procurement No.1) dated 23rd July 2020 by Ministry of finance Department of Expenditure public procurement division.
- d) The OEMs should have option of supporting customers directly if needed & the support information including delivery against defectives or status of case should be available through web portals. (A certificate from OEM to provide support for the products with pre-qualification bid)
- e) The OEM should have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
- f) The quoted products/Items/Spares/Service for the project should not be End of Life (EOL) for 5 Years from the date of bid submission.
- g) Product should have minimum 4 years' warranty from the date of procurement.
- h) The Camera OEM should comply to General Data Protection Regulation (GDPR) and need to submit its certificate with technical bid.
- i) The OEM of IP Camera should be an affiliated Industry Training Partner of an active and approved electronic sector training council of NSDC for last three years as on bid submission date. The Bidder shall submit a copy of documentary evidence of certificate of affiliation / MoU / relevant supporting document issued by the council of NSDC. The supporting document may be verified with relevant issuing authority.

For further OEM specifications and requirement please refer Volume- 2 of the RFP document.

3.7.2 TECHNICAL BID SHALL CONSIST OF FOLLOWING:

S. No.	Section	Type of the document	Required format
1	Section I	Letter of authorization in respect of the person authorised by bidder to remain present and interact with the SSP (Radio), M. P., Bhopal.	As per Standard Format (on the letter head of Bidder)
2	Section II	Bid proposal form and undertaking from the Bidder on their letter head.	Format 02
		Certificate / affidavit regarding a. Non-violation / infringement of any Indian or Foreign Trademark, Patent, Registered Design or other Intellectual Property Rights. b. Non-Malicious code certificate . c. OEM Certificates of authorisation	As per Standard Format (on the letter head of Bidder)
			Format 08
3	Section III	Technical solution: The bidder must submit - i. Write up admitting that it has understood the scope of work and its responsibilities under this RFP in brief. ii. Description of how the Bidder will provide the required services outlined in this RFP. iii. It should articulate in detail, as to how the Bidder's Technical Solution meets the requirements specified in the RFP. iv. In submitting additional information, mark it as "Supplementary" to the required response. If the Bidder	



S. No.	Section	Type of the document	Required format
		wishes to propose additional equipment's and services (or enhanced levels of equipment's and services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal with note as to how it will help achieve successful and better / higher / longer performance.	
		The Technical Proposal is to address the following: a) Overview of the proposed solution that meets the requirements specified in the RFP. b) Details of the Solution as per the format provided in the RFP. c) Bill of material of all the components (i.e. software, hardware, etc.) as per the formats provided in the RFP. d) Approach & methodology for project development and implementation including the project plan. e) Overall Governance Structure and Escalation Mechanism. f) Key Deliverables (along with example deliverables, where possible). g) Strategy for conducting Operations & Maintenance. h) Risk Management approach and plan. i) Exit Management Plan j) Bidder's plan to address the key challenges anticipated during the execution of the project. k) Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.	
4	Section IV	Brand name, make, model and technical specification of all the equipment and accessories quoted for this project as per BOQ and bidder's proposal in same order.	Format 12
		Detailed technical literature of the systems offered to enable a clear understanding of various technical aspects.	Attach Hard Copy
5	Section V	Technical Compliance Statement showing adherence to the specifications of the Tender document requirement.	Format 06
6	Section VI	No Deviations from the technical specifications	Format 07
7	Section VII	Team structure of Bidder's personnel proposed to execute the project.	
8	Section VIII	Plans for User Training and handholding support for smooth operations, management and transitions	As per Standard Format (on the letter head of Bidder)
		Acceptance Test plan	
9	Section IX	Exit Management plan	As per Standard Format (on the letter head of Bidder)

3.8 FINANCIAL BID:

- I. Financial bid will be open online as per schedule intimated of technically qualified bidder.
- II. It is the proposal Price quoted by the Bidder for the aforesaid Tender by M. P. Police in the Price Schedule separately under financial bid.



- III. Bidder are advised to not to quote multiple OEMs and models for single item of Bill of Quantity. Only one specific make/model/part number compliant to specifications for one item should be quoted and its rate should be mentioned.
- IV. Rates to be quoted must be definitive and alteration shall not be allowed.
- V. Make / model in BOQ should be the same as in financial bid.
- VI. Item rate for each item goods/services must be quoted separately. No lump sum quote should be done. Where any particular item/service though required but not mentioned should also be included and price for the same should be quoted. Lump sum mention of price for whole bid scope of work will not be acceptable. If such lump sum price happens to be L-1, then Purchaser will decide the acceptability and the item wise price of each item and service which shall be final and acceptable to the bidder.
- VII. Price to be quoted inclusive of all applicable taxes, charges, duties, F.O.R. destination at Bhopal. Rates be quoted in terms of unit, in words and figures both, in respect of proposed quantity/Service. The rate must be inclusive of cost of packaging, fitting, fixing, and installation, if any, as may be required with respect to particular item.
- VIII. Financial Bids determined to be substantially responsive will be checked by the M. P. Police for any arithmetic errors. Errors will be corrected by the M. P. Police as follows:
 - a) Where there is a discrepancy between the rates in figures and in words, the rate in words will govern and
 - b) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- IX. The cost of transportation of equipment from Telecom HQ to various sites after testing or completion of training / job on that hardware / equipment shall be borne by the vendor. So F.O.R. rates should be calculated up to each respective site post validation from MPP Telecom headquarters. Bidder's personnel are required to travel to various sites for the purpose of installation, integration, commissioning, testing, maintenance so their cost would have to be borne by the Bidder. Therefore, it should factor its costs accordingly.
- X. The rates should be quoted inclusive of all the taxes and duties prevailing at the time of submission of tenders in INR.
- XI. The Bidder shall quote for the components inclusive of all travel expenses, lodging, boarding or any other expenses incurred with respect to completion of the project.
- XII. The Bidder shall quote the components inclusive of any other required components other than mentioned in BOQ to complete the solution.
- XIII. To arrive at final value, all taxes at prevailing rates payable to Government will be taken into account.
- XIV. Taxes shall be calculated in accordance with the proposal but payment of the same will be in accordance with the statutory provisions of applicable prevailing laws on the date of the transaction. Any variation in taxes will be permitted as per law prevailing at the time of actual payment on submission of proof of tax payment.
- XV. All prices and Unit price should be inclusive of all discounts, levies, freight and insurance.



- XVI. Evaluation Committee will examine the proposals to determine whether they are complete and in order and having any computational errors.
- XVII. Financial Bids determined to be responsive, will be checked by the evaluation Committee.
- XVIII. If there is a missing quote for any item, then the price of that component/ equipment/ services shall be considered as zero and that will be provided free of cost by the Vendor for this Bid.

3.9 COST INVOLVED IN TENDERING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, the cost of presentation, demonstration and PoC of the proposed solution. The purchaser will in no case be responsible or liable for those costs or any loss in the process.

