

2026

RajCOMP Info Services Limited (RISL)

**RFP for Rate Contract of 2 years for Supply,
installation and commissioning of Surveillance
equipment under Abhay Command & Control
Project in the State of Rajasthan**



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ABBREVIATIONS & DEFINITIONS

| | |
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| Act | The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto |
| Authorised Signatory | The bidder’s representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm. |
| BG | Bank Guarantee |
| Bid/ eBid | A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format |
| Bid Security | A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents. Also called as EMD. |
| Bidder | Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity |
| Bidding Document | Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid |
| BoM | Bill of Material |
| CMC | Contract Monitoring Committee |
| Competent Authority | An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. MD, RISL in this bidding document. |
| Contract/ Procurement Contract | A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement |
| Contract/ Project Period | <ol style="list-style-type: none"> 1. Rate Contract period will 2 years commence from the date of signing of Aggrement. 2. Warrenty & Maintnace support services period will 5 years from successful installation of Item(s). |
| COTS | Commercial Off The Shelf Software |
| Day | A calendar day as per GoR/ GoI. |
| DeitY, GoI | Department of Electronics and Information Technology, Government of India |
| DoIT&C | Department of Information Technology and Communications, Government of Rajasthan. |
| ETDC | Electronic Testing & Development Center |
| FOR/ FOB | Free on Board or Freight on Board |

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| GoI/ GoR | Govt. of India/ Govt. of Rajasthan |
| Goods | All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves |
| GST | Goods and Services Tax |
| ICT | Information and Communication Technology. |
| IFB | Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal) |
| INR | Indian Rupee |
| ISI | Indian Standards Institution |
| ISO | International Organisation for Standardisation |
| IT | Information Technology |
| ITB | Instruction to Bidders |
| LD | Liquidated Damages |
| LoI | Letter of Intent |
| NCB | A bidding process in which qualified bidders only from within India are allowed to participate |
| NeGP | National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi. |
| NIB | Notice Inviting Bid |
| Notification | A notification published in the Official Gazette |
| OEM | Original Equipment Manufacturer |
| PAN | Permanent Account Number |
| PBG | Performance Bank Guarantee |
| PC | Procurement/ Purchase Committee |
| PQ | Pre-Qualification |

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| Procurement Process | The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be |
| Procurement/ Public Procurement | The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly |
| Project Site | Wherever applicable, means the designated place or places. |
| PSD | Performance Security Deposit shall be deposited by the successful bidder after receiving the work order |
| Purchaser/ Tendering Authority/ Procuring Entity | Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document. |
| RajSWAN/ RSWAN | Rajasthan State Wide Area Network |
| RISL | RajCOMP Info Services Limited |
| RSDC | Rajasthan State Data Centre, New IT Building, Jaipur |
| RVAT | Rajasthan Value Added Tax |
| Security Deposit | Amount deposited by the successful bidder prior to execution of agreement for rate contract |
| Services | Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity |
| SLA | Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance. |
| SSDG | State Services Delivery Gateway |
| State Government | Government of Rajasthan (GoR) |
| State Public Procurement Portal | http://sppp.raj.nic.in |
| STQC | Standardisation Testing and Quality Certification, Govt. of India |
| Subject Matter of Procurement | Any item of procurement whether in the form of goods, services or works |
| TIN | Tax Identification Number |



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| TPA | Third Party Auditors |
| Unbalanced Bid | Any bid below more than fifteen percent of Estimated Bid Value |
| Unbalanced Bid Amount | Positive difference of eighty five percent of Estimated Bid Value minus Bid amount Quoted by the bidder |
| VAT/ CenVAT | Value Added Tax/ Central VAT |
| WO/ PO | Work Order/ Purchase Order |



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info.risl@rajasthan.gov.in
website: www.risl.rajasthan.gov.in
CIN :U72200RJ20105GC033185

INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

Ref. No.: F4.9(1241)/RISL/TECH/MISC/2026/ 689

Date: 11/05/2026

Unique Bid No.: RIS2627WLRC00020

| | |
|--|---|
| Name & Address of the Procuring Entity | <ul style="list-style-type: none"> • Name: RajCOMP Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, C-Scheme, Jaipur-302005 (Rajasthan) |
| Name & Address of the Project Officer In-charge (POIC) | <ul style="list-style-type: none"> • Name: Sh. Mukesh Kumar Sharma • Designation: Additional Director, DoIT&C • Address: First Floor, Yojana Bhawan, C-Block, C-Scheme, Jaipur-302005 (Rajasthan) • Email: mukeshs.doit@rajasthan.gov.in |
| Subject Matter of Procurement | RFP for Rate Contract of 2 years for Supply, installation and commissioning of Surveillance equipment under Abhay Command & Control Project in the State of Rajasthan |
| Bid Procedure | Single-stage: two part (envelop) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in |
| Bid Evaluation Criteria (Selection Method) | Least Cost Based Selection (LCBS)-L1 |
| Websites for downloading Bidding Document, Corrigendum's, Addendums etc. | <ul style="list-style-type: none"> • Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://www.doitc.rajasthan.gov.in, http://risl.rajasthan.gov.in • Bidding document fee: Rs. 5000/- (Rupees Five Thousand Only) in Cash/ Demand Draft in favor of "Managing Director, RISL" payable at "Jaipur". • RISL Processing Fee: Rs. 2500 (Rupees Two Thousand Five Hundred Only) in Demand Draft in favor of "Managing Director, RISL" payable at "Jaipur". |
| Estimated Procurement Cost | <ul style="list-style-type: none"> • Rs. 160 Crore (One Hundred and sixty Crore Only) |
| Bid Security and Mode of Payment | <ul style="list-style-type: none"> • Amount (INR): Rs. 3,20,00,000/- (2% of estimated procurement cost) or Rs. 80,00,000/- (0.5% in case of SSI Units of Rajasthan) or Rs 1,60,00,000/- (1% for those sick industries other than SSI, whose cases are pending with BIFR) • Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee of a Scheduled Bank in favor of "Managing Director, RISL" payable at "Jaipur" |
| Period of Sale/Download of Bidding Document (Start/End Date) | <ul style="list-style-type: none"> • Start Date: 12-05-2026 from 6:00 PM • End Date : 18-06-2026 till 1:00 PM |
| Date/Time for Pre-bid Queries | <ul style="list-style-type: none"> • Date & Time : 18-05-2026 from 11:30 AM • Pre-bid Queries can be submitted through email only on email ids hqabhayccc.doit@rajasthan.gov.in • Last Date of submitting clarification request (through email only) by the bidder 19.05.2026. |
| Manner, Start/ End Date for the submission of Bids | <ul style="list-style-type: none"> • Manner: Online at eProc website (http://eproc.rajasthan.gov.in) • Start Date: 11-06-2026 from 06:00 PM onwards • End Date: 18-06-2026 till 1:00 PM |
| Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee* | <ul style="list-style-type: none"> • Till 18-06-2026 up to : 1:00 PM |
| Date/ Time/ Place of Technical Bid Opening | <ul style="list-style-type: none"> • Date: 18-06-2026 at Time 5:00 PM • Place: Board Room, 1st Floor, RISL, Yojana Bhawan, Tilak Marg, C- |



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RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info.risl@rajasthan.gov.in
website: www.risl.rajasthan.gov.in
CIN :U72200RJ20105GC033185

| | |
|---|--|
| | Scheme, Jaipur 302005 (Rajasthan) |
| Date/ Time/ Place of Financial Bid Opening | Will be intimated later to the Technically qualified bidders |
| Bid Validity | 180 days from the last date of bid submission |

Note:

- 1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
- 2) * In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft/ Bank Guarantee for Tender Fee, Bid Security, and RISL Processing Fee up to prescribed time period, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft/ Bank Guarantee for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again).
- 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
- 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
- 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.
Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)
e-mail: eproc@rajasthan.gov.in
Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur
- 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
- 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
- 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
- 10) The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPPA Act 2012 and Rules thereto, the later shall prevail.

(Mukesh Kumar Sharma)
Additional Director

1. PROJECT PROFILE & BACKGROUND INFORMATION

1) Project Background

RajComp Info Services Ltd., on behalf of Government of Rajasthan has established Abhay Command and Control Center (Video surveillance room, Dial 100/112 control room, Forensic investigation room, ITMS room, Data Center& FMS/NOC room and Power room) under Command-and-Control Center Project across the state of Rajasthan. Under Project, the State Government is providing safety, security and timely assistance to the residents during the time of emergency. This project has integrated surveillance systems of different stakeholders with the objective of enhancing safety and security in the cities. This project is providing following benefits:

- Supporting police to maintain Law and Order
- Helping in investigation of crime
- Helping in preventing, detecting and dealing with criminal activities with minimum turnaround time
- Providing alerts and video analytics
- Monitoring suspicious people, vehicles, objects etc. with respect to protecting life and property and maintaining law and order in the city
- Continuously monitoring some important locations/public places in city area like area near to railway station, airport and other public places for keeping eye on regular activities & for emergency support.

2) Project Overview

The Abhay Command & Control Centre (ACCC) project has established a comprehensive and integrated surveillance ecosystem across seven major cities of Rajasthan—Ajmer, Bharatpur, Bikaner, Jaipur, Jodhpur, Kota, and Udaipur. The project encompasses key components such as Dial 100 services, forensic investigation systems, Intelligent Traffic Management Systems (ITMS), and centralized data centre infrastructure. Additionally, video surveillance and Dial 100 services have been operationalized across all districts of the State.

Building upon this foundation, the Government of Rajasthan intends to further strengthen and expand the existing surveillance infrastructure. This includes the deployment of additional CCTV cameras and associated systems across newly announced administrative divisions, along with their corresponding districts and blocks.

Through this Request for Proposal (RFP), the Department seeks to empanel/select qualified firms for the supply, installation, testing, and commissioning (SITC) of edge/on-premises equipment and related components under a rate contract framework. The selected firms shall be responsible for ensuring seamless integration with the existing infrastructure and adherence to defined technical and operational standards.

The System Integrator (SI) shall be responsible for the complete and end-to-end execution of the surveillance infrastructure project under the Abhay Command & Control Centre (ACCC) ecosystem across the State of Rajasthan. The responsibilities shall include GIS-based site survey, feasibility assessment, supply of equipment, civil and electrical infrastructure readiness, installation, integration with existing systems, testing, staged commissioning, analytics validation, asset tagging and onboarding, and comprehensive operation and maintenance for a period of five (05) years.

The SI shall establish a Project Management Office (PMO) within fifteen (15) days of issuance of Work Order and deploy qualified manpower including a Project Manager, Technical Leads, Network Specialists, and District-level coordinators. The SI shall prepare a detailed district-wise rollout plan clearly defining sequencing of activities, interdependencies (power, network, permissions), timelines, and resource deployment.

The SI shall implement a centralized monitoring system for tracking real-time status of survey completion, site readiness stages, dependency status (power and network), installation progress, integration status, asset onboarding, and SLA compliance. All stages shall be digitally traceable and auditable.

2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

A. A bidder participating in the procurement process shall possess the following minimum prequalification/ eligibility criteria.

| S. No | Basic Requirement | Specific Requirements | Documents Required |
|-------|--------------------|---|--|
| 1. | Legal Entity | <p>The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement.</p> <p>(Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder)</p> <p style="text-align: center;">OR</p> <p>A company registered under Indian Companies Act, 1956 or Companies Act, 2013</p> <p style="text-align: center;">OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p> <p>Note: Consortium is allowed:</p> <ul style="list-style-type: none"> • The consortium shall not consist of more than two companies and shall be formed under a duly stamped consortium agreement. (Attach Proof). • In a consortium, one of the partners shall be designated as a "Lead Partner". • Both member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project. • In case of any issues, Lead Partner shall be responsible for all the penalties. • A bidder cannot be partner in more than one consortium. | <p>Copy of valid Registration Certificates</p> <p>In case of a consortium, a Consortium Agreement must be submitted, duly Signed by the consortium members. The Consortium Agreement must clearly specify the stake of each member and outline their roles and responsibilities as per Annexure-15</p> |
| 2. | Financial Turnover | <p>Average Annual Turnover of the Bidder/Lead Bidder (If Consortium) from IT/ ITeS during the financial years 2022-2023, 2023-2024, 2024-2025 (as per the last published audited balance sheets) should be at least Rs. 500 Crores.</p> | <p>Turnover Certificate indicating Turnover form IT/ITeS with duly verified by a CA along with his Reg. No. and Seal with UDIN.</p> |

| | | | |
|----|--|--|--|
| 3. | Financial: Net Worth | The net worth of The Sole Bidder/ Bidder (each of consortium members in case of consortium), should be Positive for the last 03 (three) financial years i.e. 2022-23, 2023-24 & 2024-25. | Positive Net worth Certificate with duly verified by a CA along with his Reg. No. and Seal with UDIN |
| 4. | Technical Capability –I: ICT Based Projects Experience | <p>The Sole Bidder /Lead Bidder (If Consortium) must have successfully completed or partially completed at least one work order for Supply, Installation, and Operation & Maintenance (O&M) of outdoor IP Camera based surveillance projects of with a work order value of not less than ₹50 Crore, for any Government / Semi-Government / PSU / BFSI organization in India, executed on or after 01/04/2018.</p> <p style="text-align: center;">OR</p> <p>The Sole Bidder /Lead Bidder (If Consortium) must have successfully completed or partially completed two work orders for Supply, Installation, and Operation & Maintenance (O&M) of outdoor IP Camera based surveillance projects of which combined value of these work orders not less than ₹70 Crore, for any Government / Semi-Government / PSU / BFSI organization in India, executed on or after 01/04/2018.</p> | <p>Annexure-11 per project reference</p> <p>And</p> <p>+</p> <p>Copies of Work Order</p> <p>+</p> <p>Work completion / Phase Completion Certificate from the client.</p> <p>(In case of partial completed projects, the Phase Completion report must clearly state the amount for work completed in terms of rupees)</p> <p style="text-align: center;">OR</p> <p>Self-Certificate regarding Successful/ Partial Work Completion duly verified by a CA (along with his Reg. No. and Seal with UDIN) indicating the value of payment received against the work order(s)). The value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria.</p> |
| | Technical Capability –II: Large Surveillance Project Experience | The Sole/ Lead Bidder/ (any member in case of consortium) must have experience in supply, installation, Commissioning and O&M of City IP Surveillance system of at least 1000 cameras and its integration with command and control centre in single order. Such projects must have been undertaken for any Government/ Semi-Government/ PSU/ BFSI organization in India on or after 01/04/2018. | <p>Annexure-11 per project reference</p> <p>And</p> <p>+</p> <p>Copies of Work Order</p> <p>+</p> <p>Work completion / Phase Completion Certificate from the client.</p> <p>(In case of partial completed projects, the Phase Completion report must clearly state the No of outdoor cameras for work completed and made live)</p> |

