



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए रुचि की अभिव्यक्ति

“पुलिस रेडियो मुख्यालय भोपाल में टर्नकी आधार पर प्रबंधित परिसर वाईफाई सुविधा सेवाओं की आपूर्ति, स्थापना, एकीकरण, कमीशनिंग और रखरखाव व्यावसायिक सहयोगी का चयन।”

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/एमपी-पुलिस/2025-26/24 दिनांक: 05 दिसंबर 2025

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,
भोपाल एमपी-462039

“रुचि की अभिव्यक्ति (ईओआई) सूचना”
रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
प्लॉट नंबर 17, प्रथम तल,
रघुनाथ नगर, (शाहपुरा पुलिस स्टेशन के पास)
भोपाल एमपी - 462039

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/एमपी-पुलिस/2025-26/24 दिनांक: 05 दिसंबर 2025

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे "रेलटेल" कहा जाएगा) “पुलिस रेडियो मुख्यालय भोपाल में टर्नकी आधार पर प्रबंधित परिसर वाईफाई सुविधा सेवाओं की आपूर्ति, स्थापना, एकीकरण, कमीशनिंग और रखरखाव व्यावसायिक सहयोगी का चयन” के लिए रुचि की अभिव्यक्ति में भागीदारी हेतु दस्तावेज जारी कर रहा है। जो की रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक के लिए वैध है।

विवरण निम्नानुसार है:

1	बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट जमा करने की अंतिम तिथि	09 दिसंबर 2025 को 16:00 बजे
2	ईओआई के बोली प्रतिक्रिया पैकेट की ओपनिंग तिथि	09 दिसंबर 2025 को 16:30 बजे
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	एक (one)
4	ईएमडी राशि	Rs. 6,00,000/- (छह लाख)
5	टेन्डर फीस	Rs.10,000/- (दस हजार)
6	प्रोसेसिंग फीस	Rs. 295/- (दो सौ पंचानबे)

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:

यूनियन बैंक ऑफ इंडिया,

खाता संख्या - 317801010036605,

IFSC कोड - UBIN0531782,

शाखा का नाम – महालक्ष्मी मुंबई शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से निर्देशित करना आवश्यक है:

स्तर :1 संपर्क: श्री आनन्द कुमार

पद : संयुक्त महाप्रबंधक/विपणन

ईमेल : anandnkn@railtelindia.com,

संपर्क: [+91-9004444107](tel:+91-9004444107)

स्तर :2 संपर्क: श्री पवन कुमार भार्गव

पद : ईडी/टीएम/भोपाल

ईमेल : pavan@railtelindia.com

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at bpltooffice@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp. The size of both the files should not exceed 20 Mb.
2. The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.
6. **This EoI has been floated for all work accept commissioning of Internet Lease Line.**

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a “Navratna” company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel’s business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

d) High-Definition Video Conference: RailTel has unique service model of providing high - definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) Retail Services – Rail-Wire

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across— Government PSU or any organization's officers colonies and residences.

2. Project Background and Scope of Work

RailTel is floating EOI for "Selection of business partner for Appointment of System Integrator for Design, Supply, Installation and Maintenance of CCTV based e-surveillance System" RailTel invites EOIs from RailTel's Empaneled Partners/OEMs/authorized partner or distributor of OEMs for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empaneled partner/OEMs/authorized partner or distributor of OEMs is expected to have excellent execution capability and good understanding customer local environment.

The scope of work is to "Selection of business partner for Appointment of System Integrator for Design, Supply, Installation and Maintenance of CCTV based e-surveillance System On CAPEX and OPEX Model on Rate Contract Basis."as per there requirement. The above scope of work is indicative, and the detailed scope of work will be shared after the completion of the EOI process. (Refer Annexure-6)

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.

3. Response to EOI guidelines

3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to bpltooffice@railtelindia.com.

3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

3.5 Bidding Process

The bidding process as defined in para 9.

3.6 Bid Earnest Money (EMD)

- 3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.
- 3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit and Tender Fee shall be summarily rejected.

- 3.6.3 EMD and Tender Fees will be deposited in the form of Online Bank Transfer.
- 3.6.4 The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.
- 3.6.5 Return of EMD for unsuccessful Business Associates: Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)
- 3.6.6 Return of EMD for successful Business Associate: Final Earnest Money Deposit if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.
- 3.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.7 Security Deposit / Performance Bank Guarantee (PBG)

- 3.7.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel. (5% of the PO Value)
- 3.7.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

3.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

3.10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

3.11 Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S. No.	Particulars	Criteria for Tender Package
A)	Financial Conditions	
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 31st 2025.	Valid Copy of Registration Certificates.
2	Turnover: Bidder should have average annual Turnover Rs. 5 Crores in last 3 financial years.	1- The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Indian Chartered Accountant. 2- Submit information in the prescribed format. The form must also be signed by bidder's regular chartered accountant. 3- CA certificate must be on letter head mentioning UDIN No. of bidder.
3	OEM (Original Equipment Manufacture Certification: The Bidder must be authorized by the OEMs of important items	The authorization certificate of OEMs, as per List of components with make and model number (as proposed by bidder in technical bid)
4	Experience: The bidder should have completed one or more 'similar nature' project in India. With total project value not less than Rs. 5 Crores within last three years.	Similar nature of project means- LAN/WAN/SDWAN/DC Work. 1. Copy of Work order/ supply order with work Completion Certificate issued by purchaser.
5	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.	Self-Declaration.
6	Statutory Tax Compliance: The bidder has to furnish the following: (i) Valid GST Registration/ Certificate (ii) Permanent Account Number (PAN) of Firm issued b Income Tax Department.	1-As per the standard format 2- certified copies of Registration Certificate

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
B)	Annexures	
1	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
2	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	Annexure-4	Format for Affidavit to be uploaded by BA along with the tender documents.
5	Annexure-5	Non-disclosure agreement with RailTel.
6	Annexure-6	Tender Document
7	Annexure-7	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
8	Annexure-8	Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.
9	Additional Documents to be Submitted	Refer Annexure -6 (Tender/RFP document) Technical & Commercial Proposal with overview of the project with strength of the Partner.

5. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

6. Evaluation Criteria

- 6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.
- 6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.
- 6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

- 6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

7. Payment terms

- 7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER
COVERING LETTER (To be on company letter head)

EoI Reference No:

Date:

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. _____ 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 EoI document.