3.10 AMENDMENT IN THE RFP DOCUMENT

The amendments in any of the terms and conditions including technical specifications of this RFP document will be published Online Therefore all the prospective Bidders are advised to keep checking up with our website regularly to get updates, if any.

3.11 RIGHT TO VARY QUANTITIES

- I. The Competent Authority reserves the right to vary the quantity at the time of the execution of Agreement without any change in price or other items and conditions with commensurate increase or decrease in delivery period.
- II. Though the Bidders shall submit their Bid for turnkey implementation of the project, Authority reserves the right to include only a part or whole or none (in the event of not getting a viable solution within the budget estimated) of the above as scope of the Successful Bidder.
- III. Authority shall also reserve the right to reduce the quantity of the equipment during the Bidding process or at the time of signing of contract.
- IV. The approximate requirements are given in the Tender document. But it must be clearly understood that the demand may fluctuate, and no definite quantity can be guaranteed. The essence of the contract is price per item for the contract period stipulated.
- V. During contract period purchaser may ask for additional equipments/ installation as per rates quoted in the financial bid by the successful bidder.

3.12 REJECTION CRITERIA

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

3.12.1 GENERAL REJECTION CRITERIA

- I. Conditional Bids;
- II. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- III. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
- IV. Bids without signature of person (s) duly authorized on required pages of the bid;



- V. Bids without power of attorney/ board resolution.

3.12.2 PRE-QUALIFICATION REJECTION CRITERIA

- I. Bidders not complying with the Eligibility Criteria given in this Tender
- II. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive or clarification sought by department is not adequately addressed and complied by the bidder;

3.12.3 TECHNICAL REJECTION CRITERIA

- I. Technical Bid containing commercial details;
- II. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- III. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect;
- IV. Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder;
- V. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
- VI. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender
- VII. Each bidder should offer/ quote single make and models against all items. Bidder quoting multiple make and models in their technical bid will lead to rejection.

3.12.4 COMMERCIAL REJECTION CRITERIA

- I. Incomplete Price Bid;
- II. Price Bids that do not confirm to the Tender's price bid format;
- III. If there is an arithmetic discrepancy in the commercial Bid calculations the Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

3.12.5 CLARIFICATIONS

If deemed necessary, Department may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. Department may, if so desire, ask the bidder to give a presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings will be borne by the bidders.

4 GENERAL TERMS AND CONDITIONS

4.1 STANDARD OF PERFORMANCE

The Bidder shall carry out the supply order/services and carry out its obligations under the Agreement with due diligence, efficiency, economy and techniques. The Bidder shall also adhere to professional, engineering and consulting standards recognised by international professional bodies and shall observe sound management, technical and engineering practices. The Bidder shall apply appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act in respect of



any matter relating to this Agreement, as faithful advisors to the Competent Authority and shall always support and safeguard the legitimate interests of the purchaser.

4.2 PROJECT SCHEDULE

- I. Since the Project involves deployment and commissioning of the equipment's at 41 police outposts premises across Madhya Pradesh On Turn-key Basis in a very short period, to enable the Purchaser to complete the whole assignment whole assignment as per given it is of utmost importance that the selected bidder deploys appropriate project management strategy and sufficient teams to work simultaneously in most of the districts.
- II. The completion period of various tasks should be adhered to as given in table below. Delay shall lead to the imposition of the pro rata deductions, penalties, non-liquidated damages not in the nature of penalty. The delivery period is critical and should not be subject to any condition or limitation such as "conditions beyond our control", "subject to availability of transport", advance payment, mobilization advance, non-availability of funds with the bidder, non-availability of equipment with the OEM, delay in shipment in case of import etc.
- III. The Project shall be executed at the sites identified by the department in Madhya Pradesh, list annexed with this RFP.
- IV. The Bidder shall make sure that the entire project along with the Successful Final Acceptance Test shall be completed within **2 to 5 months** or as per given schedule whichever is earlier from the date of entering in the Agreement.

Sr. No.	Deliverable	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 to Month 48
1	Sites Survey and Training Plan & Material along with Submission of Standard Operating Procedures.						
2	Evaluation & Approval of Sites Survey Reports and Approval of Training Plan& Standard Operating Procedures.						
3	Delivery of Equipment at Central Inspection Site						
4	Delivery of Equipment at District Headquarters						
5	Installation, commissioning and operationalizing of Equipment and CCTV cameras at Ops with Completion of Training						
6	Site Acceptance Test by Inspection Committee						
7	Functional Acceptance Test by Range/Zone Inspection Committee / RHQ committee; declaration of system 'go live'						
8	Hand Holding Support and continuous training						
9	Operations & Maintenance Support						
	Deliverable of SI						
	Deliverable of Department						

4.3 PACKAGING

The Bidders shall supply the material in proper packaging at RHQ Bhopal or designated site unless otherwise indicated to ensure protection from any damage during transfer from Bidder's place to place of installation etc. These goods would further be distributed after check test and such other procedures after such interval as may be decided by the Competent Authority, to various police office in M.P. State.



Hence the packaging material must be re-usable. The packaging material shall not be returned to the Bidder.

4.4 ACCEPTANCE TESTING AND INSPECTION

- I. The system hardware, software, networking items and other equipment, supplies etc. will be tested by the Final Acceptance & Test Committee as per Acceptance Test Procedure (ATP) as formulated and approved by the Competent Authority or his nominee.
- II. Department reserves the rights to pre-dispatch inspection at the site of Bidder's manufacturing premises as well as post installation testing at our site. Department also reserves the right to inspect the documents regarding procurement of parts/kits of the items being supplied which Bidder acknowledges are not manufactured in its own plant and purchases from outside or outsources from any third party.
- III. The inspection and tests shall be conducted at the installation premises. The Bidder/OEM shall provide all necessary facilities and equipment's including access to drawings, architecture, programming manual, software etc required to carry out such tests.
- IV. The Bidder shall provide inspection and testing procedures manual including QA Policy and Procedures for the equipment before the delivery. This inspection procedure should be provided to the purchaser, before the delivery of all the equipment.
- V. The Bidder shall provide the following things as minimum before the delivery of the Equipment.
 - Factory test reports
 - Identification of the equipment being delivered
 - Bill of Quantity along with detailed specifications and quantity
 - All the documentation in hard/soft copy, required for the successful installation and commissioning of the equipment for the project.
- VI. Onsite Test shall include testing of all equipment's for the acceptance level of various parameters for system reliability, availability and maintainability and performance as per the standards mentioned in this RFP. The Bidder shall broadly include/submit a comprehensive write up to cover the performance test as proposed to be conducted. The intent of the performance shall be to demonstrate that the proposed system performs all the functions as indicated in the specification sheets correctly and reliably and as per the requirement mentioned in tender.
- VII. The write up/ procedure for performance test shall be subjected to approval of purchaser. The availability tests shall include all reasonable exercises with which the combination of equipment and software can be expected to perform in actual usage.
- VIII. **Inspection Tests for Components:**
 - a) Confirm on the components with the Packing list and Purchase Order.
 - b) Check for internal/ external damages.
 - c) Check for appropriate power conditions.
 - d) Verify if the equipment and accessories are as per the list provided by the Bidder.
 - e) Demonstration of working conditions of equipment's Functionality.
- IX. **Inspection Tests for completely integrated system:**
 - a) Physical inspection
 - b) Verification of contents as provided by the Bidder in response to this RFP
 - c) Verification of documentation as provided in softcopy and/or hardcopy format



d) Demonstration of the proper functioning of all devices to be deployed as per the specifications singly and also collectively

There will be a proof of concept the proposed solution at the location decided by Department before opening the commercial bid. The cost for the same will be borne by the bidder. Tests shall be carried out as per applicable material standards and specifications.