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| 5. | Technical Capability – III: Manpower Capability | <p>The sole bidder shall have a minimum of 500 technically qualified professionals on its payroll. In case of a consortium, each consortium member shall have a minimum of 100 technically qualified professionals on their respective payrolls, and the combined strength of technically qualified professionals of all consortium members together shall not be less than 500.</p> <p>Note: Such professionals shall possess qualifications and certifications equal to or higher than those specified in the RFP and shall include certified network and surveillance engineers.</p> | self-certified declaration along with an HR certificate indicating the number of professionals on its payroll against each profile specified in the RFP. |
| 6. | Tax registration and clearance | <p>The Sole Bidder/ Bidder (each of consortium members in case of consortium) should have a registered number of</p> <ol style="list-style-type: none"> i. GSTN where his business is located ii. Income Tax / PAN number. | Copies of relevant certificates of registration |
| 7. | Certifications | <p>The Sole Bidder / Bidder (each of consortium members in case of consortium) must possess at the time of bidding, a valid</p> <ul style="list-style-type: none"> • ISO 9001(Quality Management). • ISO 27001 (Information Security Management) • ISO 20000 (IT Service Management) | Copy of a valid certificate |
| 8. | Mandatory Undertaking | <p>The Sole Bidder / Bidder (each of consortium members in case of consortium) should: -</p> <p>not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>not have a conflict of interest in the procurement in question as specified in the bidding document.</p> | A Self Certified letter as per Annexure-5: Self-Declaration |

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|--|-------|--|-------------|
| | | Comply with the code of integrity as specified in the bidding document. | |
| | Other | The Sole Bidder / Bidder (each of consortium members in case of consortium) with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTTPP Rules and Government of Rajasthan Notification No. F.2(1) FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021. | Annexure-16 |

- B. Sole Bidder / Bidder (each of consortium members in case of consortium) participating in the procurement process shall -
- a. Possess the necessary professional, technical, financial and managerial resources and competence required by the bidding documents, pre-qualification documents or bidder registration documents, as the case may be.
 - b. Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
 - c. Not have, and their directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
 - d. A bidder should not have a conflict of interest in the procurement in question as stated in rule 81 and the bidding documents. The procuring entity shall take appropriate actions against the bidder in accordance with section 11 and Chapter IV of the Act, if it determines that a conflict of interest has flawed the integrity of any procurement process.
 - e. A bidder debarred under section 46 shall not be eligible to participate in any procurement process undertaken by,- (a) any procuring entity, if debarred by the State Government; and (b) a procuring entity if debarred by such procuring entity.
 - f. In case of procurement of goods, bidder must be a manufacturer, distributor or bona-fide dealer/ authorized reseller in the goods and it shall furnish necessary proof for the same . Where applicable, proof of authorisation by the manufacturer or country distributor in India, shall be enclosed.
 - g. Any other eligibility criteria like Experience, Turnover, Profitability, Networth etc. may be incorporated taking in view the requirement of project or procurement subject.
 - h. RISL reserves the right to seek additional information, clarifications, or documentary evidence from any bidder at any stage of the evaluation process, including during or after the bidding period, for verification of claims made in the bid. This may include, but shall not be limited to, the following:
 - Verification of qualifications, technical manpower strength, certifications, experience, payroll strength, or any other eligibility criteria specified in the bid documents.
 - Clarifications regarding proposed solutions, methodologies, technologies, specifications, or compliance statements submitted by the bidder.
 - Submission of supporting documents such as HR declarations, EPF/ESIC records, payroll records, employee certifications, OEM authorizations, purchase orders, completion certificates, invoices, or any other relevant documentary evidence.
 - Submission of limited employee details, if required, solely for the purpose of verification and evaluation of the claimed manpower capability.



RFP for Rate Contract of 2 years for Supply, installation and commissioning of Surveillance equipment under Abhay Command & Control Project in the State of Rajasthan

- i. In-house projects for own or group companies shall not be considered for above criteria.
 - j. Bidder must have executed the project directly for the end customer. Experience acquired through subcontracting, back-to-back arrangements, consortium participation, channel partner/distributor execution, or execution on behalf of another agency/PSU shall not be considered for eligibility or experience evaluation.
- C. In addition to the provisions regarding the qualifications of the bidders (each of consortium members in case of consortium) as set out in (1,2) above: -
- a. The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
 - b. The procuring entity may require a bidder, who was qualified, to demonstrate its qualifications again in accordance with the same criteria used to qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

3. SCOPE OF WORK, DELIVERABLES & TIMELINES

1) Details of work (SoW)

The successful commissioning of the project requires the System Integrator (SI) to provide quality & timely services. The bidders are strongly advised to carefully read the Scope of Work.

The broad scope of work for the SI is to supply, installation and commissioning of items as per Bill of Material mentioned in Annexure-1 (BOM) and technical specifications mentioned in Annexure-2 (Technical Specification) with five years Warranty & maintenance support services at different locations across the State of Rajasthan.

The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of two years and may be extended as per RTPP Act on mutual acceptance on same terms and conditions subject to price fall clause.

The detailed scope of work for the SI during the period of contract/ engagement would include the following:

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Stage 1: GIS-Based Site Survey

The System Integrator (SI) shall conduct a comprehensive, field-level, GIS-enabled site survey for all proposed locations using a mobile-based application such as Rajdhaara or any other GIS platform approved by RISL. The objective of this stage is to capture accurate geo-spatial, technical, infrastructural, and feasibility-related inputs required for scientific planning, camera selection, and subsequent design.

The survey shall be carried out in close coordination with the District Level Officer (DLO) of DoIT&C, representatives from the District Administration, and or Police Department to ensure that site selection and validation are aligned with ground realities and operational requirements.

For each proposed location, the SI shall capture precise geographical coordinates (latitude and longitude) and upload the same through the GIS platform. The SI shall capture a minimum of three high-resolution photographs from different angles covering the approach road, mounting point, and surrounding area. A detailed field-of-view (FoV) analysis shall be carried out at site to determine optimal camera placement, coverage area, blind spots, and mounting height.

The SI, along with the District DLO and District Administration, shall carry out a detailed assessment of electrical power availability at each site. This assessment shall include identification of whether electricity is already available on the existing pole or nearby infrastructure, measurement of distance from the nearest power source. The SI shall also document the type of electrical work required, including cabling length, routing, and any additional infrastructure or protection systems.

The SI, along with the District DLO, shall evaluate network connectivity feasibility by identifying the nearest fiber point, measuring the distance to the fiber network, and assessing the feasibility of connectivity through optical fiber.

The SI along with the District DLO shall assess the availability and suitability of existing poles or mounting structures at each location. In case of existing poles, the SI shall verify structural integrity, and suitability for camera installation. The SI shall explicitly capture whether electricity is already provisioned on such poles and whether additional cabling or augmentation is required.

The SI shall capture detailed information regarding cabling requirements, including whether cabling is to be laid overhead or underground, approximate length, and any permissions required from local authorities. As far as possible, cabling shall be executed through underground routes only. In cases where underground cabling is not feasible, overhead cabling may be carried out only after obtaining prior approval from District nodal officer of DoIT&C/RISL. All surveyed sites shall be jointly validated with representatives from District Administration, Police Department, and RISL/DoIT&C. Based on inputs from Police Department and District Administration.

Each surveyed site shall be assigned a unique Site ID as per the predefined coding structure, and all survey data shall be digitally mapped on the GIS platform. The Site ID shall be used as the primary reference across all subsequent stages including design, installation, asset management, and maintenance.

The SI shall prepare and submit a comprehensive Survey Report for all sites, which shall include GIS mapping, site-wise feasibility matrix covering power, network, and infrastructure readiness, detailed site observations, photographs, and site-wise recommendations, type and number of cameras to be mounted, etc. The report shall be duly verified and endorsed by the District DLO before submission to RISL.

Stage 2: Infrastructure Readiness, Supply, Installation, Integration, Commissioning and Asset Onboarding

A. Supply, Infrastructure Readiness:

The System Integrator (SI) shall execute all preparatory civil, electrical, and infrastructure activities required to make each site fully ready for power connection and subsequent installation of surveillance equipment. This shall include installation of new poles (where required), construction of foundations as per approved specifications, installation of mounting brackets, laying of cables up to the camera mounting point, installation of junction boxes, provision of proper earthing and surge protection, and preparation of termination points for electrical connection.

In case of existing poles, the SI shall validate structural integrity, confirm suitability for installation, and capture detailed information regarding whether electricity is already available on the pole. The SI shall also assess and document any requirement of additional cabling or augmentation required for enabling power connectivity.

The SI shall ensure that each site is fully prepared in all respects except for availability of electricity. Upon completion of these activities, the SI shall submit a detailed Site Readiness Report (SRR-1) for each site. The SRR-1 shall mandatorily include Site ID, GPS coordinates, pole details (existing or newly installed along with ownership), foundation status, cabling details including routing and approximate length, power requirement details, and photographic evidence clearly demonstrating readiness.

After submission of SRR-1, the SI shall formally hand over the site to DLO, DoIT&C/RISL for provisioning of electricity connection. The date of SRR-1 submission and acknowledgment by the district shall be digitally recorded and shall serve as the baseline for delay attribution and dependency tracking. The District DLO shall coordinate with the electricity distribution company (DISCOM) for providing electricity connection.

Upon availability of electricity, the District/Department shall issue Power Availability Confirmation (PAC), clearly indicating Site ID, date of power availability, K Number and meter installation details. No penalties shall be imposed on the SI for delays attributable to non-availability of electricity after submission of SRR-1.

B. Installation, Configuration and System Integration

Upon receipt of PAC, the SI shall initiate installation, and system deployment activities within defined timelines. The SI shall supply all equipment strictly in accordance with approved specifications, ensuring that all equipment is new, unused, and procured through authorized OEM channels along with valid Manufacturer Authorization Forms.

The SI shall carry out installation activities including mounting of cameras, laying of cables, installation of network equipment, and integration with power infrastructure. The SI shall ensure proper alignment of cameras as per approved field of view, weatherproofing of installations, proper earthing, surge protection, and adherence to all applicable safety norms. The SI shall ensure that no damage is caused to public or private property during execution and shall restore any infrastructure disturbed during the process.

The SI shall configure all devices including assignment of static IP addresses, configuration of video streams, recording parameters, and implementation of security configurations. All devices shall follow standardized naming conventions linked to Site ID.

The SI shall integrate all deployed cameras and associated devices with the existing Video Management System (VMS), Command and Control Centres, and Data Centre infrastructure. All devices shall be

onboarded and mapped onto Network Management System (NMS) for centralized monitoring and shall be synchronized with Network Time Protocol (NTP) servers to ensure time consistency.

The SI shall enable local recording using edge storage or Network Video Recorder (NVR) for all cameras to ensure recording capability even in case of network failure. The SI shall coordinate with the existing VMS System Integrator to ensure seamless onboarding and compatibility.

C. Commissioning, Analytics Validation, Asset Onboarding and Installation Reporting

The SI shall carry out testing and commissioning activities for all installed sites. In cases where network connectivity is available, the SI shall ensure that live video feeds are transmitted to the Command Centre and central recording is enabled. In cases where network connectivity is not available at the time of installation, the SI shall ensure that local recording is operational and validated through playback testing and video quality checks. Such sites shall be classified as “Conditionally Commissioned (Network Pending)” and shall be upgraded to full commissioning once network connectivity is established.

The SI shall ensure that all required analytics functionalities are operational and shall coordinate with the existing VMS System Integrator to validate analytics on live video feeds, including verification of event detection, alert generation, and functional accuracy.

The SI shall assign unique Site IDs and ensure that all deployed assets are properly tagged and onboarded into the Asset Management System. The SI shall capture complete asset details including make, model, serial number, MAC address, IP address, firmware version, installation details, power source, connectivity type, pole type, cabling details, k no, etc. All assets shall be mapped with GIS coordinates and linked to the respective Site ID.

Upon completion of installation, configuration, testing, and validation, the SI shall submit Installation Reports (IR) for each site. The IR shall include site details, device details, photographic evidence, power status, network status, integration status, analytics validation status, and asset details. Each site shall be categorized as either “Fully Commissioned” or “Conditionally Commissioned” based on completion status.

2) Supply of ordered Items/equipments

- Items/equipments for the orderd quantity are to be supplied as per specifications defined in Annexure-2.
- Items/equipments for the orderd quantity mentioned in Work Order must be procured by only the selected bidder for all items.
- The bidder may supply items from multiple OEMs (wherever multiple OEMs are permitted under the RFP or BOQ), provided that the items meet or exceed the specifications defined in this bid. The bidder shall submit a valid Manufacturer’s Authorization Form (MAF) from each OEM for the respective items at the time of bid submission.
- All item/hardware should be supplied with all the required installation material/ accessories/software (wherever required) for proper installation at respective site.
- In case of any equipments/items supplied under this contract as mentioned in Annexure-1 (Bill of Material)become non-functional, SI shall be responsible for onsite replacement/repair of the equipment as per SLA at no additional cost to tendering authority during complete maintenance period of five years.