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

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI 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 EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking
Self-Certificate (To be on company letter head)

EoI Reference No:

Date:

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

- 6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- 8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name, having its registered office at address
hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-.
The paper has to be in the name of the BA) **

I..... (Name and designation) ** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) ** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE
OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE
OF THE BA

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.**

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this “Agreement”) is made and entered into on this ____ day of ____, 2024 (the “Effective Date”) at _____. By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_____) (CIN: _____), a company duly incorporated under the provisions of Companies Act, _____ having its registered office at _____, (hereinafter referred to as '____'),

which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____ shall be individually referred to as “Party” and jointly as “Parties”

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the “Information”);

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for _____.

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the “Disclosing Party”) to the other Party (each Party, in such receiving capacity, the “Receiving Party”) subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party’s officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the “Representatives”) who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.

Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

Return or Destruction of Information.

All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

termination of this Agreement; expiration of this Agreement; or
Receiving Party's determination that it no longer has a need for such Information.

Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: _____

Address: _____

Phone:

Email.:

Attn: _____

Address: _____

Phone:

Email:

Term, Termination and Survivability.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of ____years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:

In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and not apply to any materials or information disclosed to it thereafter.

Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "*Final Agreement*"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

Settlement of Disputes:

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

_____ agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, _____ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity. IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_____:

RailTel Corporation of India Limited:

By_____

By_____

Name:

Name:

Title:

Title:

Witnesses

Annexure-6

**Tender – “Supply Installation Integration Commissioning and Maintenance of Managed Campus WiFi Facility
Services on TurnKey basis at Police Radio Headquarter Bhopal”**

यह, रुचि की अभिव्यक्ति ” दस्तावेज़ सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए “ पुलिस रेडियो मुख्यालय भोपाल में टर्नकी आधार पर प्रबंधित परिसर वाईफाई सुविधा सेवाओं की आपूर्ति, स्थापना, एकीकरण, कमीशनिंग और रखरखाव व्यावसायिक सहयोगी का चयन”।

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।
कृपया सम्पूर्ण दस्तावेज़ पढ़ें एवं ज़िम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

(आनंद कुमार)

संयुक्त महाप्रबंधक/विपणन/आरसीआईएल

POLICE TELECOM HEADQUARTERS, MADHYA PRADESH
Bhadbhada Road, Bhopal- 462003

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

NIT No.: PTHQ/Sanchar/F-230/Wi-Fi/D-18897/2025,

Date: 12/11/2025

-: Notice Inviting e-Tender:-

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

Sr. No	Name of item	Required EMD Rs.	Tender Fee Rs.
1	Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services “ On Turn-Key basis” at Police Radio Headquarter Bhopal	Rs. 6 Lakhs	10,000/-

1. Cost of tender documents is Rs. **10,000** /- (**Tender fee**) (**Rupees Ten Thousand only**) which is non-refundable 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 Should be submitted online on website <https://www.mptenders.gov.in> and within scheduled date and time.
4. This is a turn-key Project.
5. **Schedule Date & Time:**

S.No.	Activity of tender	Date	Day	Time
1.	Documents Publish/download/Sale Start Date	12/11/2025	Wednesday	1900 Hrs
2.	Pre-bid Queries Submission Start Date	13/11/2025	Thursday	1200 Hrs
3.	Pre-bid Queries Submission End Date	15/11/2025	Saturday	1800 Hrs
4.	Pre-bid Meeting Date	17/11/2025	Monday	1200 Hrs
5.	Pre-bid Queries Response Submission Date	18/11/2025	Tuesday	1800 Hrs
6.	Bid Submission Start Date	18/11/2025	Tuesday	1830 Hrs
7.	Bid Submission End Date	25/11/2025	Tuesday	1700 Hrs
8.	Opening of PQ Bid	26/11/2025	Wednesday	1710 Hrs

SD/-
Senior Superintendent of Police (Radio)
Madhya Pradesh, Bhopal



मध्य प्रदेश पुलिस
Madhya Pradesh Police

Police Telecom Headquarters, M.P.
Bhadbhada Road, Bhopal- 462003

Fax No. 0755-2443674,

E-mail: ssp_radio@mppolice.gov.in

e-Tender

**Supply, Installation, Integration, Commissioning and
Maintenance of Managed Campus Wi-Fi Facility/ Services
“ On Turn-Key basis” at Radio Headquarter Bhopal**

No. PTHQ/Sanchar/F-230/Wi-Fi /D- 18897/2025, Bhopal, Date: 12/11/2025

S.No.	Activity of tender	Date	Day	Time
1.	Documents Publish/download/Sale Start Date	12/11/2025	Wednesday	1900 Hrs
2.	Pre-bid Queries Submission Start Date	13/11/2025	Thursday	1200 Hrs
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7.	Bid Submission End Date	25/11/2025	Tuesday	1700 Hrs
8.	Opening of PQ Bid	26/11/2025	Wednesday	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
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
PoC	Proof of Concept
POD	Proof of Design
QA	Quality Assurance
RFP	Request For Proposal
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

1. INVITATION FOR PROPOSAL

The Madhya Pradesh Police is seeking proposals (RFP) for the establishment of Managed Campus Wi-Fi Facility / Services “On Turn-Key basis” at Radio H.Q. Bhopal.

1.1. 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.

1.2. 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 propositions 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 behaviour.
- 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 favor 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.

1.2.1. 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.
- e) 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 bidder 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.

1.3. DEFINITIONS

In this document, unless otherwise mentioned or expressed clearly, the terms Bidder would have meant 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 this Tender .
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 date means”** The date shown in final acceptance certificate issued by purchaser.
10. **“Penalty”** means the financial deduction imposed for breaking the law, rule, SLA or contract, timelines.
11. **“Purchaser”:** 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/other Public sector bank valid till end of warranty duration. plus three months .
13. **“Resources” means** the Bidder’s Personnel deputed to this project.
14. **“Tender Fee”** is the cost of a complete rfp/ tender 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.
15. **“Onsite Comprehensive Warranty” means** the comprehensive warranty by the Bidder on the complete assets / software of the system. The warranty shall be taken to start from the date of ‘go live’ of system.
16. **“Lead bidder”:** means the Bidder who has been declared the Successful 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.
17. **“Period of Contract”:** means time duration From Contract award date to end of warranty date.