X. Post Implementation tests-

Post implementation Integrated Test Plans will include the followings as minimum:

If any inspected or tested equipment/solution fail to conform to the specifications, Purchaser may reject it and the Bidder shall replace therejected goods or make all alterations necessary to meet the requirements ofspecifications, free of cost to the purchaser within one week. The Bidder shall also furnish the reference documents/standards etc. In case the equipment is assembled at the time of commissioning then theseequipment's shall be tested post implementation of the equipment/solution.

4.5 PAYMENT TERMS

Payment plan shall be as laid down below. No payment shall accrue until the performance guarantee has been furnished and equipment / goods/ services are supplied as per terms mentioned below. The Selected vendor shall be responsible to invest in the project, to implement, operate, maintain and manage the facilities, for a term of 4 (Four) years post Go-Live of the Project and on completion of Agreement period, the Bidder shall transfer the system to the Purchaser. During this period of, the selected vendor shall have full responsibility for the delivery of the services, including all operational, maintenance, and management activities, etc.

The Selected vendor/SI shall make a payment request after the end of each milestone period with the following supporting documents:

- I. Acceptance certificate issued by the MPP/the Purchaser.
- II. SLA compliance report as prepared by MP Police or by a Third-Party Monitoring Agency appointed by MP Police.
- III. Certificate from SI mentioning that service/support shall be available till the expiry of contract period from all OEMs. No change has been done in the earlier submitted original OEM authorization/support certificate. The on-site warranty and service support will stand as per the original OEMs certificate.

Payment Milestones		Payment	Months
Phase I	Sites Survey and Training Plan & Material along with Submission of Standard Operating Procedures.	60%	Within 4 Months (M+4)
	Evaluation & Approval of Sites Survey Reports and Approval of Training Plan& Standard Operating Procedures.		
	Delivery of Equipment at Central Inspection Site/ District Headquarters and after check test on pro rata basis.		
Phase II	Commissioning after Final Acceptance Test of Equipment atoutpost& establishment of systemsat District/City Hqlocation declared 'go live'	20%	Within 5 Months (M+5)
	Completion ofacceptance of its result by the Competent Authority		
Phase III	Remaining payment will be made after 06 Months of Satisfactory functioning of System from the Go-Live	20 %	(Go-Live Date+6 Months)



(M = Contract Sign Date)

The payments will be made as per SLA and on a continuum basis.

The Bidder shall be entirely responsible for all applicable taxes, duties, license fees, etc. for completion of work assigned.

4.6 TERMINATION

4.6.1 TERMINATION BY DEFAULT

The competent authority may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the Supplier/ Selected Bidder, terminate the contract in whole or in part: -

- I. If the Supplier/ Selected Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by the Purchaser; or
- II. If the Supplier/ Selected Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- III. If the Supplier/ Selected Bidder, in the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- IV. If the Supplier/ Selected Bidder commits breach of any condition of the contract.

4.6.2 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving a written notice of at least 30 days to the Supplier/ Selected Bidder, if the Supplier/ Selected Bidder become bankrupt or otherwise insolvent or unable to perform due to any major change in the management of the bidder, bidder's bankers refusing to release funds, .

4.6.2A- Impact of termination on ground of default or insolvency - If the Purchaser terminates the contract in whole or in part, PBG may be forfeited and payment for goods already supplied / work already done shall not be made. Termination will be without compensation to the Supplier/ Selected Bidder. Such termination will not prejudice or affect any further right of action or remedy that has accrued or will accrue thereafter to MP Police.

4.6.3 TERMINATION OF CONVENIENCE

M.P. Police by written notice of not less than 90 days sent to the successful bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for convenience, M.P Police would pay to the bidder cost of goods and services provided till the date of the termination. The PBG in such a case would be refunded to the successful bidder.

4.6.3A - Further the M.P Police shall also have the unfettered right to repudiate and rescind the Contract by providing 30 days' written notice, if there is any breach of the Contract by the Successful Bidder including but not limited to the occurrence of any of the following events or contingencies:



- I. Performance Bank Guarantee not submitted within the stipulated as mentioned in the RFP.
- II. Performance Bank guarantee not renewed as mentioned in the RFP.
- III. Quality of the equipment supplied, installed and commissioned etc. are found to be grossly substandard or not as per specifications/agreements or Bidder failing to replace such defective or deficient goods and services even after giving sufficient notice of the same.
- IV. Inordinate delay in completion of tasks beyond given time limits.
- V. Failure to provide warranty, maintenance or handholding support. In such a situation same consequence may follow as mentioned at Clause 4.6.2A above.

4.7 SUSPENSION

- I. The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks. Provided that such notice of suspension:
- II. Shall specify the nature of the failure and
- III. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

4.8 BIDDER'S PERSONNEL

The Bidder shall employ and provide such qualified and experienced personnel as are required to perform the services under the scope of this Bid.

4.9 CONFIDENTIALITY

The Bidder, their partners, suppliers, associates and their personnel shall not, at any time either during implementation or after completion of the project and further during operation and maintenance of the project, collect, compile, record, store, copy, forward or disclose in any manner any proprietary or confidential or personal information relating to the services, Agreement, the M. P. Police's official data or information / data being recorded into the systems without the prior consent and authority of the Competent Authority. Bidder and its personnel shall not disclose any information stored in the servers of the system to any person on any ground except with the express permission of competent authority unless it is legally required as per direction of court of competent jurisdiction. For any breach of confidentiality the bidder organization shall be responsible under all civil and criminal law in addition to the personal liability of the person indulging in such misconduct.

4.10 INSURANCE

The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations until system "Go-Live" as defined by the department.

The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges, if incurred.