Pole Shifting:

As per the requirement of DoIT&C/RISL or respective department pole shifting including Foundation and earthing shall be done by selected bidder. And required work should be as per below parameters:

| Sr. No. | Description |
|---------|--|
| 1. | Pole shall have options to host and install security cameras, sensors and detectors. |

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| 2. | Pole shall be able to host at least 4 cameras/ sensors on top having a total weight up to maximum 30Kg. | |
| 3. | Pole shall be able to host solar panel (vertically mounted) having total weight maximum of 90Kg. | |
| 4. | Designed in accordance with ISS publication: Indian Standard Specification For Structure Support Highway Signs, Luminaries and Traffic signals. | |
| 5. | Suitable size earth termination shall be provided to connect with the proposed earth pit. Pipe earthing of each pole as per IS Standard. Pipe Earthing as per IS:3043 with perforated 3.0 Mtr. Long, 40 mm dia. ' B 'class G.I. Pipe including all accessories like nut, bolts, reducer, nipple, wire meshed funnel, and C.C. finished chamber covered with hinged type with locking arrangement C.I. Cover, C.I. Frame of size 300mm x 300 mm and embodying the pipe complete with alternate layers salt and coke/charcoal, testing of earth resistance as required. The Pipe earth electrode should be connected to pole mounting the required camera with 8 SWGGI wire. | |
| 6. | Supply and erection of GI Octagonal of following length and dimension as per table given below with base plate on the cement concrete foundation of M-20 grade (1:1.5:3) with the help of anchor bolts of grade 6.8 (IS: 1367PIII). | |
| | Top Dia (In mm) | 70 |
| | Bottom Dia. (In mm) | 135 |
| | Sheet Thickness (In mm) Base Plate | 3 225x225x16 |
| | Foundation Bolt Size No. x Dia (In mm) | 4x20 |
| | PCD in mm | 210 |
| | Bolt Length (In mm) | 750 |
| | Foundation Size in mm | 450x450x1550 |

3) Installation & commissioning of Items /equipments

The selected bidder / SI shall be required to:

- a) Install all items procured under this contract, including switches (as per BOQ), and integrate them with the NVR(s)/Command and Control Centre (CCC). The SI shall also ensure integration with existing switches/infrastructure provided by RISL, wherever applicable.
- b) Ensure all cameras should be integrated with existing VMS installed at respective Divisional/districts locations as per the direction from RISL/DOIT&C.
- c) Supply & Installation of any other item required for successful commissioning to be done by bidder without any extra cost to RISL.
- d) Ensure interoperability and compatibility of all supplied items/devices. The SI shall arrange any required hardware/software/SDKs for seamless functioning without additional cost.

- e) Configure all equipment to enable end-to-end access to applications/services, including remote accessibility wherever feasible.
- f) Submit Installation Reports (IRs), duly verified by the respective Nodal Officer.
- g) RISL upon receipt of all installation reports (wherever applicable) from the SI, shall validate the same as per work order/ RFP for its compliance.
- h) Bidder need to deploy sufficient manpower to complete installation as per the timeline defined and to maintain the SLA during the project period.
- i) Provide manpower support for verification/audit of configurations of newly installed devices (Annexure-1) whenever required by the Department or TPA.

4) Facility Management Services (FMS) – Operations, Maintenance and Support

4.4.1 Comprehensive Facility Management Services (FMS)

The System Integrator (SI) shall provide **comprehensive Facility Management Services (FMS) for a period of five (05) years** from the date of Final Commissioning of each site. The FMS shall cover end-to-end operations, monitoring, maintenance, incident management, and support of the entire surveillance ecosystem deployed under the project.

The scope shall include all field and centralized components including cameras (all types), poles and mounting structures, foundations, junction boxes, cabling (power and network), power infrastructure (including meters, earthing, surge protection), network equipment (switches, routers, media converters), edge/NVR devices, and integration with Video Management System (VMS), Command and Control Centres (CCC), Network Management System (NMS), and Data Centre systems.

The SI shall ensure continuous uptime, operational availability, and optimal performance of all assets. The SI shall be responsible for proactive monitoring, preventive maintenance, corrective maintenance, configuration management, firmware/software upgrades, and coordination with external agencies such as DISCOM and network providers wherever required.

This shall include:

- Periodic verification during preventive maintenance
- Re-validation of configurations
- Immediate response to security vulnerabilities or incidents
- Support during audits conducted by RISL or authorized agencies

Ticketing and Incident Management System

The complete FMS solution to be provided by the SI—including helpdesk system, ticketing platform, mobile application (for field users) with backend, dashboards— The application shall be hosted within the State Data Centre (SDC). The system shall support multi-agency usage, enabling secure access to RISL, District Administration, Police Department, SI, VMS vendor, network providers, and other authorized agencies. A robust Role-Based Access Control (RBAC) framework shall be implemented to ensure controlled access, data segregation, and accountability across all stakeholders.

The solution shall be a COTS (Commercial Off-The-Shelf) product from a reputed OEM, customized/configured as per the requirements of RISL, and shall include a minimum of 100 user licenses, including mobile application access for field users. These licenses shall be over and above the licenses required for support manpower deployed by the SI.

4.4.2 Preventive Maintenance (Quarterly and Routine Technical Activities)

The SI shall carry out **Quarterly Preventive Maintenance (QPM)** for all deployed sites and assets. Preventive maintenance shall be planned in advance and executed in coordination with RISL and local authorities to avoid operational disruption.

Each preventive maintenance cycle shall include detailed physical inspection, servicing, testing, and validation of all system components.

The SI shall perform cleaning of camera lenses, housings, and enclosures to remove dust, dirt, water marks, or any obstruction affecting video quality. The SI shall verify and correct camera alignment and field of view to ensure that the intended coverage area is maintained.

The SI shall inspect mounting structures, poles, and foundations for any signs of damage, corrosion, loosening, tilting, or structural weakness. Necessary tightening, reinforcement, or corrective action shall be carried out.

The SI shall inspect all electrical components including power connections, cabling, earthing systems, surge protection devices, and junction boxes. Voltage levels, grounding effectiveness, and safety conditions shall be verified. Any damaged or exposed cabling shall be repaired or replaced.

The SI shall verify network connectivity for all devices including link status, bandwidth utilization, latency, and packet loss. Connectivity with VMS and CCC shall be tested.

The SI shall verify configuration parameters including IP addressing, naming conventions, device mapping, and synchronization with NTP servers. Firmware versions shall be checked and updated where required, with proper approval and rollback planning.

The SI shall validate recording functionality, including both central recording and local (edge/NVR) recording. Retention policies shall be verified and playback functionality shall be tested.

The SI shall validate analytics functionality including ANPR, intrusion detection, motion detection, and event-based alerts, ensuring that analytics outputs are accurate and operational.

A detailed Preventive Maintenance Report (PMR) shall be submitted after each cycle, including site-wise checklist, observations, issues identified, corrective actions taken, photographic evidence (before/after), and recommendations.

In addition to quarterly maintenance, the SI shall perform periodic remote monitoring through NMS/VMS and conduct additional field visits as required based on system alerts or performance degradation.

4.4.3 Incident Management, Mobile-Based Ticketing, SLA Enforcement and Reporting

The SI shall establish and operate a centralized helpdesk and incident management system, integrated with a mobile application for field operations and hosted within the State Data Centre.

All incidents, faults, complaints, and service requests shall be logged in the centralized ticketing system. Tickets may be created by RISL, District Administration, Police Department, or any authorized user.

Each ticket shall be assigned to the appropriate agency (SI, VMS vendor, network provider, DISCOM, etc.) based on the nature of the issue. The system shall support reassignment, escalation, and inter-agency coordination.

The mobile application shall be mandatorily used by field engineers and shall support real-time ticket assignment, acceptance, and execution. The application shall capture geo-tagged attendance at site along with timestamp to ensure physical verification of visits.

Field engineers shall update ticket status (assigned, in-progress, on-hold, resolved) through the mobile application. Before and after photographs of the issue resolution shall be captured and linked to the ticket.

Each ticket shall be mapped to Site ID and asset ID to ensure traceability. Engineers shall record detailed work logs including root cause analysis, actions taken, and resolution details.

Ticket closure shall be done digitally through the system, with provision for verification and approval by authorized personnel.

The system shall capture complete ticket lifecycle including creation time, assignment time, acceptance time, site visit time, resolution time, and closure time. SLA compliance shall be automatically calculated based on predefined timelines.

The SI shall ensure timely corrective maintenance including diagnosis, repair, replacement of faulty components, restoration of connectivity, and reconfiguration of devices. Adequate inventory of spare parts shall be maintained to meet SLA timelines.

The system shall provide integrated dashboards combining NMS/VMS monitoring data, ticketing data, and mobile app logs. The SI shall submit periodic reports including daily uptime reports, weekly incident reports, monthly SLA compliance reports, and quarterly preventive maintenance reports.

The SI shall coordinate with external agencies such as DISCOM and network providers for resolution of power and connectivity issues and shall ensure that such dependencies are tracked and managed within the system.

5) Permissions and Statutory Approvals

- a) The SI shall along with DoIT&C / RISL District nodal officer coordinate with concerned authorities such as PWD, JDA/UIT, Municipal Corporations, and other local bodies for obtaining necessary permissions upon request raised by SI.
- b) Charges related to permissions, road cutting, and restoration shall be borne by RISL / DoIT&C.
- c) The RISL/ DoIT&C will arrange electricity connections for new poles, including application, SI will share requisite detail to Nodal officer and RISL will borne charges for power meter installation and periodic electricity charges.
- d) The RISL/ DOITC & SI shall liaise with all concerned departments to ensure timely approvals and clearances.

6) Safety Precautions

- a) The Bidder(s) shall ensure that all the required precautions during installation and maintenance project period are taken to avoid any accident, damage, harm to man, machine and material.
- b) The Bidder(s) should ensure to abide by all safety regulations and practices,
- c) The Bidder(s) shall ensure that no damage to customer premises and property and to restore the property, wherever required, at no cost to purchaser, if any damage occurs.
- d) Necessary barricades, night lamps, warning board and required watch man shall be provided by the Bidder(s) to prevent any accident to pedestrians or vehicles. The Bidder(s) shall employ sufficient manpower for this with caution boards, flags, sign writings etc.
- e) The Bidder(s) should provide sufficient width at the trenchant all such places, where it is likely to cave-in due to soil conditions without any extra payment.

7) Cyber Security, STQC Compliance and Edge System Hardening (MANDATORY)

a) Compliance with Government Standards

The SI shall ensure that all deployed components comply with applicable Government of India cyber security and surveillance standards, including:

- Ministry of Home Affairs (MHA) guidelines for CCTV/Video Surveillance
- MeitY guidelines for IP-based surveillance devices
- CERT-In advisories and cyber security best practices

All applicable edge devices (including cameras and network components) shall comply with STQC certification requirements, wherever mandated.

b) Edge Device Hardening and Secure Configuration

The SI shall ensure secure configuration and hardening of all edge devices deployed under the project.

This shall include:

- Removal or disabling of default usernames and passwords
- Enforcement of strong password policies
- Disabling of unused ports, protocols, and services
- Secure configuration of device interfaces and access mechanisms
- Ensuring only required communication ports are open
- Configuration of secure access methods for device management

All devices shall be deployed in hardened mode, ensuring no insecure or default configurations remain active.

c) Secure Integration with Existing Systems

The SI shall ensure that all edge devices integrate securely with the existing VMS and Command Centre systems.

This shall include:

- Use of secure communication protocols (HTTPS, TLS, secure streaming where supported)
- Compliance with existing network architecture and policies defined by RISL
- Proper IP addressing, VLAN segregation (if applicable), and network isolation
- Ensuring that integration does not introduce vulnerabilities into existing systems

The SI shall coordinate with the existing VMS/System Integrator for secure onboarding of devices.

d) Data Security at Edge Level

The SI shall ensure that all data handled at the edge (including video streams, local recordings, and device logs) is secured.

This shall include:

- Secure handling of local storage (edge/NVR, if applicable)
- Controlled access to video streams and device interfaces
- Prevention of unauthorized access, copying, or tampering of data

The SI shall ensure that no unauthorized external connectivity is enabled on edge devices.

e) Security Validation and Compliance Reporting

Prior to commissioning, the SI shall conduct security validation of deployed edge infrastructure.

This shall include:

- Configuration audit of devices
- Basic vulnerability assessment of edge components
- Verification of compliance with hardening guidelines

The SI shall submit a **Security Compliance Report** confirming adherence to all requirements.

RISL or any authorized agency may conduct independent audits, and the SI shall provide necessary support.

f) Firmware, Patch and Update Management

The SI shall ensure that all edge devices are deployed with latest stable and secure firmware/software versions.

During the FMS period, the SI shall:

- Monitor OEM and CERT-In advisories
- Apply security patches and updates in a controlled manner
- Maintain version control and update logs
- Ensure no disruption to live systems during updates

g) Logging, Monitoring and Incident Support

The SI shall ensure that all edge devices generate logs related to:

- User access
- Configuration changes
- System events

The SI shall support integration of these logs with existing monitoring systems (if required by RISL). The SI shall assist RISL in investigation and resolution of any security incidents related to deployed edge infrastructure.

h) SBOM & HBOM:

The successful bidder shall provide and maintain a complete and updated Software Bill of Materials (SBOM) and Hardware Bill of Materials (HBOM) for all supplied hardware, firmware, operating systems, applications, third-party libraries/components and software items supplied under the project. The SBOM & HBOM shall be submitted in compliance with prevailing CERT-In guidelines/advisories and shall be provided in standard machine-readable formats such as CycloneDX and/or SPDX. The SBOM/HBOM shall include details such as component name, version, manufacturer/vendor, dependencies, known vulnerabilities/CVEs, licensing information and support status. The successful bidder shall also provide updated SBOM & HBOM during the entire contract period whenever any patch, upgrade, replacement or change in hardware/ software components is carried out.