1.4. GENERAL CONDITIONS

- I. This is an invitation to Bidders for “Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services at Radio H.Q. Bhopal for MP Police On turn-key basis as per the Scope of Work and Technical Specifications mentioned in this RFP. The tasks for this process include the items mentioned in this RFP.
- II. It will be imperative on each Bidder to fully acquaint itself with 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 this RFP. Bidders must quote for complete quantities of items/services mentioned in the schedule of requirement. Bidders should quote for all the items/software/services mentioned to satisfy functional and technical requirement of this project as mentioned in this RFP. Bids with partial response are liable to be rejected.
- IV. Although all care has been taken to provide detail BOQ of the goods, software 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, 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. 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/software/services etc.
- VII. Bidders are also advised to understand the e-tendering process of Government which they have to follow for submitting bids for this RFP.
- VIII. The OEMs of bidder should have option of supporting customers directly if needed & the support information including delivery against defectives A certificate from OEM to provide support for the products with technical-qualification bid
- IX. The quoted products/software Service for the project should not be End of Life (EOL) for 2 years after the end of warranty.
- X. Product should have minimum **three years warranty** from the date of go live.
- XI. If the material offered and demonstrated by the tenderer is of equivalent or better capabilities and meets the desired functionalities, the materials may be considered for evaluation after assessing the claim of the tenderer without going into the specific terminology and wording of the prescribed parameters of the material.

1.5. TENTATIVE BID SCHEDULE

Bid schedule will be as per NIT published.

1.6.Arbitration:-

In the event of any dispute, the Director General of Police, Madhya Pradesh, or any officer designated by him, shall have the authority to arbitrate. The decision of the Director General of Police shall be binding on the tenderer.

1.7.Forfeiture of EMD/PBG

MP Police will be entitled to forfeit and appropriate the EMD and/or PBG for damages payable to MP Police in regard to the tender without prejudice to any other right or remedy that may be available to MP Police under the bidding documents and/ or under the agreement, or otherwise under the following conditions: -

- (i) If a bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this tender (including the standard form of Work Order).
- (ii) If any bidder withdraws its proposal during the period of its validity as specified in this tender and as extended by the bidder from time to time.
- (iii) If the selected bidder fails to accept the Work Order or execute the contract within the specified time limit or fails to furnish the Performance Bank Guarantee within the specified time limit.
- (iv) If the bidder commits any breach of terms of this tender or is found to have made a false representation to MP Police.
- (v) If any kind of damage occurs to the department.
- (vi) If a bidder submits false or incorrect information in the bid.

1.8. Right to reject any or all proposals

MP Police reserves the right to reject any or all proposals under following conditions: -

- (i) Not with standing anything contained in this tender, MP Police reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof.
- (ii) Without prejudice to the generality of above, MP Police reserves the right to reject any proposal if:
 - (A) At any time, a material misrepresentation is made or discovered, or
 - (B) The bidder does not provide, within the time specified by MP Police, the supplemental information sought by the MP Police for evaluation of the proposal.
- (iii) Any misrepresentation/ improper response by the bidder may lead to the disqualification /debarment /blacklisting of the bidder. If the bidder is a consortium, then the entire consortium may be disqualified/ rejected followed by debarment / blacklisting of the consortium partners.
- (iv) That the Proposal by the bidder suffers from a material misrepresentation/improper response including but not limited to the non-fulfillment of any of the conditions or requirements of the selection process.
- (v) If such disqualification/ rejection occurs after the proposals have been opened and the L-1 Bidder gets disqualified/ rejected, then the MP Police reserves the right to:
 - (A) Invite the remaining bidders to match the price of L-1 bidder / submit their proposals in accordance with the tender.
 - (B) Take any other measure as may be deemed fit in the sole discretion of the MP Police, including annulment of the selection process.

- (vi) MP Police reserves the right to debar or blacklist the L-1 bidder or any bidder/consortium partner whosoever is disqualified at any stage for reasons inclusive of but not limited to reasons mentioned above as well as failure to comply with instructions enumerated in the Tender/ Annexure/ Corrigendum/ LOI/ Work Order/ Contract etc. after giving show cause notice and reasonable opportunity to be heard.
- (vii) In case it is found during the evaluation or at any time before signing of the contract or during its execution and during the period of project, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet appointed as the selected bidder either by issue of the work order or entering into of the contract, and if the selected bidder/consortium has already been issued the work order or has entered into the contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this tender, be liable to be terminated, by a communication in writing by MP Police to the Bidder, without the MP Police being liable in any manner whatsoever to the Bidder and without prejudice to any other right or remedy which the bidder may have under this tender, the bidding documents, the contract or under applicable law. In such case, EMD or PBG or both will be forfeited by MP Police.
- (viii) MP Police reserves the right to verify all statements, information and documents submitted by the bidder in response to the tender or the bidding documents and the bidder shall, when so required by MP Police, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification by MP Police shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the MP Police there under.
- (ix) MP Police reserves the right to reject the bid in any stage.

1.9.ISO/CE Certificate

The tenderer must submit an ISO/CE certificate issued by the following institutions:

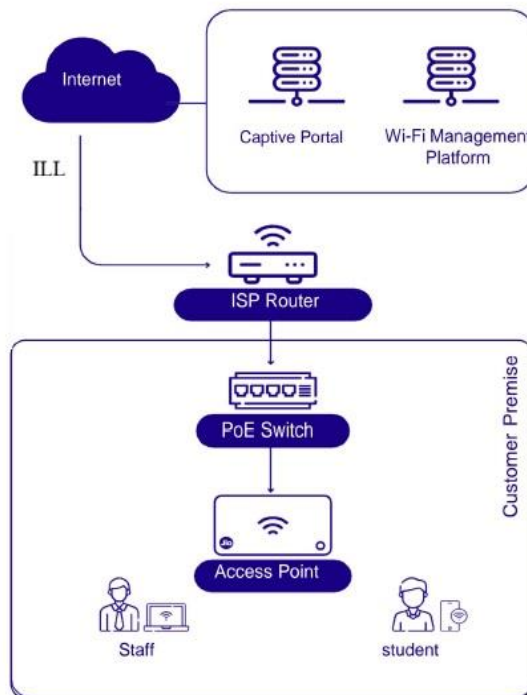
- a. The ISO Certificate must be issued by an institution registered with the International Accreditation Forum (IAF): <https://iaf.nu/en/accreditation-bodies/>
- b. The CE Certificate must be issued by an institution registered with <https://webgate.ec.europa.eu/single-market-compliance-space/notified-bodies/by-country>.