4.11 PROPERTY AND RISK

- I. The property and risk in the goods shall pass to the Purchaser when they are accepted after “Go-Live” in accordance with the conditions of the Agreement. Such passing of property and risk shall be without prejudice to any right of rejection.
- II. All goods and work must pass the Acceptance Test and Competent Authority shall be entitled to reject all or any work or property or good, which do not conform completely in every respect to the specifications mentioned in the RFP.
- III. If by the nature of the goods or property, any defect therein or any failure to conform as aforesaid does not or would not become apparent (despite the carrying out the examination and or required test) until after use, Competent Authority may reject the same even after a reasonable period of their use.
- IV. Any property or work rejected must at the instruction of Competent Authority be replaced or re-performed as the case may be, by the Bidder at his expense. Alternatively, Competent Authority may elect to cancel the contract both in respect of the goods and /or the work in question and of the whole of the undelivered balance (if any) of the goods and/or the remainder of the work (if any) covered under this contract. All rejected goods will be taken back by Bidder at his own expenses.
- V. The goods/equipment/item while being provided to, installed, commissioned or operated for MP Police must be in the name of MP Police and must not be mortgaged, hypothecated to or under any kind of charge to any bank, financial institution or any third party.

4.11A- Replacement in case of theft, damage of equipment-

1. Where any damage, fire or theft takes place at the camera end / other equipment at OPs. end equipment before system is declared ‘go live’, the replacement shall be provided by the bidder at its own cost and risk.
2. Where any such damage or loss takes place after the system is declared ‘go live’, the replacement shall be at the cost of Purchaser at the rates declared by the bidder in its financial bid for that equipment. If no price is declared for that equipment in the bid, Purchaser will decide the amount payable.
3. In both the cases above, the cost of installation, commissioning etc. shall be borne by the bidder.

4.12 EXIT MANAGEMENT

4.12.1 TRANSFER OF ASSETS

- I. The Selected Bidder will be allowed to continue work on the assets for the duration of the exit management period which may be a three months’ period from the date of expiry or termination of the Agreement, if required by MP Police to do so. During this period, the Selected Bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by Selected Bidder will only be returned after the successful transfer of the entire project including its infrastructure.



- II. The Selected Bidder, if not already done, will transfer all the Software Licenses under the name of MP Police during the Exit Management Period. The Selected Bidder shall also transfer all the relevant Software Passwords, Usernames and Keys.
- III. MP Police during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the Selected Bidder at any time during the exit management period requiring the Selected Bidder to provide with a complete and up-to-date list of the assets within 15 days of such notice.
- IV. Upon service of a notice, as mentioned above, the following provisions shall apply:
 - a) In the event, if the assets which are to be transferred to MP Police mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to MP Police or its nominated agencies.
 - b) All title of the assets to be transferred to MP Police or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the Exit Management Period. All expenses incurred during transfer of assets shall be borne by the Selected Bidder.
 - c) That on the expiry of this clause, the Selected Bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by the Selected Bidder to MP Police.
 - d) That the products and technology delivered to MP Police during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by the Selected Bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of MP Police. Supplied hardware, software & documents etc., used by Selected Bidder for MP Police shall be the legal properties of MP Police.
 - e) Last quarter's payment may be kept on hold during exit management phase.

4.12.2 CONFIDENTIAL INFORMATION, SECURITY AND DATA

The Selected Bidder will promptly on the commencement of the Exit Management Period supply to MP Police or its nominated agencies the following:

- I. Documentation relating to Intellectual Property Rights;
- II. Project related data and confidential information;
- III. All current and updated data as is reasonably required for purposes of MP Police or its nominated agencies transitioning the services to its replacement Selected Bidder in a readily available format nominated by MP Police or its nominated agencies; and
- IV. All other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary to enable MP Police or its nominated agencies, or its Replacement Operator to carry out due diligence in order to



transition the provision of the services to MP Police or its nominated agencies, or its Replacement Operator (as the case may be).

- V. Before the expiry of the Exit Management Period, the Selected Bidder shall deliver to MP Police or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the Selected Bidder shall be permitted to retain one copy of such materials for archival purposes only.

4.12.3 TRANSFER OF CERTAIN AGREEMENTS

- I. On request by MP Police or its nominated agencies, the Selected Bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as MP Police or its nominated agencies may require in favor of MP Police or its nominated agencies, or its Replacement Operator in relation to any equipment lease, maintenance or service provision Agreement between Selected Bidder and the Third Party lessors, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by MP Police or its nominated agencies, or its Replacement Operator.

Selected Bidder shall handover the copy of connectivity and back-to-back SLA arrangements with Network Service providers and OEMs to the Purchaser to enable the latter to work out further arrangement with them post- Exit period.

Right of Access to Premises: At any time during the Exit Management Period and for such period of time following termination or expiry of the SLA, where assets are located at the Selected Bidder's premises, the Selected Bidder will be obliged to give reasonable rights of access to or, in the case of assets located on a Third Party's premises, procure rights of access to MP Police or its nominated agencies, and/ or any Replacement Operator in order to inventory the assets.

4.12.4 GENERAL OBLIGATIONS OF THE SELECTED BIDDER

- I. The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to MP Police or its nominated agencies or its Replacement Operator and which the operator has in its possession or control at any time during the exit management period.
- II. The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

4.12.5 EXIT MANAGEMENT PLAN

- I. The Selected Bidder shall provide MP Police or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs within 15 days in case of Suspension/termination of contract or 4 months prior to end of contract date.
- II. A detailed program of the transfer process that could be used in conjunction with a Replacement Operator including details of the means to be used to ensure continuing



provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

- III. Plans for the communication with such of the Selected Bidder's, staff, suppliers, customers and any related Third Party as are necessary to avoid any material detrimental impact on MP Police operations as a result of undertaking the transfer; and
- IV. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to MP Police or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- V. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- VI. During the Exit Management Period, the Selected Bidder shall use its best efforts to deliver the services.
- VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- VIII. It would be the responsibility of the Selected Bidder to support new operator during the transition period.

4.13 ARBITRATION; COURT OF COMPETENT JURISDICTION-

In all matters and disputes arising there under, the Arbitration process shall be as per the Arbitration & Reconciliation Act 1996. The Director General of M. P. Police & Bidder mutually agreed and appoint the arbitrator and the decision of the arbitrator shall be final and binding on both the parties. No suit or claim in respect of this tender can be filed in any court save at the court of competent jurisdiction at Bhopal

4.14 SOURCE CODES, COPY RIGHTS, INTELLECTUAL PROPERTY RIGHTS AND INDEMNITY LIABILITY

- I. The documents created during the course of this project, source codes of the customized software, and IPR related to this project and its scope of work vests solely with the Purchaser. The software (except third party software), data, hardware, networking equipment, manual, CDs, Drivers, Training material etc. will be the exclusive property of the M. P. Police after it is successfully tested and implemented at all sites of M.P. The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights. IPR of the newly developed software, customized software will be with the Department. The Supplier has to make sure that all the codes, documentation, design; licenses etc. has to be should be given to the Purchaser, the IPR of which would be vested in the Department.
- II. The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license Agreement. The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent. MP Police reserves the right, after the purchase of software, to procure items from any



company, at any time, without restriction and use the software to manage those items including any item procured by any Branch or unit of MP Police.