8) Project Activity, Deliverables, Timelines and payment

The milestones, deliverables, time schedule and payment for the implementation of the project would be as follows: -

- a) The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the SI shall arrange supplies and provide the required services within the specified period.
- b) “T” is the event marking RISL issuing the work order for supply, installation and commissioning of various items under Rate Contract to the selected bidder(s) i.e. SI. Payments to the selected bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under:

| S. No. | Milestone / Phase | Deliverables | Timelines | Payment |
|---------------|-------------------------------------|---|---------------------------------|----------------|
| 1 | Signing of Agreement & Mobilization | Signing of Agreement, Submission of Performance Security, PMO Setup and Deployment of Key Resources | Within 15 days from date of LoI | NIL |
| 2 | Phase 1 – Survey & Planning | Completion of GIS-based survey, Site ID generation, feasibility assessment (power, network, pole), FoV analysis, site classification, submission and approval of Survey Report by RISL/District Authorities | S = T + 60 days | NIL |

| | | | | |
|---|--|--|---|--|
| 3 | Phase 2 – Infrastructure Readiness (Foundation Stage) | <p>Delivery challan OEM Warranty Certificates for Hardware/Software items (wherever applicable)</p> <p>+</p> <p>submission of SRR-1 (IR signed by DLO for poll foundation along with cabling, JB) with geo-tagged evidence and handover to District for power provisioning, ROW permission, etc.</p> | S + 120 days | 40 % of the Work Order amount for items under BOQ-1 |
| 4 | Phase 3 – Installation, Integration & Commissioning (Live Stage) | <p>Submission of Installation report of Fully Commissioned cameras and equipment, configuration (IP, naming, NTP), integration with VMS</p> <p>OR</p> <p>Conditionally commissioned with local recording validation & asset on-boarding in AMS,</p> | <p>Phase1 (S + 150 days) Bidder need to provide IR (installation Report) at least 60% of total locations.</p> <p>Phase2 (S+ 180 days): Bidder needs to provide additional 20 % of IR (installation Report) of total locations</p> <p>Phase3 (S+ 210 days): Bidder needs to provide remaining 20 % IR (installation Report) of total locations</p> | 40 % of the Work Order amount for items under BOQ-1 |
| 5 | Phase 4 – FMS (Operations & Maintenance) | <p>Deployment of FMS team, Quarterly Preventive Maintenance (QPM), SLA compliance, mobile-based ticketing, SDC hosting, SSO integration, submission of O&M reports (uptime, SLA, tickets, assets)</p> | From Go-Live; payable quarterly over 5 years | <p>Work order amount for item under BoQ-2 (Manpower BoQ) shall be equated and paid in 20 quarterly instalments, after deduction of applicable penalties, if any</p> <p>+</p> <p>Pole shifting payment as per actual</p> <p>+</p> |

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| | | | | |
|--|--|--|--|--|
| | | | | <p>The remaining 20% of the work order value for items under BoQ-1 shall be released on a quarterly basis, distributed equally over 20 instalments, i.e., 1% of the work order amount for BoQ-1 items at the end of each quarter</p> |
|--|--|--|--|--|

Note 1: S denotes the Supply timeline mentioned above.

Note 2: Stock entry for the supply item will be maintain in respective district.

Note 3: The quantities mentioned in the Bid are indicative/ approx. and shall only be used for the purpose of financial bid evaluation which can be increased & decreases by the procuring entity and the Payments shall be made as per actual quantities supplied, installed and commissioned as per scope of work. No minimum quantity is guaranteed in rate contract.

- a) The supplier/ selected bidder request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- b) The supplier/ selected bidder may request for payment to the purchaser on completion of work in each city.
- c) This is selected bidder’s responsibility to deploy the requisite manpower as per the qualification and experience as define in this bid document. Deployment of unqualified manpower i.e. any manpower who doesn’t have the requisite qualification and experience as per this bid document for their respective profile, shall be treated as underplayed/absent manpower and penalties shall be applicable accordingly.
- d) Due payments may be made promptly by the purchaser.
- e) The deployed manpower should be on bidder’s permanent payroll.
- f) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- g) RISL will conduct interviews and/or assessments to evaluate the suitability of proposed resources. RISL reserves the right to reject any resource deemed unsuitable for the intended role.
- h) All remittance charges will be borne by the supplier/ selected bidder.
- i) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- j) Detailed technical specification of the equipment in Annexure-2 are the minimum requirements and bidders may quote/supply equipment with higher specifications although purchaser shall not pay for any higher specification
- k) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- l) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- m) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

4. INSTRUCTION TO BIDDERS (ITB)

1) Sale of Bidding/ Tender Documents

- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document

shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.

- b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- c) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

2) **Pre-bid Meeting/ Clarifications**

- a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c) The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - a. Last date of submitting clarifications requests by the bidder: as per NIB
 - b. Response to clarifications by procuring entity: as per NIB
- d) The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

3) **Changes in the Bidding Document**

- a) At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- b) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

4) **Period of Validity of Bids**

- a) Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5) **Format and Signing of Bids**

- a) Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.

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- b) All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c) A Single stage Two part/ cover system shall be followed for the Bid: -
 - a. Technical Bid, including fee details, eligibility & technical documents
 - b. Financial Bid
- d) The technical bid shall consist of the following documents: -

| S. No. | Documents Type | Document Format |
|------------------------------|--|--|
| Fee Details | | |
| 1. | Bidding document Fee (Tender Fee) | Proof of submission (PDF) |
| 2. | RISL Processing Fee (e-Procurement) | Instrument/ Proof of submission (PDF) |
| 3. | Bid Security | Instrument/ Proof of submission (PDF) |
| Eligibility Documents | | |
| 4. | Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm. | As per Annexure-4 (PDF) |
| 5. | All the documents mentioned in the "Eligibility Criteria", in support of the eligibility | As per the format mentioned against the respective eligibility criteria clause (PDF) |
| Technical Documents | | |
| 6. | Certificate of Conformity/ No Deviation | As per Annexure-6 (PDF) |
| 7. | Declaration by Bidders | As per Annexure-7 (PDF) |
| 8. | Manufacturer's Authorisation Form (MAF) | As per Annexure-8 (Indicative Format) (PDF) |
| 9. | Undertaking on Authenticity of Comp. Equip. | As per Annexure-9 (PDF) |
| 10. | Components Offered + Technical specifications compliance sheet for all items only on Bidder's Letter Head | As per Annexure-10 (PDF) |

- e) Financial bid shall include the following documents: -

| S. No. | Documents Type | Document Format |
|--------|------------------------------|--|
| 1. | Financial Bid – Cover Letter | On bidder's letter head duly signed by authorized signatory as per Annexure-11 (PDF) |

| | | |
|----|------------------------|--|
| 2. | Financial Bid - Format | As per BoQ (.XLS) format available on e-Procurement portal |
|----|------------------------|--|

f) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

6) Cost & Language of Bidding

- a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

7) Alternative/ Multiple Bids

Alternative/ Multiple Bids from same bidder shall not be considered at all.

8) Multiple OEM

The bidder is allowed to offer maximum up to three Make & Models (with different OEM) for each item in the technical Bid. Bidder should also mention the details of the quoted make/ models in the “Annexure-10: Components Offered”.

9) Bid Security (EMD)

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker’s cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting security deposit.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - a. when the bidder withdraws or modifies its bid after opening of bids;
 - b. when the bidder does not execute the agreement, if any, after placement of letter of intent;

- c. when the bidder does not deposit the security deposit within specified period after the LOI is placed; and
- d. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Security Deposit, or refunded if the successful bidder furnishes the full amount of Security Deposit.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely:
 -
 - a. the expiry of validity of bid security;
 - b. the execution of agreement for rate contract and security deposit is furnished by the successful bidder;
 - c. the cancellation of the procurement process; or
 - d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

10) Deadline for the submission of Bids

- a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

11) Withdrawal, Substitution, and Modification of Bids

- a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b) Bids withdrawn shall not be opened and processes further.

12) Opening of Bids

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:
 - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - b. bid is valid for the period, specified in the bidding document;
 - c. bid is unconditional and the bidder has agreed to give the required performance security; and
 - d. other conditions, as specified in the bidding document are fulfilled.

- e. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

13) Selection Method:

The selection method is Least Cost Based Selection (LCBS or L1). Bidder has to quote compulsorily in all items mentioned in bill of material/BoQ, otherwise complete bid will be rejected. One Lowest evaluated technically responsive bidder shall be selected for award of rate contract on cumulative total (Lowest) amount of BOQ (All Items) as per his financial bid.

14) Clarification of Bids

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

15) Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the bidding document;
 - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 - 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
 - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

b) Non-material Non-conformities in Bids

- a. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.

- b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
- c) Technical Evaluation Criteria**
 - a. Bids shall be evaluated based on the documents submitted as part of technical bid. Technical bid shall contain all the documents as asked in the clause “Format and signing of Bids”.
 - b. Any item asked in tender document and if not found technically qualified during technical evaluation of bid, Whole bid will be considered as technically non complied bid. The tendering authority will only consider the financial bid of technically complied bid.
- d) Tabulation of Technical Bids**
 - a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
 - b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.
- e) The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

16) Evaluation & Tabulation of Financial Bids

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract” below, the procuring entity shall take following actions for evaluation of financial Bids: -

- a) For two part/ coverBid system, the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present>;
- b) the process of opening of the financial Bids shall be similar to that of technical Bids.
- c) the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d) conditional Bids are liable to be rejected;
- e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.
- f) the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2,H3 etc. in descending order;
- g) the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- h) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- i) it shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

17) Dividing Quantities among more than one bidder at the time of award

After determination of the best value bid (including all items quoted price), another responsive and eligible bidder shall be asked to match the best value (L1) bid. Maximum Two bidders would be select to award the order based on the best value (L1). Criteria would be as follows –

If another bidder match the best value (L1) bid, order will be placed by splitting the total required quantity among the best value bidder and other bidder who matches the best value (L1) bid.

- The ratio of the splitting shall be 60:40 amongst the two (02) selected bidders, with the higher share to the original best value (L1) bidder awarded with the work of 4 division and the remaining share of 3 division to the other selected bidder.
- In case no other eligible and responsive bidder matches the best value (L1) bid, the order for the total required quantity shall be placed to the best value (L1) bidder.

18) **Correction of Arithmetic Errors in Financial Bids**

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

19) **Price/ purchase preference in evaluation**

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

20) **Negotiations**

- a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

21) **Exclusion of Bids/ Disqualification**

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
 - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and

- c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
- a. communicated to the concerned bidder in writing;
 - b. published on the State Public Procurement Portal, if applicable.

22) Lack of competition

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
- a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst bidders; and
 - e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

23) Acceptance of the successful Bid and award of rate contract

- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- c) Before award of the rate contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e) The procuring entity shall award the rate contract to the bidder(s) whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder(s) has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of security deposit , if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a letter of intent may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of intent shall constitute a binding contract.
- i) The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its security deposit is obtained.

24) Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

25) Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

26) Right to vary quantity

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- b) Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding documents, on the rates and conditions given in the contract if the original order was given after inviting open competitive Bids. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as per RTTP Act.

27) Security Deposit

- a) Bidder shall submit the Security Deposit within fifteen days of issue of letter of intent as per the terms and conditions of this bidding document equal to the value of Bid Security (EMD) mentioned in NIB.
- b) Refund of SD: The SD shall be refunded after three (03) months of the expiry of the rate contract period.
- c) Forfeiture of SD: The SD taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - a. When any terms and condition of the rate contract is breached or cancelled
 - b. when the bidder does not accept any work order issued anytime during the period of rate contract
 - c. when the bidder fails to commence the supply of the goods or service or execute work issued under this rate contract
 - d. when the bidder does not deposit the requisite performance security within the period specified in the work order, issued under this rate contract
- d) Notice will be given to the bidder with reasonable time before Security Deposit (SD) deposited with RISL is forfeited.
- e) No interest shall be payable on the deposited SD.

28) Execution of agreement for Rate Contract

- a) A procurement contract shall come into force from the date on which the letter of intent is despatched to the bidder.
- b) The successful bidder shall sign the agreement for rate contract within 15 days from the date on which the letter of intent is despatched to the successful bidder.

- c) If the bidder, who has been selected for rate contract, fails to sign a written agreement for rate contract or fails to furnish the required security deposit within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the rate contract with the bidder and may debar the bidder to participate in any future bid.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

29) Work Order Issued to Bidders under Rate Contract

- a) As per the project requirements, from time to time, the Purchaser shall issue work order to the successful bidder(s) for supply and installation of various items as applicable , however the rate contract does not guarantee the bidder to receive any minimum / committed number of work order (/s) from RISL
- b) The work order shall specify the quantity of various items to be supplied along with location details and delivery schedule for supply and installation.
- c) After receiving the work order, the bidder shall be responsible to deposit the requisite Performance Security Deposit (PSD) within the prescribed time period as specified in each work order.

30) Performance Security

- a) Prior to execution of agreement, Security Deposit shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a security deposit declaration shall be taken from them. The State Government may relax the provision of security deposit in particular procurement or any class of procurement.
- b) The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
- c) However, the successful bidder will be required to deposit the amount of performance security which is 5% of the value of the work order which is actually placed upon him.
- d) An Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee.
- e) The Additional Performance Security shall be refunded to the bidder after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the bidder.
- f) Performance security shall be furnished in any one of the following forms: -
 - a. deposit through eGRAS;
 - b. Bank Draft or Banker's Cheque of a scheduled bank;
 - c. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - d. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - e. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/premature payment of the FDR on demand to the procuring entity without requirement of

consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.

- g) Performance security furnished in the form specified in clause [a.] to [d.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- h) Forfeiture of Performance Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - a. When any terms and condition of the contract is breached.
 - b. When the bidder fails to make complete supply satisfactorily.
 - c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- i) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- j) No interest shall be payable on the PSD.