2. SCOPE OF WORK

2.1. TECHNOLOGY OVERVIEW

Madhya Pradesh police has planned to install minimum 100 access points to cover whole Radio Headquarter campus for Secure Wi-Fi access facility. Actual quantity of access points may vary according to bidders survey report. For this purpose, 1 Gbps Internet leased line with managed Wi-Fi services bundled (including cables, switches, Access points indoor/outdoor etc) shall be taken by the purchaser. End to end managed services including WLAN configuration, network implementation, hardware management, controller (server), monitoring, software upgrade, operation and maintenance shall be provided by the bidder. Centralized IT management via a secure online portal. This service offers a rich suite of customizable functionalities.

Infrastructure:



Requirement Summary

2.2 KEY OBJECTIVES AND REQUIREMENTS:

1. **Secure Communication:** The primary goal is to facilitate classified and seamless Internet connectivity throughout campus of Police Radio Head quarter.
2. **Internal Collaboration:** The WiFi network will support virtual meetings between different locations, regular virtual meetings for officers with subordinate offices.

2.3 FUNCTIONAL REQUIREMENTS

1. **Bandwidth Management:** The system should be able to provide stable bandwidth of 1 Gbps. It should support maximum bandwidth control per endpoint or per groups of endpoints.
2. **Role-Based Access Control:** Different levels of access and control shall be provided by the bidder .
3. **Presence Indication:** Display the online status of users (e.g., online, offline, busy).
4. **Search Functionality:** Ability to search through past messages and files.
5. **Notifications:** Real-time notifications for disruption in services/network.
6. **Message History:** Storage and retrieval of log history for a defined period.
7. **User Management:** OTP based verification and Capabilities for adding, removing, and managing users through admin.

2.4 GENERAL FUNCTIONAL REQUIREMENTS

1. **User Authentication and Authorization:** Secure login mechanisms to verify user identities and control access to the system's features.
2. **Audit Logging:** Comprehensive logging of user activities and system events for security and monitoring purposes.
3. **User-Friendly Interface:** NMS software must be user friendly and easy-to-use.
4. **Platform Compatibility:** The system should support operating systems and devices (Windows, Linux, MacOS Android, iOS, different web browsers).

2.5 GENERAL DESIRABLE REQUIREMENTS

1. All software and hardware should be Hosted in M.P. Police premises .
2. All software licenses should be perpetual in nature and must support unlimited number of users and access points.
3. Successful Bidder must appoint 24X7 system support engineer for uninterrupted Internet connectivity.
4. For registering users an application shall be designed by the successful bidder as per requirement.
5. The system is capable to generate SSID in the name of Radio Head Quarter Bhopal.
6. The bidder will provide free of cost replacement of equipments at the time of upgradation in technology.
7. **"Per Diem OPEX"** (Per Day Operational Expenditure) will be imposed to calculate **Liquidated Damages (LD)** or penalties when bidder fails to meet service level agreements (SLAs) or project milestones.

3. Proposed Solution

3.1 PROPOSED COMPONENTS – MANAGED WIFI SERVICE

- Wifi Controller – Hosted at customer datacenter
- Access point: On customer premises
- Captive Portal – Hosted at customer datacenter
- Network Management System – On customer premise
- PoE Switches on premise to power the AP's – On customer premise

3.2 SOLUTION DESCRIPTION

1. Topology: Centralized architecture where core components are hosted at customer datacenter location.
2. The bidder datacenter shall comprise of network components such as Firewall, etc .
3. User will log in to multiple devices using the one OTP password, but Internet access will be given to single device only as per DOT guidelines.
4. Customer locations shall comprise of network components such as WAN router, POE switch Access points etc.
5. The Customer datacenter shall have Web based Portal solution for user registration, authentication, etc. Solution can be provisioned with following features:
 - a. User registration through captive portal.
 - b. Validation based on attributes such as mobile phone number.
 - c. Solution would support integration with SMS Gateway for intimating username and password / One Time Password (OTP) through SMS on end user's mobile phone number post his registration is successful.
 - d. Offered solution would maintain a log of such users by storing his user name, access time and duration, etc.
 - e. Offered solution will allow wireless access through various kinds of devices such as smart phones, laptops, and Tablets.
 - f. The user shall be authenticated by the Web based user access Portal installed at customer datacenter.
 - g. The proposed solution will be capable of generating MIS reports like site wise report, periodic report, etc and customizable as per requirement of MP Police
6. Internet lease line of 1 Gbps will be provisioned by the bidder.
7. Offered solution shall allow seamless roaming between different Access points with in campus.
8. Proposed wireless network shall utilize **tri-band dual radio wireless access points** .
9. Bidder will provide the UPS for WiFi controller with 60 minutes back up and Access point switches with 30 minutes backup

3.3 SERVICE COMPONENTS

1. **OPEX based Access points bundled with Internet leased line of 1 Gbps**
2. **Reporting**
 - Per access point: Status, usage and client count
 - Per SSID: Client count, usage
 - Per client: Status, usage, device type, device OS, IPV4 address, applications used
 - Traffic analytics: Usage per device type, device OS, application, client
 - RF Spectrum view: Channel utilization, Interfering APs
3. **Configuration and management**
 - Access control: Splash page, Google verification, OTP authentication, , WPA2.
 - Traffic shaping: per client, per SSID
 - Time based SSID availability
 - Admin roles: Full access, read only, Monitor only, Guest ambassador

- Device policy enforcement: Block, Bandwidth limit, Whitelist for selected devices
- Role based access control: Customers view only the SSIDs pertaining to their network

4. Proposed Solution Approach:

Bidder shall propose the managed WiFi service as follows:

- The proposal includes an Internet leased line. Internet leased line works on a dedicated 1 Gbps of bandwidth.
- Internet lease line doesn't have a data limit.
- There will be an OTP based authentication for users to access the WiFi service. Basic analytics of Mobile number will be provided periodically.
- Seamless WiFi experience will be delivered via WLC, NMS, authentication servers and SMS gateway for OTP verification.
- The Wifi network will be proactively monitored through Customer premises using NMS capabilities on a 24x7 basis.
- Onsite support with a 24x7 SLA will be assured by Bidder.
- Installation of complete system as per RFP Clause after PO acceptance.
- AP connected to PoE switch which in turn connects to a router/switches at customer place, will provide the DHCP IP to client, perform NAT and forward the internet/data traffic towards ISP gateway.