- III. No goods or work covered by the contract shall be manufactured, sold, disposed or done by Bidder in violation of any right whatsoever of the Third Party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.
- IV. The Bidder shall not provide or use the goods/services for the performance of work which would infringe any Indian or foreign patent, trademark, registered design or other intellectual property rights, whether or not similar to any of the said goods.
- V. Bidder should submit Certificate/Affidavit regarding non-violation / infringement of any Indian or foreign patent, trademark, registered design or other intellectual property rights.
- VI. The Bidder shall indemnify the MP Police for any Third-Party liability arising out of patent or copyright or intellectual property or any other dispute. Bidder shall bear the cost of any dispute arising as of alleged violation of any law and policy applicable in India, with respect to this project.
- VII. That Bidder shall indemnify the Competent Authority from all actions, costs, claims, demands, expenses & liabilities whatsoever resulting from any actual or alleged infringement as aforesaid and at the expenses of Bidder shall be defended in the defense of any proceedings which may be brought in that connection.
- VIII. IPR, Copyrights
 - a. The Purchaser (MPP), will be owner of IPR for Application Developed
 - b. Source Code (if successful Bidder develops some application for this project) will be kept under escrow with Bidder and a banker. Cost of escrow account to be borne by the Bidder.
 - c. Algorithm to be disclosed to the Purchaser (MPP), if used, and should be based on national and international standards current or future.

IX. DATA RIGHTS

The Purchaser shall have complete and total ownership and control over all the data generated, stored and processed during the Project.

The Department reserves the Data Rights in the following areas:

- a. **The Right to Information of Data subject:** MPP, reserves the right of full knowledge of the collected data, its nature and prior authorization by the department to collect, store and process them. Bidder will be held responsible, if any data is published or copied without permission of MPP by the Bidder or its representative.
- b. **The right to prevent processing:** MPP, reserves all the rights to prevent the processing or reprocessing of the data collected, stored and under process.
- c. **The right to prevent collection, storage and processing for direct marketing and/or indirect marketing:** MPP, reserves all the rights to prevent any or all data collected, stored and processed for any sale, lease, rent or any other monetary or non-monetary transfer of data without it's written permission with explanation of grounds for such sale, lease, rent,



transfer for monetary or non-monetary basis for some limited or unlimited period. The Department, however, can sale, lease or rent the data for monetary or nonmonetary gains

- d. **The right to compensation:** MPP, reserves all the rights to extract compensation for loss or damage, whether full or partial, of the data by the service provider or any person authorized on behalf of the service provider.

The right to rectification and other remedies for inaccuracy: MPP, reserves complete authority to ask the service provider to make up for the wrong or tempered or manipulated or distorted or illegitimate data with or without any compensation on finding the data bearing any evidence of deviation at any time, irrespective of the fact that department has accepted the same data at any prior time from the date of issuing letter to service provider to make any change or replacement in the data. The department also reserves rights to take action through a court including criminal action if necessary as per law of land to rectify, block, erase or destroy inaccurate data.

MPP, reserves all the rights to give order pertaining to manner and methodology for data collection, storage and processing to the service provider at any time within the contract period, which may not be a part of the Agreement.

4.15 CONSORTIUM & SUBCONTRACTING

- I. Consortium/ Joint Ventures/ sub-contracting are not allowed as part of this Bid.

4.16 WARRANTY / MAINTENANCE

The Bidder shall install, integrate, commission, implement and provide maintenance support for the equipment / software supplied to M.P. Police. The equipment / software shall be covered under **4 years comprehensive on-site warranty maintenance (inclusive of replacement of spares for 4 years)**. This service shall be provided **24x7 and on all days** to keep the supplied equipment / software in good working condition. The warranty shall commence from the date of system declared 'go live' for that Police outpost.

The specific activities as part of 4 years comprehensive on-site warranty and maintenance includes:

- I. Preventive maintenance of all hardware/software covered as per scope of work once a quarter.
- II. Corrective maintenance within 48 hrs as and when calls are placed by M.P. Police from any site within MP;
- III. Spares required shall be provided by Bidders free of cost. The bidder would provide the cost of important spares which may be used for price comparison purposes after completion of warranty period. Comprehensive Annual Maintenance Contract covers all spares and replacement. If Hardware is not repairable within a specified time period (**5 days**) a standby system shall be provided for the same by the Bidder.
- IV. All such analogous activities which are required to ensure interruption free operation of the system/goods/services provided by the Selected Bidder.



4.17 AGREEMENT

- I. The Successful Bidder will have to enter into an Agreement with the purchaser, for the performance of the contract on Rs 100/- Non-Judicial Stamped Paper, within 10 days of the communication of the final order on Bids, the cost of which has to be borne by the Bidder. The MP Police shall provide Performa for such an Agreement. No variation is permitted in this Agreement.
- II. Till such an Agreement is signed, there is no liability for Police Telecom. HQ, MP Bhopal and the Competent Authority.
- III. D.G.P. may scrap the tender or any of it part without assigning any reason at any time before the signing of the Agreement. In case of scrapping of tender or its part M.P. Police will not be liable for any loss or cost to Bidder.
- IV. Till the signing of Agreement, the Selected Bidder shall bear its own cost for all the activities relating to this tender.
- V. Draft copy of the Agreement will be provided to the Successful Bidder.
- VI. Security deposit will have to be submitted along with the agreement signing.
- VII. On submission of security deposit and signing of the agreement, the timeline for completion of tasks under the RFP shall commence forthwith.

4.18 LIMITATION OF LIABILITIES

In any case, the aggregate liability of the Bidder, what so ever and how so ever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received/paid as per the contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability. It excludes all third-party liabilities under the law.

4.19 LAW AND JURISDICTION

The Contract and the transactions contemplated therein shall be governed by and construed in accordance with the laws of India. All the parties and their personnel deciding to participate in this process shall be deemed to be submitting themselves to the laws of India.

The Contract and the transactions contemplated therein shall be subject to the exclusive jurisdiction of the competent Courts in Bhopal, Madhya Pradesh, India.

4.20 LIQUIDATED DAMAGES

- a. Liquidated damages (LD) may be invoked in any of the following cases:
 - I. Failure to comply with project time lines;
 - II. Damage to any equipment during projectPeriod;
 - III. Failure to comply with performance standards/ SLAs;
 - IV. Non-compliance with any terms of this RFP/ Contract;
 - V. Non-compliance with legal and regulatory requirements;
 - VI. Failure to comply with instructions of Competent Authority on any issue relating to project implementation and performance etc.
- b. LD will be levied as per GOP Terms and Condition.
- c. The final decision on levy and/or relaxation of penalties and LDs lies with competent authority of MP Police, including the quantum of penalty/ LD to be levied.
- d. In exceptional circumstances which are beyond control of successful bidder, competent authority may take decision on LD exemption.