31) Confidentiality

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - a. impede enforcement of any law;
 - b. affect the security or strategic interests of India;
 - c. affect the intellectual property rights or legitimate commercial interests of bidders;
 - d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

32) Cancellation of procurement process

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - a. at any time prior to the acceptance of the successful Bid; or
 - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

33) Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
 - a. Prohibiting
 - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
 - b. disclosure of conflict of interest;
 - c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - a. exclusion of the bidder from the procurement process;
 - b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - c. forfeiture or encashment of any other security or bond relating to the procurement;
 - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

34) Interference with Procurement Process

A bidder, who: -

- a) withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

35) Appeals

- a) Subject to “Appeal not to lie in certain cases” below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - a. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings:

- b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (c) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be : First Appellate Authority: Commissioner IT&C, GoR
Second Appellate Authority: Secretary (Budget), Finance Department, GoR
- f) Form of Appeal:
- a. Every appeal under (a) and (c) above shall be as per Annexure-15 along with as many copies as there are respondents in the appeal.
- b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
- a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
- a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
- i. hear all the parties to appeal present before him; and
- ii. peruse or inspect documents, relevant records or copies thereof relating to the matter.
- c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

36) Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

37) Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the "The Rajasthan Transparency Public Procurement Act 2012", with the intention of delaying or defeating any

procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

38) Offenses by Firms/ Companies

- a) Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:
Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c) For the purpose of this section-
 - a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

39) Debarment from Bidding

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
 - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of “Code of Integrity for bidders” above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

40) Monitoring of Contract

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder’s premises where the work is being completed may be inspected.
- c) If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.



RFP for Rate Contract of 2 years for Supply, installation and commissioning of Surveillance equipment under Abhay Command & Control Project in the State of Rajasthan

- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

41) Stamp Duty

Stamp duty applicable as per the provision of Rajasthan Stamp Act, 1998 and the latest Notification of Finance Department, Government of Rajasthan.

5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them:

- a) “Contract” means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) “Contract Documents” means the documents listed in the Agreement, including any amendments thereto.
- c) “Contract Price” means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d) “Day” means a calendar day.
- e) “Delivery” means the transfer of the Goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- f) “Completion” means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- g) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- h) “Purchaser” means the entity purchasing the Goods and related services, as specified in the bidding document.
- i) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- j) “Subcontractor” means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- k) “Supplier/ Successful or Selected bidder” means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- l) “The Site,” where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

1) Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

2) Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3) Language

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

4) Eligible Goods and Related Services

- a) For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and maintenance.
- b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c) Bidder must quote products in accordance with above clause "Eligible goods and related services".

5) Notices

- a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch and receipt.
- b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

6) Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

7) Scope of Supply

- a) Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the work order.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
- c) The bidder shall not quote and supply and hardware/ software that is likely to be declared as End of Sale in next 6 months and End of Service/ Support for a period of 5 Years from the last date of bid submission. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

8) Delivery & Installation

- a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the work order. Bidder(s) shall be asked to supply the items across the State of Rajasthan and the details of supply/ shipping and exact locations where the items needs to be supplied shall be specified in the work order.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division except pole/tower. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.

9) Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall supply all the goods and related services included in the scope of supply in accordance with the provisions of work order and/ or contract for execution of work order.

10) Purchaser's Responsibilities

- a) Whenever the supply of goods and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

11) Rate Contract Price

- a) The rate Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.
- c) The rate quoted by the bidder for each item mentioned in the tender shall remain valid for Two years and may be extended by 3 months on mutual acceptance on same terms and conditions subject to price fall clause.

12) Recoveries from Supplier/ Selected Bidder

- a) Recovery of liquidated damages, short supply, breakage, rejected articles shall be made ordinarily from bills.
- b) The Purchase Officer shall withhold amount to the extent of short supply, broken/ damaged or for rejected articles unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with RISL.
- c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

13) Taxes & Duties

- a) The TDS, GST etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

14) Copyright

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Supplier/ Selected Bidder, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

15) Confidential Information

- a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -
- i. the Purchaser or Supplier/ Selected Bidder need to share with user department or RISL or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

16) Sub-contracting

- a) Sub-contracting is not allowed.
- b) The bidder shall not assign or sub-let the contract or any part thereof to any other agency.
- c) The bidder shall execute the contract directly and shall not assign, transfer, outsource, or subcontract the contract, in whole or in part, to any third party, nor act as a passthrough or intermediary for execution of the scope of work.
- d) All personnel deployed under this contract shall be under the bidder's direct control, supervision, and payroll. Deployment through any third-party agency, contractor, or manpower supplier is strictly prohibited. The bidder shall remain solely responsible for all personnel engaged in the project.
- e) Engagement of any third party, by any nomenclature (including vendor engagement, technical support, implementation support, or resource augmentation, etc.), for execution of any part of the scope of work shall be deemed as subcontracting. This includes thirdparty involvement in execution, manpower deployment, implementation, support, or participation in project meetings/interactions with the purchaser, irrespective of retention of overall contractual responsibility by the bidder.
- f) Any violation of the above provisions shall constitute a material breach of contract and may result in termination of the contract, recovery/withholding of payments (including CAPEX and services), and any other action as per the contract or applicable law.

17) Specifications and Standards

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.
- b) Technical Specifications and Drawings
 - i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
 - ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- d) The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- e) The supplier/ selected bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

18) Packing and Documents

- a) The Supplier/ Selected Bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- b) The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the contract, and in any other instructions ordered by the Purchaser.

19) Insurance

- a) The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- b) The goods will be delivered at the FOR destination in perfect condition.
- c) Successful bidder shall be responsible during entire contract period to take care of any loss or injury due to accident caused by any equipment installed on pole/tower by the successful bidder and shall be solely responsible for paying all kinds of compensation and damages due to loss of life or property and would be responsible for any civil or criminal case arising there from.
- d) The successful bidder shall, during the entire contract period, maintain comprehensive insurance coverage for all equipment installed under the project, including edge devices/equipment installed on poles/towers. In case of theft, vandalism, accidental damage, natural calamity, fire, or any other physical damage to such

equipment, the successful bidder shall replace/restore the affected equipment and services at no additional cost to RISL/Purchaser.

20) Transportation

- a) The supplier/ selected bidder shall be responsible for transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.
- b) All goods must be sent freight paid through Railways or goods transport. If goods are sent freight to pay, the freight together with departmental charge @5% of the freight will be recovered from the supplier's/ selected bidder's bill.

21) Inspection

- a) The supplier/selected bidder shall furnish details like make, model, drawings etc. of all items purchased in this tender to the tendering authority before supply and may only supply items after taking approval for the same.
- b) The Purchase Officer or his duly authorized representative shall at all reasonable time have access to the supplier's/ selected bidder's premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries during manufacturing process or afterwards as may be decided.
- c) The supplier/ selected bidder shall furnish complete address of the premises of his factory, office, go-down and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose.
- d) After successful inspection, it will be supplier's/ selected bidder's responsibility to dispatch and install the equipment at respective locations without any financial liability to the Purchaser. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the specification.

22) Samples

- a) When notified by the Purchaser to the supplier/ bidder/ selected bidder, Bids for articles/ goods marked in the BoM shall be accompanied by four sets of samples of the articles quoted properly packed. Such samples if submitted personally will be received in the office. A receipt will be given for each sample by the officer receiving the samples. Samples if sent by train, etc., should be despatched freight paid and the R/R or G.R. should be sent under a separate registered cover. Samples for catering/ food items should be given in a plastic box or in polythene bags at the cost of the bidder.
- b) Each sample shall be marked suitably either by written on the sample or on a slip of durable paper securely fastened to the sample, the name of the bidder and serial number of the item, of which it is a sample in the schedule.
- c) Approved samples would be retained free of cost upto the period of six months after the expiry of the contract. RISL shall not be responsible for any damage, wear and tear or loss during testing, examination, etc., during the period these samples are retained.
The Samples shall be collected by the supplier/ bidder/ selected bidder on the expiry of stipulated period. RISL shall in no way make arrangements to return the samples. The samples uncollected within 9 months after expiry of contract shall be forfeited by RISL and no claim for their cost, etc., shall be entertained.
- d) Samples not approved shall be collected by the unsuccessful bidder. RISL will not be responsible for any damage, wear and tear, or loss during testing, examination, etc., during the period these samples are retained. The uncollected samples shall be forfeited and no claim for their cost, etc., shall be entertained.
- e) Supplies when received may be subject to inspection to ensure whether they conform to the specifications or with the approved samples. Where necessary or prescribed or practical, tests shall be carried out in Government laboratories, reputed testing house like STQC (ETDC) and the like and the supplies will be accepted only when the articles conform to the standard of prescribed specifications as a result of such tests.
- f) The supplier/ selected bidder shall at its own expense and at no cost to the Purchaser carry out all such tests and/ or inspections of the Goods and Related Services as are specified in the bidding document.

23) Drawl of Samples

In case of tests, wherever feasible, samples shall be drawn in four sets in the presence of supplier/ bidder/ selected bidder or his authorised representative and properly sealed in their presence. Once such set shall be given to them, one or two will be sent to the laboratories and/ or testing house and the third or fourth will be retained in the office for reference and record.

24) Rejection

- a) Articles not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of user department work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected articles shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder's risk and on his account.

25) Extension in Delivery Period and Liquidated Damages (LD)

- a) Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".
- b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.
- c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.
 - i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorata progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
 - a. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the user department or RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
 - b. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
 - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal

extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

- vi. If user department or RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete : -

| No. | Condition | LD %* |
|-----|---|--------|
| a. | Delay up to one fourth period of the prescribed period as per scope of work and deliverable | 2.5 % |
| b. | Delay exceeding one fourth but not exceeding half as per scope of work and deliverable | 5.0 % |
| c. | Delay exceeding half but not exceeding three fourth as per scope of work and deliverable | 7.5 % |
| d. | Delay exceeding three fourth of the prescribed period as per scope of work and deliverable | 10.0 % |

- i. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- ii. The maximum amount of liquidated damages shall be 10% of the work order value.
- iii. *The percentage refers to the payment due for the associated works/ goods/ service.

26) Authenticity of Equipment

- a) The selected bidder shall certify (as per Annexure-9) that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
- b) If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said goods, the purchaser will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply. The selected bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
- c) Goods accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of the this clause of the contract.

27) Warranty

- a) The bidder must supply all items with warranty as mentioned in respective technical specifications of Annexure-2 after the goods, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the work order/bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the bidder, the warranty shall start from the date of last successful installation of the items covered under the PO.
- b) At the time of goods delivery, the selected bidder shall submit a certificate/ undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive warranty & support for the prescribed period.
- c) The purchaser shall give a written notice to the selected bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the selected bidder to inspect such defects. Upon receipt of such notice, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher

specifications from the respective OEM, at no cost to the Purchaser. Any goods repaired or replaced by the selected bidder shall be delivered at the respective location without any additional costs to the purchaser.

- d) If having been notified, the selected bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.
- e) During the warranty period, the bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing/replacement of the supplied goods.
- f) The warranty on supplied software media, if any, should be at least 90 days.

28) Patent Indemnity

- a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:
 -
 - i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
 - ii. the sale in any country of the products produced by the Goods.Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- d) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

29) Limitation of Liability

- a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value/amount/charges paid to the Supplier/ selected bidder until the time such claim was brought about, provided that this limitation shall not apply; i) to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement, and ii) any damages payable due to the Gross Negligence or Wilful Misconduct of the Supplier/selected bidder. For the purpose of this clause, Gross Negligence or Wilful Misconduct shall mean;

"Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property or a mistake made in good faith.

"Wilful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

The above provision does not limit either Parties rights provided under applicable laws of Govt. of India.

30) Force Majeure

- a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with the user department or RISL, the user department or RISL may take the case with the supplier/ selected bidder on similar lines.

31) Change Orders and Contract Amendments

- a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
 - i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - ii. the method of shipment or packing;
 - iii. the place of delivery; and
 - iv. the related services to be provided by the supplier/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.
- c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

32) Termination

- a) Termination for Default

- i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -
 - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - c. If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ selected bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

Failure, Termination and Risk & Cost Clause:

- i. Without prejudice to the provisions of Clause 32 (Termination for Default), in the event of termination of the contract, in whole or in part, due to default of the selected bidder, RISL shall have the right to get the balance/unexecuted work completed in such manner as it deems fit.
- ii. In such cases, RISL may, at its discretion, assign or reallocate the remaining work to the other selected bidder(s) (if any) at the same rates, terms and conditions, as finalized in the bid, or may engage any other agency as per the provisions of the RTPP Act, 2012 and RTPP Rules, 2013.
- iii. Any additional cost or expenditure incurred by RISL in completion of such balance work shall be recoverable from the defaulting bidder on a risk and cost basis, including but not limited to adjustment against pending payments, Performance Security Deposit (PSD), or any other dues available with RISL.
- iv. The above actions shall be in addition to and not in derogation of other remedies available under Clause 32, including forfeiture of Performance Security and other legal remedies under the contract and applicable law.

b) Termination for Insolvency

RISL 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 becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

c) Termination for Convenience

- i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- iii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - a. To have any portion completed and delivered at the Contract terms and prices; and/or
 - b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

33) Exit Management

a) Preamble

- i. The word 'parties' include the procuring entity and the selected bidder.

- ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
 - iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- b) **Transfer of Assets**
- i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
 - ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the department as desired by the procuring entity during the exit management period.
 - iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
 - iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
 - c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
 - d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.
- c) **Cooperation and Provision of Information during the exit management period**
- i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.
- d) **Confidential Information, Security and Data**
- The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

- i. Documentation relating to Intellectual Property Rights;
 - ii. Project related data and confidential information;
 - iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
 - iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
 - v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.
- e) Transfer of certain agreements
- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party lessors, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
 - ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
- f) General Obligations of the selected bidder
- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
 - ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
- g) Exit Management Plan
- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
 - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
 - vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.

- vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- x. It would be the responsibility of the selected bidder to support new operator during the transition period.

34) Settlement of Disputes

- a) In the case of a dispute or difference arising between the Tendering authority and the successful bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the Sole arbitrator, whose decision shall be final and binding on the parties.
- b) The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactment's thereof, shall apply to the arbitration proceedings.
The Tendering authority may terminate this contract, by giving a written notice of termination of minimum 30 days, to the Implementation Agency, if the successful bidder fails to comply with any decision reached consequent upon arbitration proceedings.
- c) Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court.