5. Exclusions from Uptime calculation

- Power failure at site locations.
- Any force majeure events (like earth quake, Act of God, Flood, Riots events which are beyond service provider's control etc.).
- Periods where any link is switched off by client for its own reasons. It is the onus of client to ensure that the onsite equipment for links are powered on and/or the network monitoring tools, if any that are used by the client filters out the time period of link being voluntarily switched off from the downtime calculations.
- Scheduled maintenance of the Network by the Service Provider would be intimated to the customer, 24hrs in advance to make necessary arrangements.
- Failure or malfunction of any customer equipment's not delivered by Service Provider for which the customer is operationally responsible.
- Scheduled downtime on account of preventive maintenance, system testing and acceptance test, system upgrades etc.

6. Acceptance Test Procedure.

- Ping Test from Laptop/Routers
- Internet Browsing from Devices/handheld Devices (Mobile, Phablets, Tablets etc.)
- Login Page Opening
- User Authentication
- User able to access whitelisted sites and not able to access blocked sites.
- Suitable Power backup.

3.4 Customer Responsibilities & Scope

- Site Readiness confirmation from Customer
- Authorization letter from Customer letter head to carry out feasibility and installation.

- SPOC identification at respective locations
- Active support required from Customer for resolution of any site-specific issues.
- Link Acceptance criteria: - In case if site is not ready due to issues at Customer end, then there will be no penalty.
- If any additional AP required to cover more/specific area after Go live, then additional cost AP and Active, passive work to be borne by Customer.
- Complete details of delivery location with contact details.
- Working permission on holidays/weekends/non-office/office hours.
- Permission for digging will be required for conducting and cabling.
- Safety frame required for all outdoor/Indoor racks and AP's.
- 220 to 240 Volts AC Power supply with battery backup, Provisioning of stabilized Power (Uninterrupted Power supply) at site locations etc.
- Electricity power charges to be borne by Customer.
- Physical Security of the network element, equipment's etc.

4. Network Details

4.1 OPERATING CONDITION

- I. **Reliability:** The proposed equipment should be designed to work 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.
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.
- IV. **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, Components and sub components etc. used in the project shall be fully functional.

4.2 SCOPE OF INSTALLATION

- I. The scope of installation, 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 .
 - b) Configuring and fine-tuning of sub-systems to achieve overall performance and highest security.
 - c) 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. The material could be checked by the department, along with Quality tests.
- III. 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.
- IV. The system shall be subjected to inspection at various stages. The Successful Bidder shall follow all Safety Regulations and practices.

- V. The Bidders shall spell out various tests that are being proposed to be carried out for demonstrating the functionality of the solution.
- VI. The Successful Bidder shall provide on-site comprehensive warranty for all the components including hardware, software, etc. as per RFP for a period of **three Years** after “Go-Live” date.
- VII. **Electrical works:**
- Electrical cabling from the allotted main input source and up to the equipment shall be the responsibility of the Successful Bidder.
 - The successful bidder shall use required power cable Main Power Source with proper layout till the place where system installed.
 - The successful bidder shall ensure to install all required accessories along with Switch socket and MCB with Box,

4.3 SCOPE OF TRAINING

Onsite Training for operation and general maintenance of equipment/infrastructure to minimum 10 police staff of Rhq for smooth working of system.

4.4 SCOPE OF ACCEPTANCE TESTING

- The Acceptance Tests for the sites shall be carried out in accordance to the scope, requirement and specifications mentioned in this document.
- The above said Acceptance Test shall be conducted by a Committee comprising of officers from MPP.
- The test parameters, commitments etc. as decided and approved by the MPP shall be final and binding on the Successful Bidder.
- All the functionalities, features and configuration relevant to this project shall be documented and demonstrated by the Successful Bidder to MPP.

4.5 MADHYA PRADESH POLICE DEPARTMENT’S RESPONSIBILITY

- Finalize the locations for installation of system.
- Arrange infrastructure for training of police officers in association with bidder representatives and other staff involved in project.
- Developing in house capability to smoothly take over all the functions and responsibility well before warranty period expired.
- Conduct meetings with the selected vendor if required.

5 . INSTRUCTIONS TO THE BIDDERS & BIDDING PROCESS

5.1 IMPORTANT DATES

Note:-

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

5.2. VALIDITY OF THE BID

180 Days from the Bid submission end date. As per NIT.

5.3 **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.

5.4 **EARNEST MONEY DEPOSIT (EMD)**

- All MSMEs can avail exemptions from earnest money deposit (EMD) by online uploading valid certificate.

5.5 **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 PO** from a Nationalized Bank in favour of “SSP- Radio, MP Police” which will be valid till end of expiry of warranty.

Authority may forfeit the Performance Bank Guarantee of Successful Bidder. for any failure of Successful Bidder to complete its obligations under the rfp and Agreement.

5.6. **PRE BID QUERIES**

1. The Bidders are authorised to send their pre bid queries at email address **ssp_radio@mppolice.gov.in** only before the defined timelines as per NIT.
2. Bidder must send queries (if they have) via e-mail Strictly in prescribe excel sheet and All field Must be properly filled.
3. The subject line of the email should be: **“Pre-bid query for Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services at Radio H.Q. Bhopal**
4. Any delay due to any reason whatsoever will solely be the responsibility of the bidder.

Format for Pre-Bid Queries

Name of organization with complete Address: -						
Contact person Name, Phone No. & email ID: -						
S.No.	Name of bidder	RFP Page No.	Rfp Clause, SubClause No.	Details of clause as per RFP	Details of bidder Query.	Suggestion of bidder for Query

5.7. **DOCUMENTS COMPRISING THE BIDS**

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

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

5.7.1. **PRE-QUALIFICATION BID SHALL CONSIST OF FOLLOWING: -**

S. No.	Basic Requirement	Pre bid Qualifying criteria	Documents required
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-	Valid Copy(ies)of Registration Certificates.

		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 2025.	
2.	Turnover	Bidder should have average annual turnover of not less <u>than Rs. 5 Crores</u> in last 3 financial years.	1- The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a Indian Chartered Accountant. 2- submit information in the prescribed format. The form must also be signed by bidder's regular chartered accountant. 3- CA certificate must be on letter head mentioning UDIN No.of bidder
3	OEM (Original Equipment Manufacturer) Certifications	The Bidder must be authorized by the OEMs of important items	The authorization certificate of OEMs, as per List of components with make and model number (as proposed by bidder in technical bid)
4	Experience	The bidder should have completed one or more ' similar nature ' project in india. With total project value not less than Rs. 5 Crores within last three years.	1. Copy of Work order/ supply order with work Completion Certificate issued by purchaser (duly signed by Chartered Accountant and Company Secretary). 2. Certificate In the standard format having clear mention of details of the project and order value,.
5	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 - self Declaration Form.
6	Statutory Tax Compliance	The bidder has to furnish the following: (i) Valid GST Registration/ Certificate (ii) Permanent Account Number (PAN) of Firm issued by Income Tax Department.	1-As per the standard format 2- certified copies of Registration Certificate

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

5.7.2. 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	As per Standard Format

S. No.	Section	Type of the document	Required format
		a. Non-violation / infringement of any Indian or Foreign Trademark, Patent, Registered Design or other Intellectual Property Rights. b. Non-Malicious code certificate.	(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. 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 Maintenance. h) Bidder's plan to address the key challenges anticipated during the execution of the project. i) 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 - 11
		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

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.