5. SERVICE LEVEL AGREEMENT

5.1 PURPOSE OF THIS AGREEMENT

The purpose of this SLA is to clearly define the levels of service to be provided by Successful Bidder to the Purchaser (MPP) for the duration of this contract or until this SLA has been amended. The benefits of this SLA are to:

- I. Trigger a process that attracts MPP and Successful Bidder Management's attention to some aspect of performance only when that aspect drops below an agreed upon threshold, or target.
- II. Makes explicit and quantifies the performance related expectations on performance required by the MPP.
- III. Assist the MPP to control levels and performance of services provided by Successful Bidder.
- IV. This SLA is between Successful Bidder and the Purchaser (MPP).

5.2 DURATION OF SLA

This Service Level Agreement would be valid for the entire period of contract. This SLA may be reviewed and revised according to the procedures detailed in the Section SLA Change Control.

5.3 SERVICE LEVEL AGREEMENTS AND TARGETS

This section is agreed to by MPP and Successful Bidder as the key Successful Bidder's performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contract or its revision whichever is later.

5.4 SLA MORATORIUM AND COMMENCEMENT

The SI will be given an SLA moratorium period of 3months from the go-live of the concerned city cluster site during which SLAs defined will continue to be measured and reported. However, there shall be no penalty associated with SLA defaults during this time.

Note:-The software to measure the service level agreement will be provided by the successful. Bidder.(Software must fulfill all functional requirement and should be acceptable to the department.)



Sr. No.	Service Category	Parameter	Service Level (See Note I below)	Validation	Penalty
1.	Individual camera availability (see Note II below)	100% of the cameras should be available as per specification	> = 98.5%	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
2.	CCTV video feed recording	90 Days from the time of recording, at all the recording and storage devices	> = 98.5 %	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
3.	LAN	LAN availability wherever deployed	> = 99 %	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
4.	Internet	Internetavailability wherever deployed	> = 99 %	Reports generated from the system	Rs.100 /per Day or its part for below SLA uptime.
5.	CCTV video feed retention for 18 months	100% of the video storage retention as per specification	> = 99 %	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
6.	Storage system	All individual network attached storage, directly attached storage, the local storage deployed and any other media where the feeds are being stored	> =99%	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
7.	System Software Update	Within 24 hours of patch release.	Up to 3 violations	Reports generated from the system	Rs.1000 /per Day or its part for below SLA uptime.
8.	Help desk resolution time	Security level	Up to 5 violations	Reports generated from the system	Up to 10 volitation= 500 Rs/ violation, Above 10 violation= 1000 Rs/ violation
9.	Availability of required manpower (see Note III below)	Required and designated manpower should be available for various defined tasks	100%	Reports from system or report by nodal officers	Rs. 500 per days per person in addition to and over & above the pro rata deduction for such non availability.
10	Training and capacity building quality (see Note IV below)	Trainee getting skilled enough to perform the tasks trained for independent of external supervision		Reports from nodal officers, person or agency nominated by Competent authority, score of the tests to be given to trainees; self certificate by the trainee.	Repeat / retraining at no extra cost to Purchaser.



- I. The Penalty shall be calculated district wise on quarterly basis. The overall total penalty is capped at 3% of the project value under normal circumstances. Exceptional situations include the situation where any system or service becomes unavailable and continues so for more than 7 days and in the opinion of competent authority the successful bidder does not take satisfactory steps to rectify the situation.
- II. Availability of individual camera means availability of video feed at viewing station/display; thus it would include defect at camera end, connectivity, UPS& switch at camera end, damage to pole/ tower etc.
- III. The required and designated manpower must be available as per scope of work defined above. For non-availability pro rata deduction will be made in addition to penalties.
- IV. Selection of trainees would be done in consultation with Vendor's resource out of staff available with purchaser. The ultimate objective of the 'scope of work' is to prepare MP Police to handle the system independently after on-site warranty period. Vendor is to impart necessary skill and confidence into the trainees for seamless takeover at the time of exit.
- V. If the SLAs drop below the lower limit which is 90% for each component in the table above, it will be governed by the event of default clause as specified under the General Conditions of the RFP
- VI. Events like Lightning Strike, Riots, Floods, Damage due to Accident, Damage due to fire, digging by municipal authorities/any other agency without notice, power disconnection due to non-payment of electricity bill by the Department, damage caused by known / unknown miscreants, load shedding beyond field UPS power backup time, power disconnection due to environmental factors or any other eventuality where it is Prima Facie clear to the competent authority that the vendor has acted in good faith and taken abundant precautions and the defect has not been caused by the vendor, will not attract penalty and the payment due to him will be made on provisional basis and if facts are to the contrary then the future payments shall be adjusted accordingly.
- VII. Replacement of damaged equipment due to events listed in point VI above would be reimbursed to the successful bidder as per the rate quoted in the bid.
- VIII. In exceptional cases, after taking approval from competent authority, SLA validation can be considered by alternate medium/tool also.

Note: For SLA calculation example, please refer Annexure - 3



5.5 UPTIME CALCULATION

System Service uptime: $\{[(\text{Actual Uptime in Hours} + \text{Scheduled Down time in Hours}) / \text{Total No. of Hours in a Quarter}] \times 100\}$

"Actual Uptime" means, of the Total Hours, the aggregate number of hours in any Quarter during which each equipment is actually available for use.

"Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Successful Vendor's (or Service provider's) failure to exercise due care in performing Successful Bidder's responsibilities.

The MPP would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per equipment/service.

"Total Hours" means the total hours over the measurement period i.e. one quarter of the year (all number of days in that quarter of the year).

5.6 DOWNTIME CALCULATION

The recording of downtime shall commence at the time of any service that affects SLA of the project or Service Provider for any downtime situation for the equipment Downtime shall end when the problem is rectified, and the application/ service is available to the user.

Down time will not be considered for following:

- I. Pre-scheduled preventive maintenance and health checks (Scheduled Downtime) with maximum time as defined mutually by MPP and successful bidder.
- II. Failover time (30 minutes) in case of cluster environment. Beyond which the service would be considered to be not available and appropriate penalty shall be imposed on the Successful Bidder. If the utility elects to continue the operation of the machine / equipment, when a part of the machine is giving problem and leading to downtime, the commencement of downtime shall be deferred until the utility releases the machine / equipment to the Bidder for remedial action.

5.7 BREACH OF SLA

In case the Successful Vendor does not meet the service levels mentioned in this RFP, time-periods as specified in the relevant clause, the MPP will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:

- I. MPP issues a show cause notice to the Successful Vendor.
- II. Successful Vendor should reply to the notice within three working days from the date of receipt of the notice.
- III. If the MPP authorities are not satisfied with the reply, the MPP will issue direction to rectify the service level and may also initiate stricter penalty for the remaining period of the



contract. Such directions shall be complied with by the vendor. Failure may lead to the drawing of conclusion of willful breach of contract.