35) Verification of Eligibility Documents by RISL

RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act 2012.

6. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1) Payment Terms and Schedule

As mentioned in Chapter 4, Clause 2, Project Activity, Deliverables, Timelines and payment terms.

2) Service Level Standards/ Requirements/ Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the tendering authority for the duration of this contract. The tendering authority will regularly review the performance of the services being provided by the selected bidder and impose penalties if any deficiency is found in the services.

It is acknowledged that service levels may change as service needs evolves over the course of the contract. The present SLAs have been worked out on the basis of current expectations. Service levels between the purchaser and bidder can be revised in view of experience gained during the project period. The experience gained during this period will be used to fine tune the SLAs, including parameters, targets and penalties, if required. Any changes to the levels of services provided during the project period will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to the contract.

3) Service Level:

a) For all items mentioned in Bill of Material (Annexure-1)

Poles and associated Foundation:

| S. No. | Time to resolve complaint after lodging the complaint | Item Type | Penalty (in Rs.) (Per day per quantity of item for every 24 hours passed after expiry of 96 hours of lodging the complaint) |
|--|---|--|--|
| Pole | | | |
| 1. | Within 96 hours of lodging the complaint | Poles | No penalty |
| 2. | > 96 hours of lodging the complaint | Poles | 1000/- |
| Items mentioned in Bill of material | | | |
| S. No. | Time to resolve complaint after lodging the complaint | Item Type | Penalty (in Rs.) (Per day per quantity of item for every 24 hours passed after expiry of 24 hours of lodging the complaint) |
| 1. | Within 24 hours of lodging the complaint | Junction Box, Camera, switch, NVR mentioned in Bill of Material except Poles | No penalty |
| 2. | >24 hours of lodging the complaint | Junction Box, Camera, switch, NVR, | 500/- |
| Power Cabling and other items | | | |
| S. No. | Time to resolve complaint after lodging the complaint | Item Type | Penalty (in Rs.) (Per day per quantity of item for every 24 hours passed after expiry of 24 hours of lodging the complaint) |
| 1 | Within 24 hours of lodging the complaint | Electrical Cabling, network cabling, etc. | No Penalty |

| | | | |
|---|------------------------------------|-------------------------------------|-------------------|
| 2 | >24 hours of lodging the complaint | Electrical Cabling, network cabling | 500/- |
| 3 | >24 hours of lodging the complaint | For any other item | 0.5% of Item Cost |

Note: Items which are under Bidder support and associated impacted devices would be consider for SLA

Penalty Capping:

The total penalties, excluding manpower-related penalties, shall not exceed 15% of the Agreed Quarterly Payment. In the event that penalties equivalent to 15% are imposed for two consecutive quarters, RISL shall have the right to take an appropriate decision, including termination of the contract

4) Change Requests/ Management

- a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
- b) RISL may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
 - Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for RISL.
 - The method of deployment, shipping or packing.
 - Schedule for Installation Acceptance.
 - The place of delivery and/or the services to be provided by the bidder.
- c) The change request/ management procedure will follow the following steps: -
 - Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL.
 - Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analyzed and documented by the bidder.
 - Approval or disapproval of the change request – RISL will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project manager, analyst, software developer, testing engineer, database architecture etc. shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
 - Implementation of the change – The change will be implemented in accordance with the agreed cost, effort, and schedule by the selected bidder.
 - Verification of the change - The change will be verified by RISL on implementation of the change request.
- d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only after securing the express consent of RISL. In the event that the consent of RISL is not received then the change will not be carried out.
- e) While approving any change request, if required, RISL may ask the bidder to deploy the required resources on-site.
- f) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm’s performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the RISL change order which shall not be unreasonably withheld or delayed.

5) Price Fall Clause:

If the Contract holder quotes / reduces its price to render similar goods, works or services at a price lower than the Contract price to anyone in the State at any time during the currency of the Contract, the Contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under that Contract and the Contract shall be amended accordingly. The firms holding parallel Contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days' time to intimate their acceptance to the revised price. Similarly, if a parallel Contract holding firm reduces its price during currency of the Contract, its reduced price shall be conveyed to other parallel Contract holding firms and the original Contract holding firm for corresponding reduction in their prices. If any Contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.

6) Non-Compliance of Item

If the successful bidder fails to comply the technical specification as per RFP, after bid finalization then his contract for that item may be terminated and work may be assigned to L2 bidder or vice versa.

7) Manpower availability service levels

The manpower deployed by the SI for providing FMS services shall be on the direct payroll of the bidder organization and shall not be outsourced or subcontracted under any circumstances.

RISL reserves the right to verify the on-roll status of deployed manpower at any time. For this purpose, the SI shall, upon request, submit limited and relevant documentary evidence including appointment letter, recent payslips (with masking of sensitive personal information), and proof of statutory contributions such as EPF (where applicable).

The SI may mask or redact personal information such as bank account number, PAN, address, or other sensitive details, while ensuring that sufficient information is available to establish employment status.

The SI shall also submit a self-certification confirming that all deployed personnel are on its direct payroll and compliant with applicable labour laws.

All such information shall be sought and used strictly for the purpose of verification of employment status and shall be handled in accordance with applicable data protection laws, including the Digital Personal Data Protection Act, 2023. RISL shall not require submission of unnecessary personal data beyond what is required for verification.

SI appoint as many team members, as deemed fit by them, subject to the minimum manpower specified below to meet the SLA requirements. The tendering authority would not be liable to pay any additional cost for this. SI provide detailed CV of each of the resource being provided to tendering authority before deployment of the resource on site/Location.

The resources shall be deployed by the SI to manage the field locations, CCC equipment and maintain the service level requirements.

Provisions of leave reserve, providing leaves and other facilities / perks shall be as per SI prevailing policies / practices which shall be taken care by SI without any liability and/or financial implications on the part of Purchaser. Additional resources to maintain the shifts during leave/week offs should comply with the education and experience criteria as mentioned below in the table.

For successful implementation of the project, the Bidder/SI, shall designate one employee as Project Manager for RISL/concerned department throughout this project. Bidder/SP shall provide the contact numbers, e-mail id and other relevant details of the P.M. to DoIT&C/RISL. The P.M. need to be based at DoIT&C/RISL. The P.M. should be deployed within 15 days of first work order and will be deployed till exit management of the project. Non-deployment/ non availability of the required manpower shall attract penalty. The resources cost mentioned in Annexure-A shall be considered separately in BoQ-2 and shall be quoted separately by bidder in the respective row in BoQ-2. The qualification / working hours will be as mentioned below.

Annexure-A: Minimum Manpower Resource Table

| S.NO | Profile | General Shift (9:30 am to 6:00 pm) | Min. Qualification, Relevant Experience & Certifications | Penalty on non-availability of resource (Per resource per Shift) in INR |
|------|---|------------------------------------|---|---|
| 1 | Project Manager | 1 | B.E. / B.Tech / M.Sc. (IT) / MCA with a minimum of 10 years of post-qualification experience, including at least 5 years of experience in surveillance and emergency response projects. PMP / PRINCE2 certification is required. | 8000 |
| 2 | SPOC (District Edge for each HQ) | 41 | B.E./B.Tech/M.Sc(IT)/ MCA, or higher education in Information Technology domain with minimum 4 Years of relevant experience in NOC/Same kind of project experience/Cameras installation or implementation or design experience. At least 2-year experience in surveillance and emergency project, Cisco Certified Support Technician (CCST – Networking) / Cisco certified Network Administrator (CCNA) | 1500 |
| 3 | Support/Maintenance Engineer at all Districts | 123 | ITI (Electrical or Computer or IT) & Graduate, with minimum 3 Years of relevant experience post qualification. At least 1 year of experience in Camera installation/ support kind of role in field, Cisco Certified Support Technician (CCST – Networking) | 1500 |

NOTE:

- In case of a consortium, the Project Manager and SPOC (District Edge for each HQ) shall be employed exclusively on the payroll of the Lead Bidder.
- 15 days Casual Leaves allowed per annually.
- Each district shall have a field unit comprising a vehicle equipped with a hydraulic lift, along with a driver and two support staff (Support/Maintenance Engineers), forming a single unit. The field unit shall possess all necessary tools and equipment required for installation and maintenance of all devices.
- SI always maintain above minimum manpower on-site throughout the period of the contract.
- Every resource has to hand over his shift to other resource .
- The team deployment plan shall be prepared by SI periodically and shall obtain approval from OIC/Nodal officer prior to its implementation.
- Normal Working day will be considered as per Raj Government calender of that year however resource should be available as per the requirment of the project as and when asked without any liability for extra payment on the procuring entity.
- No resource shall be absent without prior permission of the designated authority. Penalty on nonavailability of any resource shall be as under:

| S. N o | No. of absence shifts per role in a quarter | Applicable Penalty / Actions |
|--------|---|--|
| 1 | > 0 but <= 10 | No. of absence shifts x Amount defined in the “Minimum Manpower Resource Table” respectively for given role in a quarter |

| | | |
|---|---------------|--|
| 2 | > 10 but <=30 | No. of absence shifts x 2x Amount defined in “Minimum Manpower Resource Table” respectively for given role in a quarter |
| 3 | > 30 | No. of absence shifts x 2x Amount defined in the “Minimum Manpower Resource Table” respectively for given role in a quarter And Issue of letter of warning and subsequent actions as per terms and conditions of RFP |

Note:- The above-mentioned manpower represents the minimum requirement to be deployed at each district. The bidder shall, however, assess the overall scope, SLA obligations, shift requirements, leave reserves, and operational contingencies, and accordingly deploy additional manpower as required to ensure uninterrupted services and compliance with all SLA parameters, without any additional cost to the procuring entity.

8) Manpower Change

The replacement of resources by bidder after deployment will be allowed (without penalty) only in case, the resource leaves the organization by submitting resignation with the present employer. In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.

The penalty per resource would be imposed in case of exit/replacement of resource from the project as per the details given below

| Sr. | Resource Type | Applicable Penalty when resource is leaving | |
|-----|---|--|---|
| | | Within 1 year of DOJ | After 1 year of DOJ |
| 1 | Manpower resources for specialized services | 10 times of the penalty mentioned in column in Annexure Annexure-A: Minimum Manpower Resource Table of minimum 15 days | 5 times of the penalty mentioned in Annexure Annexure-A: “Minimum Manpower Resource Table” respectively for given role in a quarter of minimum of 15 days |

ANNEXURE-1: BILL OF MATERIAL (BoM) – Indicative

| Sr. No. | Item Name | Unit | Indicative Quantity (No.) | MAF Required |
|---------|---|------|---------------------------|--------------|
| 1 | Full HD Motorized Bullet Camera with IR | Nos. | 15,000 | Yes |
| 2 | Full HD IP PTZ Camera with IR | Nos. | 5,000 | Yes |
| 3 | Full HD Dome Camera with IR | Nos. | 2,500 | Yes |
| 4 | NVR (POE) (8 port) | Nos. | 300 | Yes |
| 5 | NVR (POE) (16 port) | Nos. | 300 | Yes |
| 6 | UPS 1KVA | Nos. | 400 | Yes |
| 7 | Access Switch (4 port) Rugged along with Populated SFPs (Two) | Nos. | 7,000 | Yes |
| 8 | Access Switch (8 port) Rugged along with Populated SFPs (Two) | Nos. | 1000 | Yes |
| 9 | New Pole 8 Mtr | Nos. | 5,000 | Yes |
| 10 | Electrical Armoured cable with laying and termination end | Mtr. | 4,50,000 | NO |
| 11 | Shifting of Pole with commissioning with required earthing | Nos | 1,000 | NO |
| 12 | Cat 6 Ethernet cable in casing and conducting (with laying) | Mtr. | 2,00,000 | NO |
| 13 | Rugged Mobile Data Terminal | Nos. | 100 | NO |
| 14 | Project Manager (60 Months) | Nos. | 1 | NO |
| 15 | SPOC (District Edge for each HQ) (60 Months) | Nos. | 41 | NO |
| 16 | Support/Maintenance Engineer at all Districts (60 Months) | Nos. | 123 | NO |

ANNEXURE-2: Technical Compliance

Note: All the specifications below are minimum specifications and higher specifications shall be used wherever necessary/ required. Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations.