5.8 INSTRUCTION FOR FINANCIAL BID:

- I. Financial bid will be open online as per 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. 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.
- VI. 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:
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.
- VII. The rates should be quoted inclusive of all the taxes and duties prevailing at the time of submission of tenders in INR.
- VIII. 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.
- IX. The Bidder shall quote the components inclusive of any other required components other than mentioned in BOQ to complete the solution.
- X. To arrive at final value, all taxes at prevailing rates payable to Government will be taken into account.
- XI. 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.
- XII. All prices and Unit price should be inclusive of all discounts, levies, freight and insurance.
- XIII. Evaluation Committee will examine the proposals to determine whether they are complete and in order and having any computational errors.
- XIV. Financial Bids determined to be responsive, will be checked by the evaluation Committee.
- XV.** 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.

5.9 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.

5.10 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 tender website regularly to get updates, if any.

5.11 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. During contract period purchaser may ask for additional equipments/ installation as per rates quoted in the financial bid by the successful bidder.
- V. Items mentioned in BOQ are tentative as per departmental requirements. Bidder advised to contact department and calculate the actual requirement of different item to fulfill work of scope.
- VI. Rejection criteria, Besides other terms and conditions highlighted in the Tender Document, bids may be rejected under following circumstances:

5.12 GENERAL REJECTION CRITERIA OF BIDS

- 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.

5.12.1 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;

5.12.2 TECHNICAL BID 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.

5.12.3 COMMERCIAL BID 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.

5.12.4 CLARIFICATIONS ON BIDS

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.

6 GENERAL TERMS AND CONDITIONS

6.1 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.

A. DELIVERY SCHEDULE

Since the Project involves Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services "On Turn-key Basis" at Radio H.Q. Bhopal in a limited time period, tasks should be adhered to as given in table below.

- I. 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.
- II. The Bidder shall make sure that the entire **Supply, Installation, Integration, Commissioning** along with the Successful Final Acceptance Test shall be completed as per given schedule whichever is earlier.

Delivery Schedule Chart :-

Sr. No	Deliverable	Time limit M = date of supply order
1-	Supply of all hardware, Installation, Integration, Commissioning and Conduct Final Acceptance Test before check test Committee for declaration of system 'Go live'	M+60 days

B. PACKAGING

The Bidders shall supply the material in proper packaging at **RHQ Bhopal** unless otherwise indicated to ensure protection from any damage during transfer from Bidder's place to place of installation etc.

C. 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. 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.
- III. Onsite Test shall include testing of all equipment's for the acceptance level of various parameters for system reliability .
- IV. 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.
- V. **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.
- VI. **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.
- VII. **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 of specifications, 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 these equipment's shall be tested post implementation of the equipment/solution.

D. PAYMENT TERMS

Payment plan shall be as laid down below. No payment shall accrue until the performance guarantee(PG) has been furnished and equipment/goods/services are supplied as per delivery schedule. The Selected vendor shall be responsible to invest in the project, to implement 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 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
- III. Certificate from bidder 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.

Payment Milestone: The payment for CapEx component shall be paid along with OPEX per year as per chart below.

S. No.	Payment	Terms
1	40% of the total value including taxes	After system declared Go-Live.
2	20% of the total value including taxes	Will be released on successful completion of first year
3	20% of the total value including taxes	Will be released on successful completion of Second year
4	20% of the total value including taxes	Will be released on successful completion of third year

Note: The payments will be made as per SLA and on a continue basis. The Bidder shall be entirely responsible for all applicable taxes, duties, license fees, etc. which will be paid in to as per the invoice raised based on completion of work assigned.

E TERMINATION of contract

I. 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 whole contract :-

- 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 there of granted by the Purchaser.
- 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 .
- 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 rfp and contract.

II. 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, .

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.

III. TERMINATION OF CONVENIENCE

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.

F 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.

G CONFIDENTIALITY

The Bidder, 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.

H 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.

I TRANSFER OF SOFTWARE LICENSES AFTER

- I. The Selected Bidder, if not already done, will transfer all the Software Licenses under the name of MP Police after the warranty Period. The Selected Bidder shall also transfer all the relevant Software Passwords, Usernames and Keys.
- II. MP Police during warranty Period shall be entitled to serve notice in writing to the Selected Bidder at any the Selected Bidder to provide with a complete and up-to-date list of the Software Passwords, Usernames and Keys within 15 days of such notice.
- III. Last quarter payment must be kept on hold during After successful complete warranty phase.

J CONFIDENTIAL INFORMATION, SECURITY AND DATA

The Selected Bidder will promptly on the commencement of the warranty Period supply to MP Police 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 transitioning the services to its replacement Selected Bidder in a readily available format nominated by MP Police
- IV. the Selected Bidder shall deliver to MP Police 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.

K 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

6.2 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.

6.3 CONSORTIUM & SUB-CONTRACTING

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

6.4 WARRANTY

The Bidder shall install, integrate, commission, implement and provide on site warranty support for the equipment/software supplied to M.P. Police. The equipment /software shall be covered under **03 years comprehensive on-site warranty (inclusive of replacement of hardware for 03 years)**. to keep the supplied equipment / software in good working condition. The warranty shall commence from the date of system declared go live.

- I. Preventive maintenance as per requirement of all hardware/software covered under this warranty ..
- II. Corrective maintenance within 24 hrs as and when calls are placed by M.P. Police.

- III. Hardware/ software required shall be provided by Bidders free of cost. The warranty covers all spares and replacement..
- IV. All such analogous activities which are required to ensure interruption free operation of the system provided by the Selected Bidder.

6.5 AGREEMENT

- I. The Successful Bidder will have to enter into an Agreement with the purchaser, for the performance of the contract on suitable amount 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 Proforma 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. Performance Security Deposit (PG) will have to be submitted along with the agreement signing.