- IV. If Bidder fails to meet the SLA requirement and MPP terminates the Bidder for any reason, all the equipment and materials will become the property of MP Police.

5.8 MONITORING AND AUDITING

Team nominated by MPP will review the performance of Successful Vendor against the SLA parameters each quarter, or at any periodicity defined in the contract document. The review / audit report will form basis of any action relating to imposing penalty or breach of contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the Successful Vendor as soon as possible. MPP reserves the right to appoint a third-party auditor to validate the SLA.

Note:- The software to measure the service level agreement will be provided by the successful. Bidder.

5.9 REPORTING PROCEDURES

- The Successful Vendor's representative will prepare and distribute Daily status report (DSR) for all equipments at each police outpost and District HQ covered in this RFP and issues related to this project to MPP or department's nominated agency in agreed format every day.
- The Successful Vendor's representative will prepare and distribute Monthly status report (MSR) for all equipments at each police outpost and District HQ covered in this RFP and issues related to this project to MPP or department's nominated agency in agreed format every month.
- The Successful Vendor's representative will prepare and distribute SLA performance reports in an agreed format by the 10th working day of subsequent quarter of the reporting period approved by MPP.

The reports will include "actual versus target" SLA performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to the MPP and consultant team.

5.10 ISSUE MANAGEMENT PROCEDURES

5.10.1 GENERAL

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between MPP and Successful Vendor. It is expected that this predefined process will only be used on an exception basis if issues are not resolved at lower management levels.



5.10.2 ISSUE MANAGEMENT PROCESS

- I. Either MPP or the Successful Vendor may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- II. MPP's representative (i.e. SSP radio or any other officer nominated as "nodal officer") and the Successful Vendor's representative (Onsite Project Manager) will determine which Committee or executive level should logically be involved in resolution.
- III. A meeting will be conducted to resolve the issue in a timely manner.
- IV. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- V. Management of MPP and Successful Vendor will develop a temporary, if needed, and the permanent solution for the problem at hand. The Successful Vendor will then communicate the resolution to all interested parties or persons who are to act upon such solution.
- VI. In the event a significant business issue is still unresolved, the arbitration procedures described in the Contract will be used to find a solution expeditiously.

5.11 SLA CHANGE CONTROL

5.11.1 GENERAL

It is acknowledged that this SLA may change as MPP needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- I. A process for negotiating changes to the SLA. "Change" includes addition of new "Service Level".
- II. An issue management process for documenting and resolving particularly difficult issues.
- III. MPP and the Successful Vendor management escalation process to be used in the event that an issue is not being resolved in a timely manner. Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both the parties. Either party can request a change. Changes will be documented as an addendum to this document and consequently the contract.

5.11.2 SLA CHANGE PROCESS

Both the parties may amend this SLA by mutual Agreement in accordance. Changes can be proposed by either party. Normally the forum for negotiating SLA changes will be MPP monthly review meetings.

5.11.3 VERSION CONTROL

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

5.12 MANAGEMENT OF ESCALATION PROCEDURES

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible



management level. Implementing this procedure ensures that MPP and Successful Vendor management are communicating at the appropriate levels. Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- I. All issues would be raised to the project management team, which is completely responsible for the day-to-day aspects of the implementation. The project management team shall classify the issues based on their severity level and resolve them within appropriate timelines.
- II. If project management team is unable to resolve an issue, the issue would be escalated to the top management with options/ risks detailed for decision. Top management will make decisions based on the options/ risks presented by the IT team.
- III. Management escalation ranks in MPP for the purpose of this Bid and its scope of work are:
 - a. Nodal Officer – SP (R) in – charge of CCTV Project
 - b. SSP (R)
 - c. Addl. DG (Telecom)

Similarly, successful vendor shall also notify its 3 levels starting from Project Manager. The third level must be the person who can take decisions having HR and financial authority in its Bidder organization's management / governance structure.

- a.
- b.
- c.



6. BID PROPOSAL FORMS

6.1 FORMAT 01: ELIGIBILITY CONDITIONS (CLAUSE 3.7.1)

ELIGIBILITY COMPLIANCE SHEET

(To be enclosed with the “Pre-qualification Bid” on the letterhead of the bidder as given below)

(Tick where applicable)

S. No.	Basic Requirement	Type of the documents	Yes	No	Remarks (Description)	Page No. / Flag No.
1.	Bid Participation Undertaking	Bid proposal sheet duly filled in, signed and complete in all respects.			Format 2 Format 3	
2.	Legal Entity	The Bidder must be a company registered under Companies Act, 1956 or 2013 or the partnership firm registered under the Partnership Act-1932, or Society registered under relevant Society Act or a Trust registered under the relevant Trust Act or any appropriate entity under Indian law with existence in business from last 4 years as on March 31 st 2023.			Format 2 Format 3 Attach: Copy of Registration Certificate of LMOC	
3.	Turnover	For turnover evaluation, bidder's turnover shall be considered. Bidder should have average annual turnover of not less than Rs. 01 Crores in last 3 years, (2019-2020,2020-2021,2021-2022,2022-2023 (Provisional) or latest. The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Chartered Accountant, and submit information in the enclosed prescribed format. The form must also be signed by bidder's regular chartered accountant.			Format 4 Format 5 Attach: Balance Sheet & Chartered Accountant Certificate for Net worth and Exposure of Net worth. CA certificate must be on letter head mentioning UDIN no.	
4.	Net worth	For Network evaluation, bidder's network shall be considered Network of the bidder should be positive as on 31 st Mar. 2022 or latest.				
5	Manpower	The Bidder must have on its roll continuously since last two years at least 10 technically qualified professionals in the area of Project Management or System Integration/ networking/ sales/ service / surveillance system etc. in providing the services as on 31/03/2023. (Exclusive of outsourced or contractual persons/workers).			Self Certificate from As per the standard format supported with Provident Fund deposit receipts with latest return	
6	OEM	The Bidder must be authorized by the OEMs of important items (like for CCTV cameras, NVR, network devices, UPS/AVR/CVT) to quote in the bid.			The authorization certificate of OEMs, as per List of IT and non-IT components with make and model number (as proposed by bidder in technical bid)	
7	Experience in System Integration	The bidder should be an established IT System Integrator being in the business of system integration of IT / ITes / Telecom / CCTV based			Attach: Copy of Articles of association along with certificate from	