Item No. 1: Full HD IP Motorized Bullet Camera with IR

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|---------------------------------------|--|-------------------|-----------|
| 1. | Make | | | |
| 2. | Model | | | |
| 3. | Camera Type | 4MP Vari-focal Bullet Camera | | |
| 4. | Standard | ONVIF Profile S, G, T, M compliant | | |
| 5. | Integration with existing VMS | SI shall ensure seamless integration with existing VMS (NiceVision Net 3.1 or higher) with open SDK/API support | | |
| 6. | Certification | CE, FCC, BIS-ER, STQC compliant (OEM must have manufacturing in India since last 5 Years) | | |
| 7. | Edge Storage & Failover Recording | Camera shall support on-board edge storage through MicroSD/MicroSDHC/MicroSDXC slot with minimum 512 GB capacity (industrial-grade, high-endurance memory card to be supplied with camera, Class 10/UHS-I or higher). The camera shall automatically record video locally in case of network/storage failure. | | |
| 8. | ANR & Data Synchronization | Camera shall support Automatic Network Replenishment (ANR) wherein, upon restoration of connectivity, the locally recorded video shall be automatically synchronized and merged with network storage in chronological order without any manual intervention. The solution shall be STQC compliant and support secure, tamper-resistant storage with data integrity verification. | | |
| 9. | Image Sensor | 1/2.8" Progressive Scan CMOS or better | | |
| 10. | Resolution | Minimum 2688 × 1520 @ 25/30 fps or better | | |
| 11. | Bitrate Control | Support CBR/VBR with configurable bitrate (min. up to 6 Mbps or higher) | | |
| 12. | Video Compression | MJPEG, H.264, H.265 | | |
| 13. | Streaming | Minimum four configurable video streams | | |
| 14. | Audio | Full duplex, 1 Audio In/Out, built-in microphone with noise filtering | | |
| 15. | Alarm | 1 digital input, 1 relay output | | |
| 16. | Audio Compression | G.711/G.722.1/G.726/AAC or better | | |
| 17. | Pre/Post Alarm Buffer | Supported | | |
| 18. | ID/Password | user authentication | | |
| 19. | Secure Communication & Access Control | The camera shall support HTTPS with TLS 1.2/1.3 (TLS 1.1 or lower not permitted), IP/MAC filtering, and strong authentication mechanisms including WSSE and/or HTTP Digest. The device shall enforce role-based access control (RBAC) and account lockout policy to prevent unauthorized access. | | |

| | | | | |
|-----|--|--|--|--|
| 20. | Device Security, Data Protection & Logging | The camera shall support secure boot (trusted boot), signed firmware, and secure firmware upgrade. Video and configuration data shall be encrypted (minimum AES 256-bit). The device shall maintain detailed security audit logs with syslog support for monitoring and traceability. | | |
| 21. | Video Authentication | Digital watermarking | | |
| 22. | Physical Layer | 1 × RJ45 10/100 Mbps Ethernet port | | |
| 23. | Protocol | TCP/IP, UDP, Multicast, NTP, PPPoE, SNMP, DHCP, IPv4/v6, DNS, HTTP, HTTPS, RTSP, SRTP, SSH, SMTP, FTP/SFTP, ONVIF or as per MeITY Guidelines. | | |
| 24. | IP Support | Static and Dynamic IP support | | |
| 25. | Remote Administration | Web-based configuration and monitoring | | |
| 26. | System Update | Remote firmware upgrade over network | | |
| 27. | Client Support | Web client and PC client with recording support | | |
| 28. | Simultaneous Users | Minimum 6 concurrent users | | |
| 29. | Lens Type | Motorized varifocal 2.7–13.5 mm with remote zoom/focus | | |
| 30. | Field of View | Horizontal 100° (±5°) to 30° (±5°) | | |
| 31. | Image Enhancement | BLC, HLC, 3D DNR | | |
| 32. | Auto Exposure | Supported | | |
| 33. | Illumination | ≤ 0.005 Lux (Color), 0 Lux with IR | | |
| 34. | IR Range | Dual Light. IR Light and white Light Range of minimum 60 Mtr | | |
| 35. | Signal-to-Noise Ratio | ≥ 52 dB | | |
| 36. | Motion/Privacy Zones | Minimum 4 ROI and 4 privacy masking zones | | |
| 37. | AGC | Supported | | |
| 38. | Wide Dynamic Range | Minimum 120 dB (true WDR) | | |
| 39. | Electronic Shutter | 1/3 s to 1/100,000 s | | |
| 40. | White Balance | Supported | | |
| 41. | Day/Night | Day, Night, Auto, Schedule | | |
| 42. | Operating Temperature | -30°C to +60°C, up to 95% RH (non-condensing) | | |
| 43. | Power Source | 12V DC and PoE (802.3af/at) | | |
| 44. | Internet Protocol | IPv4 and IPv6 | | |
| 45. | Housing | IP67 weatherproof, IK10 vandal resistant, with sunshield and mounting accessories | | |
| 46. | Edge Analytics | Line crossing, intrusion detection, motion detection, tampering alarm. | | |
| 47. | Smart Events | Events/alerts to be supported shall include, but are not limited to: absence of SD card, SD card full, SD card error, network disconnection, IP address conflict, unauthorized/illegal access attempts, motion detection, video tampering, tripwire breach, intrusion detection, audio detection, voltage anomalies, Intelligent Motion Detection (IMD), security exceptions, and external alarm triggers. | | |
| 48. | Linkage | Alarm trigger, email notification, VMS alert integration | | |

| | | | | |
|-----|------------------------|--|--|--|
| 49. | General Functions | Hardware Reset Support, SFTP, Scene change detection, SDK and API support and OSD support (Camera title, Date & Time). | | |
| 50. | Accessories | All required accessories (power cable, CAT6 patch cord, mounting kit, connectors, etc.) | | |
| 51. | Date & Time | RTC and NTP synchronization | | |
| 52. | Warranty | 5 Years comprehensive OEM warranty & Support | | |
| 53. | Secure Export | Video export | | |
| 54. | Firmware Security | Digitally signed firmware and secure upgrade mechanism | | |
| 55. | Cyber Compliance | Compliance with CERT-In/STQC cybersecurity guidelines | | |
| 56. | MTBF | OEM to specify Mean Time Between Failures | | |
| 57. | Bandwidth Optimization | Smart codec / dynamic bitrate optimization support | | |
| 58. | Analytics Metadata | ONVIF Profile M or equivalent for metadata streaming | | |

Item No. 2: Full HD IP PTZ Camera with IR

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|-----------------------|---|-------------------|-----------|
| 1. | Make | | | |
| 2. | Model | | | |
| 3. | Image Sensor | 1/2.8” or better Progressive Scan CMOS sensor | | |
| 4. | Resolution | Minimum 4MP (2688 × 1520) or higher | | |
| 5. | Frame Second per | Minimum 25/30 FPS at full resolution | | |
| 6. | Dynamic Range | True WDR ≥ 120 dB | | |
| 7. | Signal to Noise Ratio | ≥ 52 dB | | |
| 8. | Minimum Illumination | Color: ≤ 0.005 Lux @ F1.6, B/W: 0 Lux with IR ON | | |
| 9. | Image Stabilization | Electronic Image Stabilization (EIS) | | |
| 10. | IR Range | Minimum 180 meters or better | | |
| 11. | Lens | Motorized varifocal lens, focal length ≥ 150 mm (higher side), auto focus supported | | |
| 12. | Optical Zoom | Minimum 32x optical zoom | | |
| 13. | Digital Zoom | Minimum 16x digital zoom | | |

| | | | | |
|-----|-----------------------------------|---|--|--|
| 14. | Field of View | Horizontal: $\sim 55.8^\circ$ to $\leq 2.4^\circ$, Vertical: $\sim 31.9^\circ$ to $\leq 1.3^\circ$, Diagonal: $\sim 63.7^\circ$ to $\leq 2.7^\circ$ | | |
| 15. | Iris Control | Automatic and manual iris control | | |
| 16. | Back Light Compensation | Supported (BLC/HLC/WDR modes) | | |
| 17. | Electronic Image Stabilization | Supported | | |
| 18. | Noise Reduction | 2D/3D Digital Noise Reduction (DNR) | | |
| 19. | Presets | Minimum 300 presets | | |
| 20. | Patrols | Minimum 8 patrols, each supporting ≥ 32 presets | | |
| 21. | Pattern | Minimum 4 programmable patterns | | |
| 22. | Scheduled Task | Preset, pattern scan, patrol scan, auto scan, tilt scan, frame scan (configurable) | | |
| 23. | Pan & Tilt Speed | Pan: 0.1° – $160^\circ/s$ (preset $\geq 240^\circ/s$), Tilt: 0.1° – $120^\circ/s$ (preset $\geq 200^\circ/s$) | | |
| 24. | Vertical Tilt | -15° to $+90^\circ$ with auto flip | | |
| 25. | Pan Movement | 360° continuous rotation | | |
| 26. | Video Streams | Minimum 3 independently configurable streams | | |
| 27. | Video Compression | H.265 / H.264 (H.265+ preferred) | | |
| 28. | Audio | Minimum 1 audio input and 1 audio output | | |
| 29. | Privacy Mask | Minimum 24 Privacy Masking or better. | | |
| 30. | Streaming | Main: 4MP @ 25fps; Sub: 720P @ 25/30fps; Third: 640×480 @ 25/30fps (configurable) | | |
| 31. | Ethernet | RJ45 10/100 Mbps self-adaptive Ethernet port | | |
| 32. | Auto Tracking | AI-based auto tracking of moving objects/persons | | |
| 33. | Supported Protocols | TCP/IP, HTTP/HTTPS, FTP, NTP, RTSP, RTP, IPv4/IPv6, SNMP, DHCP, SSL/TLS | | |
| 34. | Edge Storage & Failover Recording | Camera shall support on-board edge storage through MicroSD /MicroSDHC /MicroSDXC slot with minimum 512 GB capacity (industrial-grade, high-endurance memory card to be supplied with camera, Class 10/UHS-I or higher). | | |

| | | | | |
|-----|-------------------------------------|--|--|--|
| | | The camera shall automatically record video locally in case of network/storage failure. | | |
| 35. | ANR & Data Synchronization | Camera shall support Automatic Network Replenishment (ANR) wherein, upon restoration of connectivity, the locally recorded video shall be automatically synchronized and merged with network storage in chronological order without any manual intervention. The solution shall be STQC compliant and support secure, tamper-resistant storage with data integrity verification. | | |
| 36. | Analytics (Edge) | Motion detection, tampering, intrusion, line crossing, loitering, crowd detection (basic analytics at edge) | | |
| 37. | Alarms | Minimum 2 alarm inputs and 1 alarm output | | |
| 38. | Power Supply | 24VAC / 36VDC / Hi-PoE compliant | | |
| 39. | Operating Temperature | -30°C to +65°C or better | | |
| 40. | Operating Humidity | ≤ 90% non-condensing | | |
| 41. | Environmental Protection | IP67 (weatherproof) and IK10 (vandal resistant) | | |
| 42. | ONVIF Compliance | ONVIF Profile S/G/T compliant | | |
| 43. | Regulatory Approvals | CE, FCC, RoHS, BIS (OEM must have manufacturing facility in India since last 5 Years or more) | | |
| 44. | Pre and Post Alarm Buffer Recording | System shall support configurable pre (min. 10 sec) and post (min. 30 sec) alarm buffer recording for all AI-triggered events without frame loss. | | |
| 45. | Advanced Forensic Video Search | Intelligent search based on object type, attributes (color, size), time, and location with rapid retrieval capability. | | |
| 46. | Real-Time AI Event Detection | Real-time detection of intrusion, loitering, abandoned object, crowd formation, wrong direction, restricted area movement with low latency alerts. | | |
| 47. | VMS Integration | AI solution shall seamlessly integrate with existing Hexagon/Qognify VMS with event tagging and synchronized playback. | | |

| | | | | |
|-----|------------------------------|--|--|--|
| 48. | Metadata Generation | ONVIF Profile M or equivalent for metadata streaming | | |
| 49. | Open API / SDK | Solution shall provide open APIs/SDKs for integration with VMS, ICCC, and third-party systems; must be vendor-agnostic. | | |
| 50. | On-Prem Deployment | Complete AI solution shall be deployable on-premise with GPU-based processing and no mandatory cloud dependency. | | |
| 51. | Scalability | System shall support large-scale deployments (1000+ cameras) with distributed and horizontally scalable architecture. | | |
| 52. | Security Compliance | Solution shall comply with MeitY Essential Security Requirements (ER), STQC/BIS norms, and provide encryption, RBAC, and audit logs. | | |
| 53. | Alert Management | Configurable alert rules, priority-based classification, and integration with SMS/Email/ICCC dashboards. | | |
| 54. | Failover & Redundancy | High availability with failover support ensuring no loss of analytics events during failures. | | |
| 55. | Evidence Management | Export of video clips along with metadata and audit trail in legally admissible format. | | |
| 56. | Multi-Analytics Capability | Ability to run multiple AI analytics simultaneously on same video stream without performance degradation. | | |
| 57. | GIS Integration | Integration with GIS platform for camera/event visualization on maps. | | |
| 58. | Dashboard & Reporting | Provision of dashboards, heatmaps, crowd analytics, and trend-based reporting. | | |
| 59. | Existing Infra Compatibility | AI solution shall work with existing camera infrastructure without mandatory replacement. | | |

Item No. 3: Full HD Dome Camera with IR

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|--------------|--|-------------------|-----------|
| 1. | Make | | | |
| 2. | Model | | | |
| 3. | Camera Type | 4MP Vari-focal Dome Camera | | |
| 4. | Image Sensor | 1/2.8 inch Progressive Scan CMOS or better | | |

| | | | | |
|-----|-------------------------|---|--|--|
| 5. | Resolution | Min. 2688 x 1520 @ 25/30 fps or better | | |
| 6. | Video Compression | MJPEG, H.264, H.265 | | |
| 7. | Audio Compression | G.711/G.722.1/G.726/MP2L2/PCM/AAC-LC Should support Environment Noise Filtering | | |
| 8. | Streaming | Min. Four compressed stream (Individually Configurable) | | |
| 9. | ID/Password | User authentication | | |
| 10. | Simultaneous Live View | Minimum 6 users or more | | |
| 11. | Physical Layer | 1 RJ45 10M/100M self-adaptive Ethernet port | | |
| 12. | Security | Password protection, strong password policy, HTTPS, TLS 1.2/1.3, IP filter, audit log, video watermark/digital signature | | |
| 13. | Protocol | TCP/IP, UDP, Multicast, NTP, PPPoE, SNMP, DHCP, IPv4/v6, DNS, HTTP, HTTPS, RTSP, SRTP, SSH, SMTP, FTP/SFTP, ONVIF or as per MeITY Guidelines. | | |
| 14. | Lens Type | 2.7–13.5 mm Motorized Varifocal with Autofocus | | |
| 15. | Field of View (FoV) | Horizontal 97°–28°, Vertical 58°–18°, Diagonal 138°–36° | | |
| 16. | Built-in Microphone | Support with noise filtering | | |
| 17. | Audio Port | 1 IN / 1 OUT | | |
| 18. | Alarm Port | 1 IN / 1 OUT | | |
| 19. | ROI | Minimum 4 configurable regions | | |
| 20. | Image Enhancement | BLC, HLC, 3D DNR | | |
| 21. | Signal-to-Noise Ratio | ≥ 52 dB | | |
| 22. | Wide Dynamic Range | 120 dB (True WDR, sensor based) | | |
| 23. | Image Parameters Switch | Yes | | |