6.6 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.

6.7 LIQUIDATED DAMAGES

- a. Liquidated damages (LD) may be invoked in any of the following cases:
 - I. Failure to comply with project timelines;
 - II. Failure to comply with performance standards / SLAs;
 - III. Non-compliance with any terms of this RFP/ Contract;
 - IV. Non-compliance with legal and regulatory requirements;
 - V. 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-151/22 date 26-12-2022 of mp police Terms and Conditions maximum upto 10% of total contract value.
- c. In exceptional circumstances which are beyond control of successful bidder, competent authority may take decision on LD exemption.

7 SERVICE LEVEL AGREEMENT

7.1 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. The benefits of this SLA are to:

- I. Trigger a process that attracts MPP and Successful Bidder attention to some aspect of performance only when that aspect drops below an agreed.
- 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).

7.2 DURATION OF SLA

This Service Level Agreement would be valid for the entire warranty period.

7.3 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.

S. No	Measurement Head	Definition	Calculation Period	Reporting period	Measurement Tool	Target	Slab	Penalty	Bill for Penalty Imposition
1	Unavailability of internet	Due to SI Dependency	1 year from Go Live	Monthly	NMS	>= 1 Hour		1 Full day Payment	Penalty will be imposed on Yearly billed value
2	Availability of 1 Gbps data rate at entry point	Due to SI Dependency	1 year from Go Live	Monthly	NMS	<10% of 1 Gbps speed		25 % of yearly billed value	Penalty will be imposed on Yearly billed value
						<25% of 1 Gbps speed		50 % of yearly billed value	
						<50% of 1 Gbps speed		75 % of yearly billed value	
						<75% of 1 Gbps speed		100 % of yearly billed value	

7.4 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.

8 BID PROPOSAL FORMS

8.1 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	Pre bid Qualifying criteria	Yes	No	Documents required	PQ Bid Page 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 2024.			Attach: Valid Copy (ies) of Registration Certificates.	
3.	Turnover	Bidder should have average annual turnover of not less <u>than Rs. 1 Crores</u> in last 3 financial years.			Format - 4 Format - 5 Attach: 1- The Bidder must submit copy of audited balance sheet of last three financial years duly certified by a indian Chartered Accountant. 2- Submit information in the prescribed format. The form must also be signed by bidder's regular chartered accountant. 3- CA certificate must be on letter head mentioning UDIN No.of bidder	
4.	OEM	The Bidder must be authorized by the OEMs of			The authorization	

		important items			certificate of of important items from related OEMs, as per List of components with make and model number (as proposed by bidder in technical bid)	
5.	Experience	The bidder should have completed one or more 'similar nature' project in india. With total project value non less than Rs. 80 Lacs within last five years.			1. Copy of Work order/ supply order with work Completion Certificate issued by purchaser (duly signed by Chartered Accountant and Company Secretary. certificate In the standard format having clear mention of details of the project and order value,.	
6.	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 Self declaration Certificate	
7.	Statutory Tax Compliance	The bidder has to furnish the following: (i) Valid GST Registration/ Certificate (ii)Permanent Account Number (PAN) of Firm issued by Income Tax Department.			Format - 3 Format - 4 Attach certificates: 1- As per the standard format 2- certified copies of Registration Certificate	

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.

8.2 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 Headquarters
Bhadbhada Road, Bhopal – 462003
Madhya Pradesh
Fax No. 0755- 2443674**

Subject: Proposal for execution of RFP for Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services “On turn-key Basis” at Radio H.Q. Bhopal

Dear Sir,

We, the undersigned, offer to provide the Turnkey Solution for Supply, Installation, Integration, Commissioning and Maintenance of Managed Campus Wi-Fi Facility/ Services at Radio H.Q. Bhopal 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 acknowledge and agree that in the event of a change in control of an Associate whose Technical Capacity and/ or Financial Capacity was taken into consideration for the purposes of short-listing and pre-qualification under and in accordance with the RFP, I/We shall inform the Authority forthwith along with all relevant particulars and the Authority may, in its sole discretion, disqualify our Consortium or withdraw the Letter of Award, as the case may be. I/We further acknowledge and agree that in the event such change in control occurs after signing of the Concession Agreement but prior to Financial Close of the Project, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a

breach thereof, and the Concession Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.

16. I/ We understand that the Bidder 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:

.....

17. 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.
18. I/ We are willing to offer a Bid Security/Bank Guarantee of equivalent ~~10 %~~ to 03 % of project value as quoted in Commercial proposal in case the authority awards us project.
19. The EMD in the form of a Demand Draft / Bank Draft / BGis attached with following details:
1. Name of the issuing Bank :
 2. Address of Issuing Branch :
 3. Amount: XXX lakh Rupees. (INR XXXXX)
 4. Date:
20. 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.
21. I/ We agree and undertake to abide by all the terms and conditions of the RFP document.
22. 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.
23. We understand you are not bound to accept any Proposal you receive.
24. 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.
25. 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.

26. 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).
27. 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.
28. 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)
29. The proposal submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
30. 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) | |

31. 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.
32. 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.

33. 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.

8.3 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 Crs)				
16.	financeYear				
17.	Turn Over				
18.	Profit After Tax				

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

8.4 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 Wi-Fi Facility/ Services 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									
2									
3									

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: _____

8.5 FORMAT 05: TECHNICAL QUALIFICATIONS (AS PER CLAUSE 3.7.2)

T.Q. COMPLIANCE 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 02	
		a. Certificate / affidavit regarding Non-violation / infringement of any Indian or Foreign Trademark, Patent, Registered Design or other Intellectual Property Rights.			As per Standard Format (on the letter head of Bidder)	
		b. Non-Malicious code certificate.				
		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. 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).				

S. No.	Section	Type of the document	Yes	No	Remarks (Description)	Page no. /Flag No.
		g) Strategy for conducting Maintenance. h) Bidder's plan to address the key challenges anticipated during the execution of the project. i) 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 - 11	
		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	

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

8.6 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 this RFP.