		projects / electronic security system projects for a minimum period of Two years as on 31/03/2023.			Chartered Accountant/ Company Secretary	
8	Experience in CCTV Surveillance	<p>The bidder should have completed/ongoing one project of 'similar nature' and project value more than Rs. 50 Lakh in India with minimum 100 IP based CCTV cameras in multi-site environment</p> <p>Here 'Similar nature' means:</p> <p>The "Similar Nature" of the work shall mean, project including supply, installation, implementation and maintenance of CCTV surveillance system to any Government/Public Sector Enterprises/ units in India in last Four years as on bid submission date.</p> <p>Here Ongoing projects means, Go live / acceptance of project by the client.</p>			<p>Format 4 Attach: Client Satisfaction Certificates.</p> <p>And</p> <p>1. Work Orders / supply orders / work completion certificates that includes / highlights Scope of work, dates and current status of Project. Work order / supply order;</p> <p>and</p> <p>2. Completion certificate /satisfactory certificate/Go live / acceptance of project by the client</p> <p>In the standard format having clear mention of details of the project, order value, items supplied, work done etc. The signatory must be willing to be verified for its certificate.</p> <p>Any submission on the ground of confidentiality shall not be considered.</p>	
9	Blacklisting	The Bidder should not be blacklisted by any Central or State government for corrupt or fraudulent practices by any Central or State government in India at the time of bid submission.			Format 2	
10	Statutory Tax Compliance	<p>The bidder has to furnish the following:</p> <p>(i) Valid GST Registration/ Certificate</p> <p>(ii) Permanent Account Number (PAN) issued by Income Tax Department.</p> <p>(iii) ESI & PF certificate with Latest filed return</p>			<p>Format 3 Format 4 Attach certificates: GST certificate, TIN No., PAN Card,</p>	

Date: _____
Place: _____
Signed: _____
Name: _____
In the capacity of: _____
For and on behalf of: _____

Note: All the documents submitted by the bidder should be clearly numbered, corresponding index should contain the page number of relevant documents attached.



6.2 FORMAT 02: LETTER OF PROPOSAL SUBMISSION (TO BE SUBMITTED BY Bidder)

(To be enclosed with Pre-Qualification Bid)

To,

**Senior Superintendent of Police (Radio)
Police Telecom Head Quarters
Bhadbhada Road, Bhopal – 462003
Madhya Pradesh
Fax No. 0755- 2443674**

Subject: Proposal for execution of RFP for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis

Dear Sir,

We, the undersigned, offer to provide the Turnkey Solution for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Police outposts of Madhya Pradesh On Turn-key Basis in accordance with your Request for Proposal Number [xxx], dated [xx/xx/xxxx].

We have uploaded our proposal online as per schedule and We are hereby submitting our Proposal, which includes the following:

1. Part 1: Earnest Money Deposit
2. Part 2: Pre-Qualification checklist
3. Part 3: Technical Proposal
4. Part 4: Financial Proposal as a separate Part

We hereby declare our consent to following conditions:

1. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
2. Our Proposal is binding upon us and subject to the modifications resulting from our discussions with the competent authority at Madhya Pradesh Police and subject to their approval.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
4. I/ We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.



5. I/ We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/ We declare that:
 - a) I/ We have examined and have no reservations to the Bidding Documents, issued by the Authority; and
 - b) I/ We do not have any conflict of interest in accordance with Clauses mentioned in RFP document; and
 - c) I/ We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any government of Central or State; and
 - d) the undertakings given by us along with the Application in response to the RFP for the Project were true and correct as on the date of making the Application and are also true and correct as on the Bid Due Date and I/we shall continue to abide by them.
7. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the RFP document.
8. I/We certify that the proposal submitted by us and in case of award of contract, we have/will comply with all the norms/policies/rules/ regulations of Government of India applicable with respect to equipment/ software / network/ connectivity/ project execution.
9. I/ We certify that we satisfy(s) the Turn Over, Net Worth and experience criteria and meet(s) the requirements as specified in the RFP document.
10. I/we certify that << COMPANY NAME>> is not blacklisted by Government of Madhya Pradesh and any other state government for corrupt and fraudulent practices and not blacklisted by Central / any other State Government for corrupt and fraudulent practices as on the date of submission defined by Madhya Pradesh Police of this RFP.
11. I/ We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
12. I/ We further certify that in regard to matters relating to security and integrity of the country, we or any of our Associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.



13. I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our directors/ managers/ employees.
14. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
15. I/ We understand that the Bidders shall be an existing Company incorporated under the Indian Companies Act, 1956. Our details in this respect are as under-**(Registration certificate attached)**

Details of Bidder

- a. Registered/Incorporation date:
.....
- b. Registration/Incorporation Number:
.....
- c. Registered/Incorporation Address:
.....
16. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
17. I/ We are willing to offer a Bid Security/Bank Guarantee of equivalent to 10% of project value as quoted in Commercial proposal in case the authority awards us project.
18. The EMD in the form of a Demand Draft / Bank Draft / BG is attached with following details:
 - a. Name of the issuing Bank :
 - b. Address of Issuing Branch :
 - c. Amount: XXX lakh Rupees. (INR XXXXX)
 - d. Date:
19. I/ We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/we shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Bid is not opened or rejected.
20. I/ We agree and undertake to abide by all the terms and conditions of the RFP document.
21. I/We agree and undertake to be severally liable for all the obligations of the bidder/LMOC under the terms & Conditions of this RFP/Concession Agreement till\ occurrence of Financial Close in accordance with the Agreement.
22. We understand you are not bound to accept any Proposal you receive.



23. **Price and Validity:** All the prices including the commercial offer mentioned in our proposal are in accordance with the terms as specified in the proposal documents. We do hereby confirm that our proposal includes all taxes, duties, charges FOR destination etc. We agree to abide by this Bid for a period of 180 days from the date fixed for Bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period. This Bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. The price offer is open for a period of further six months from the date of execution of Agreement. During the period the M. P. Police will have right to demand additional quantity.
24. **Deviations:** We declare that all the services shall be performed strictly in accordance with technical specifications and other conditions of the Tender documents as mentioned in the Technical Compliance Statement (FORMAT-6) and No Deviations from Tender Document Conditions (FORMAT-07). Further we agree that additional conditions, if any, found in the proposal documents, shall not be given effect to. We also agree that while during proposal evaluation on deviations etc., the representatives of the bidder offer any better or higher or latest make model of the equipment or software or services and if the same is agrees to by the technical committee, the bidder shall abide by that and provide the same at no extra cost to the Purchaser.
25. **Time Schedule:** We further declare that we have the capacity and will start and complete various tasks as per time schedule given in Tender document (Section- IV, clause- 4.2).
26. **Qualifying Data:** We confirm having submitted qualifying data as required by you in your Tender document. In case you require any further information/documentary proof in this regard before evaluation of our proposal, we agree to furnish the same.
27. We assure the purchaser that we have sufficient funds of our own and financial arrangements to execute the project smoothly and are not dependent on any post award arrangement with any bank or financial institution. I / We further declare our intent to seek finance for this project from the bank (name of the bank or financial institution). The consent letter of bank / financial institution is attached with this bid.
(Name of the bank / financial institution, branch, contact details for verification)
28. The proposal submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
29. We have entered into arrangement/Agreement with the OEM's (As per Format 08) for this project and will ensure that highest standards are maintained with respect to equipment installed.

OEM	Product /equipment /services
a)
b)
c)