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: _____

8.7 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. 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: _____

8.8 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.**_____ **dated** __/__/_____. 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 Four Years to bidder/ Technology partner/purchaser.
9. We are registered entity in India and have direct presence in India for more than **ten** 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 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)
12. We have ISO 9001:2008 / ISO 20000/ ISO 27001 certification.
13. The quoted products/Items/Spares/Service for the project will not be End of Life (EOL) for four years from the date of bid submission.
14. Our product/s quoted under this RFP have minimum four years warranty from the date of Check Test.
15. The details of hardware/Software quoted/ that will also be supplied in case of bid is awarded to M/s..... are mentioned as follows:

S 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: -----

8.9 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: _____

8.10 FORMAT 10: UNDERTAKING CERTIFICATE

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

I.....
S/oShri
Resident of
Being Managing Director/Proprietor/Partner/office bearer (name of designation of)M/s
.....whose GST Reg. 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:

8.11 FORMAT 11: BILL OF QUANTITY

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

The below mentioned is the indicative quantity of hardware/software to be installed for minimum 100 access points network.

SN	Name of Equipment / Item as proposed for project and that will be supplied	Qty Proposed in this RFP	Make, Model No. & Year of Manufacturing	Compliance (Yes /no)	Page no. in technical	Catalogue page no	Remark
1	ILL 1 Gbps	1 Lot.					
2	INDOOR / OUTDOOR ACCESS POINT	Minimum 100					
3	16 PORT POE Access Switch	1 Lot. (As per bidder solution)					
4	24 PORT POE Access Switch	1 Lot.(As per bidder solution)					
5	Agg SWITCH -24 PORT	1 Lot.(As per bidder solution)					
6	CAT6 CABLING (305 mtr)	1 Lot.(As per bidder solution)					
7	WiFi Controller	1 nos					
8	CONDUIT PIPE	1 Lot.(As per bidder solution)					
9	RACK	1 Lot.(As per bidder solution)					
10	NMS WITH DESKTOP COMPUTER	01 nos					
11	Online UPS for WiFi Controller and switches	1 Lot.(As per bidder solution)					
12	INSTALLATION AND COMMISSIONING	01 job					
13	Other items	1 Lot.(As per bidder solution)					

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

8.12 FORMAT 12: - FINANCIAL BID

SN	Name of Equipment / Item as proposed for project and that will be supplied	Demand qty	Unit rate with tax	Total Cost with tax
1	ILL 1 Gbps	1 Lot.		
2	INDOOR/OUTDOOR ACCESS POINT	Minimum 100		
3	16 PORT POE Access Switch	1 Lot.(As per bidder solution)		
4	24 PORT POE Access Switch	1 Lot.(As per bidder solution)		
5	Agg SWITCH -24 PORT	1 Lot.(As per bidder solution)		
6	CAT6 CABLING (305 mtr)	1 Lot.(As per bidder solution)		
7	WiFi Controller	1 nos		
8	CONDUIT PIPE	1 Lot.(As per bidder solution)		
9	RACK	1 Lot.(As per bidder solution)		
10	NMS WITH DESKTOP COMPUTER	01 nos		
11	Online UPS for WiFi Controller and switches	1 Lot.(As per bidder solution)		
12	INSTALLATION AND COMMISSIONING	01 job		
13	Other item	1 Lot.(As per bidder solution)		

Note:-L1, will be decided including tax.

8.13 FORMAT 13 : PERFORMA OF BANK GUARANTEE (TO BE SUBMITTED BY SUCCESSFUL BIDDER)

To,

Senior Superintendent of Police (Radio)
Police Telecom Headquarters, 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

9. SPECIFICATION -- WI-FI HOTSPOT (1 GBPS) FOR POLICE TELECOMMUNICATION, BHOPAL, MP

I.	General specification	
S.N.	Parameter	Specification
1	Area Coverage	All rooms, Halls and corridors of SSP(R) Radio office building, D-100 old building, D-112 New building, Store, canteen etc.
2	User Capacity	400–500 employees, 50–70% concurrent users
3	Internet Speed	1 Gbps symmetric (upload/download)
4	Wi-Fi Standard	IEEE 802.11ax (Wi-Fi 6)
5	AP Quantity	As per bidder solution
6	IP Rating	IP54 (Indoor) , IP67 (Outdoor)
II.	Access Point specification	
S.N.	Parameter	Value
1	Wi-Fi Standard	802.11ax (Wi-Fi 6)
2	Band supported	2.4 GHz + 5 GHz ,6 GHz
3	Coverage Strength	≥ -65 dBm RSSI, ≥ 25 dB SNR
4	Channel Width	20 Mhz or better
5	Concurrent Users	200–350 users
6	AP Spacing	As per bidder solution
7	MIMO	4x4 MIMO with four spatial streams
8	Power	PoE+ (16/24 port switch as required)
9	Ethernet Port	1G/2.5G(as per requirement)
III	NETWORK AND SECURITY	
S.N.	Specification	
1	Main staff network with secure access.	
2	VoWiFi devices with roaming support.	
3	Limited access for guests, Internet only.	
4	Printers, IoT, segregated traffic.	
5	Secure wireless encryption standard.	
6	Centralized authentication system.	
7	Wireless intrusion detection and prevention system.	

8	Records activity (Syslog/SIEM) for auditing and security.	
9	Should meet Indian wireless spectrum regulations (WPC/DoT Compliance).	
IV	WIRED LAN AND POWER	
S.N.	Component	Specification
1	Switching	1G PoE+ Access Switches
2	Cabling	Cat6A
3	UPS	Power backup for at least 30 min.
V	ACCEPTANCE CRITERIA	
S.N.	KPI	Target
1	Channel Utilization	$\leq 60\%$
2	Handoff Time	≤ 50 ms
3	Packet Loss	$\leq 1\%$
VI	WI FI CONTROLLER	
S.N.	Feature	Specification
1	Dashboard	Centralized wifi controller
2	Alerts	Email, SMS, Syslog, SNMP
3	Reporting	Usage and health reports
4	Firmware Updates	Automatic and scheduled
5	Admin Access	Roll based access control+ Multi factor authentication
6	Access Point	Minimum 150
7	Max. Client	Minimum 1000
8	Throughput	2.5 Gbps or better
9	WLANs	≥ 20
10	VLANs	≥ 20
11	Deployment mode	On premises solution
12	Management	Centralized Controller
13	IP v 6 Support	Yes
VII	HIGH AVAILABILITY & REDUNDANCY	
S.N.	Component	Specification
1	Power	Suitable UPS with min. 60 min. Backup for centralised controller and with minimum 30 min. Backup for access point switches

2	Core Network	Dual Core Switches
3	ISP	Should support 2 or more ISPActive Links
4	Failover mechanism	Automatic Switchover
VIII	Installation and commissioning	Including provision of racks, complete electrification work, proper cabling, casing capping etc.

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