| | | | | |
|-----|-----------------------------------|--|--|--|
| 24. | Image Settings | Rotation, brightness, contrast, sharpness, gain, WB via client/web | | |
| 25. | Edge Storage & Failover Recording | Camera shall support on-board edge storage through MicroSD/MicroSDHC/MicroSDXC slot with minimum 512 GB capacity (industrial-grade, high-endurance memory card to be supplied with camera, Class 10/UHS-I or higher). The camera shall automatically record video locally in case of network/storage failure. | | |
| 26. | ANR & Data Synchronization | Camera shall support Automatic Network Replenishment (ANR) wherein, upon restoration of connectivity, the locally recorded video shall be automatically synchronized and merged with network storage in chronological order without any manual intervention. The solution shall be STQC compliant and support secure, tamper-resistant storage with data integrity verification. | | |
| 27. | Network Storage | NAS (NFS, SMB/CIFS), ANR | | |
| 28. | Illumination | Colour: 0.005 Lux @ F1.6, 0 Lux with IR/White Light | | |
| 29. | IR Range | Up to 50 meters or better | | |
| 30. | Supplement Light | IR | | |
| 31. | Privacy Mask | Minimum 4 masks | | |
| 32. | Electronic Shutter | 1/3 s to 1/100,000 s | | |
| 33. | ONVIF | Profile S, G, T supported | | |
| 34. | Day/Night | Day, Night, Auto, Schedule | | |
| 35. | Operating Temperature | -30°C to +60°C, ≤95% RH | | |
| 36. | Housing | IP67, IK10 | | |
| 37. | Analytics | Line crossing, intrusion, motion (human/vehicle), tampering, exception | | |
| 38. | Linkage | Notify, email, trigger recording/snapshot | | |
| 39. | General Functions | Hardware Reset Support, SFTP, Scene change detection, SDK and API support and OSD support (Camera title, Date & Time). | | |
| 40. | Power Source | 12V DC, PoE (802.3af/at) | | |

| | | | | |
|-----|----------------------|--|--|--|
| 41. | Certification | CE, FCC, RoHS, BIS, STQC (OEM manufacturing in India since last 5 Years or more) | | |
| 42. | VMS Integration | Mandatory integration with existing VMS (Hexagon), SDK/API required | | |
| 43. | Edge Failover | SD card recording + auto sync with VMS (no manual intervention) | | |
| 44. | Alarm Buffer | Pre/Post alarm recording support | | |
| 45. | Bitrate Control | CBR/VBR with minimum 6 Mbps support | | |
| 46. | Video Authentication | Tamper-proof watermark/digital signature with timestamp | | |
| 47. | User Management | Audit logs, login traceability | | |
| 48. | Remote Management | Remote config, firmware upgrade. | | |
| 49. | Health Monitoring | Video loss, storage failure, tamper alerts | | |
| 50. | MAC Address | OEM registered MAC address | | |
| 51. | Time Sync | RTC + NTP support | | |
| 52. | SDK/API | Open API for third-party integration | | |

Item No. 4: 4 Port NVR (POE) (required 8 Port)

| S. No. | Features | Description of Requirement | Compliance Yes/No | Reference |
|--------|----------------------|----------------------------|-------------------|-----------|
| 1. | Make | | | |
| 2. | Model | | | |
| 3. | IP video input | 8 ch | | |
| 4. | Incoming bandwidth | Min. 384 Mbps | | |
| 5. | Outgoing bandwidth | Min. 384 Mbps | | |
| 6. | Recording resolution | Upto 32MP | | |

| | | | | |
|-----|-------------------------------|---|--|--|
| 7. | Video interfaces o/p | HDMI Port supporting 4K resolution, VGA port supporting 1080P resolution, HDMI/VGA independent output | | |
| 8. | Two-way audio | 1-ch | | |
| 9. | Audio o/p | 1 ch | | |
| 10. | Compression technique | H.265, H.264 | | |
| 11. | Live view/Playback resolution | Upto 12MP resolution | | |
| 12. | Synchronous playback | Up to 8 channel | | |
| 13. | Smart Playback function | Smart search for selected area and smart playback support | | |
| 14. | VCA | Support Video Content Analytics based on camera analytics | | |
| 15. | Facial Recognition by NVR | 2 Channel face detection and recognition | | |
| 16. | SATA interfaces | 2 SATA interfaces with each supporting minimum 20 TB HDD | | |
| 17. | Network interfaces | 1 × RJ-45 10/100/1000 Mbps | | |
| 18. | Remote | Support minimum 128 remote users/connections | | |
| 19. | USB interface | 2 × USB (2.0/3.0) connectors, 1 RS232, 1 RS485 | | |
| 20. | Alarm i/o | 4 input and 1 output | | |
| 21. | Power supply | 12 VDC / Internal SMPS (as per OEM design) | | |
| 22. | Working temperature | -10°C to +55°C | | |
| 23. | Working humidity | 10% to 90% non-condensing | | |
| 24. | Certification | CE, FCC, RoHS, BIS (OEM must have manufacturing facility in India since last 5 Years or more) | | |
| 25. | Integration with Existing VMS | Mandatory integration with existing VMS (Hexagon). SDK/API to be provided by OEM/SI | | |

| | | | | |
|-----|----------------------|--|--|--|
| 26. | Camera Compatibility | ONVIF Profile S/G/T compliant and third-party camera support | | |
| 27. | Recording Continuity | Support ANR (Automatic Network Replenishment) with camera-side sync | | |
| 28. | External Storage | Support external storage (eSATA/USB storage expansion) | | |
| 29. | Cyber Security | HTTPS, TLS 1.2/1.3, IP filtering, secure firmware, audit logs | | |
| 30. | User Management | Role-based access control with audit trail and login logs | | |
| 31. | Event Management | Support motion, tampering, video loss, intrusion, alarm triggers | | |
| 32. | Health Monitoring | Disk failure, network failure, camera offline alerts with notification | | |
| 33. | Remote Access | Web client, mobile app, and centralized VMS access support | | |
| 34. | Time Synchronization | NTP synchronization support | | |
| 35. | Firmware Upgrade | Remote firmware upgrade capability | | |
| 36. | Chassis | Rack mountable or wall mountable as per deployment | | |
| 37. | Warranty | 5 Years comprehensive OEM warranty with support | | |

Item No. 5: NVR (POE) (16 port)

| S. No. | Features | Description of Requirement | Compliance Yes/No | Reference |
|--------|--------------------|----------------------------|-------------------|-----------|
| 1 | Make | | | |
| 2 | Model | | | |
| 3 | IP video input | 16 Ch | | |
| 4 | Incoming bandwidth | Min. 384 Mbps | | |
| 5 | Outgoing bandwidth | Min. 384 Mbps | | |

| | | | | |
|----|---|---|--|--|
| 6 | Recording resolution | Upto 32MP | | |
| 7 | Video interfaces o/p | HDMI and VGA independent outputs; HDMI supporting 4K (3840 × 2160/60Hz), VGA supporting 1920 × 1080 | | |
| 8 | Audio o/p | 1 ch, RCA | | |
| 9 | Two-Way Audio | 1-ch, RCA | | |
| 10 | Decoding format | H.265, H.264 | | |
| 11 | Decoding Capability | 2-ch@12 MP / 3-ch@8 MP / 6-ch@4 MP / 12-ch@1080p (30 fps) | | |
| 12 | Synchronous playback | Up to 16 channel | | |
| 13 | Smart search | Smart search and smart playback for selected area | | |
| 14 | Motion Detection Human/Vehicle Analysis | Minimum 08-ch support or higher | | |
| 15 | VCA storage | Support VCA detection and alarm storage | | |
| 16 | Facial Recognition by NVR | Support (configurable/disable option) | | |
| 17 | SATA interfaces | 2 SATA interfaces supporting minimum 20 TB each | | |
| 18 | Secure stream | TLS 1.2/1.3 encryption | | |
| 19 | Network interfaces | 1 × RJ-45 10/100/1000 Mbps | | |
| 20 | USB interface | 2 × USB (2.0/3.0), 1 RS232, 1 RS485 | | |
| 21 | Network Protocol | TCP/IP, DHCP, IPv4, IPv6, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP, HTTP, HTTPS | | |
| 22 | Alarm In/Out | 4/1 | | |
| 23 | Stream Type | Video, Video & Audio | | |
| 24 | Audio Compression | G.711u/a, G.722, G.726, AAC | | |

| | | | | |
|----|---------------------------------|---|--|--|
| 25 | Power supply | 100–240 VAC, 50/60 Hz | | |
| 26 | Consumption (without hard disk) | ≤ 20W (excluding PoE load) | | |
| 27 | Working temperature | -10°C to +55°C | | |
| 28 | Working humidity | 10% to 90% non-condensing | | |
| 29 | Certification | CE, FCC, RoHS, BIS (OEM must have manufacturing facility in India since last 5 Years or more) | | |

Item No. 6: UPS 1KVA

| S. No | Parameter | Generic Technical Specifications | Compliance Yes/No | Reference |
|-------|------------------------------|--|-------------------|-----------|
| 1 | UPS Capacity | 1 KVA | | |
| 2 | Mode | Line interactive | | |
| 3 | Protection | Full protection (Surge, brownout, sag, short circuit, overload) | | |
| 4 | Voltage | 230V Single Phase | | |
| 5 | Input Voltage Range | 160V AC to 260V AC | | |
| 6 | Input Frequency | 50 Hz ± 3 Hz | | |
| 7 | Nominal Output Voltage | 230V AC ± 5% | | |
| 8 | Output Frequency | 50 Hz ± 1 Hz (On battery operation mode) | | |
| 9 | Automatic Voltage Regulation | Automatic Voltage Regulation (AVR) | | |
| 10 | Transfer Time | < 10 ms | | |
| 11 | Overload Capability | 110% for 5 minutes | | |
| 12 | Power Factor | ≥ 0.8 (preferred ≥ 0.9) | | |
| 13 | Back up time | Minimum 20 minutes on standard PC load (clearly defined load condition) (500W) | | |

| | | | | |
|----|-----------------------|---|--|--|
| 14 | Indicator | Mains On / On Battery / Low Battery / Fault / Overload | | |
| 15 | Protection | Surge, brownout, sag, short circuit, overload protection | | |
| 16 | Battery Type | Sealed, Maintenance-free, internally mounted Lead Acide battery | | |
| 17 | Battery Make | Panasonic / Rocket / CSB / Global Yuasa / Amara Raja (Quanta) / Exide / Leoch or equivalent | | |
| 18 | Battery Refresh | Battery replacement after every 2.5 years or on failure | | |
| 19 | Alarm | On Battery / Fault / Overload / Low Battery | | |
| 20 | Warranty | 5 Years comprehensive OEM warranty with support including batteries | | |
| 21 | Output Waveform | Pure sine wave output | | |
| 22 | Battery Capacity | Clearly specified battery rating (e.g., 12V, 7/9 Ah × required units) | | |
| 23 | Cold Start | UPS should support cold start (start without mains supply) | | |
| 24 | Protection (Advanced) | Over-temperature and deep discharge protection | | |
| 25 | Output Sockets | Minimum 3-4 IEC/Indian standard output sockets | | |
| 26 | Efficiency | Minimum 85% or higher efficiency | | |
| 27 | Audible Noise | ≤ 50 dB (at 1 meter distance) | | |

Item No. 7: Access Switch (4 port) Rugged along with Populated SFPs (Two)

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|-------------|--|-------------------|-----------|
| 1. | Make | | | |
| 2. | Model | | | |
| 3. | Type | Managed Outdoor Industrial grade switch with 4GB DRAM | | |
| 4. | Total Ports | 4 × 10/100/1000 PoE ports and 2nos of 1 GB Fiber uplinks | | |

| | | | | |
|-----|-------------------------|---|--|--|
| 5. | Ring Support | Support ERPS (G.8032) or equivalent, LLDP, UDLD, STP/RSTP/MSTP with loop prevention | | |
| 6. | PoE Standard | IEEE 802.3af & at (minimum) with 120 Watt of total power budget | | |
| 7. | PoE Power per port | 30 watt per port | | |
| 8. | Protocols | 802.1Q VLAN, HTTPS/SSH, DHCP, DHCP Snooping, SNMP v1/v2/v3, IGMP, IPv4/IPv6 support | | |
| 9. | Multi Cast Support | IGMP v2/v3, MLD Snooping | | |
| 10. | Topology Selection | L2 managed switch with STP/RSTP/MSTP & Static & Inter VLAN routing. | | |
| 11. | Security Features | Dynamic ARP Inspection, IP Source Guard, ACL, DHCP Snooping, IP/MAC binding | | |
| 12. | Remote Management | SNMP (v1/v2/v3), RMON, Web GUI, CLI | | |
| 13. | Access Control | Port security, 802.1x, MAC filtering | | |
| 14. | Industrial Rating | Minimum IP30 (outdoor suitable) | | |
| 15. | EN/IEC Standard Ratings | IEC 61000 series, IEC61850-3/IEEE1613, EN 55032/55035, FCC Part 15 Class A, RoHS compliance | | |
| 16. | Surge Protection | As per IEC 61000-4-5 & IEC 61000-4-4 | | |
| 17. | Operating Temperature | -40°C to +75°C or better | | |
| 18. | Cables | All required power/data cables and industrial grade power adapter | | |
| 19. | Warranty | 5 Years comprehensive OEM warranty with support | | |
| 20. | Quality Certifications | OEM should have ISO 9001, ISO 14001, ISO 27001 | | |
| 21. | Logo | IPv6 ready logo certified | | |
| 22. | Certification | CE/UL and TEC/ MTCTE | | |
| 23. | OEM | OEM should have registered presence in India | | |

| | | | | |
|-----|-------------------------------|---|--|--|
| 24. | Switching Capacity | Minimum switching capacity 12Gbps | | |
| 25. | Packet Forwarding Rate | Specify forwarding rate 8.9Mpps | | |
| 26. | PoE Budget | Minimum total PoE power budget 120W | | |
| 27. | Redundant Power Input | Dual power input support for redundancy | | |
| 28. | ERPS Recovery Time | Ring recovery \leq 50 ms | | |
| 29. | Mounting | DIN rail | | |
| 30. | Cooling | Fanless industrial design | | |
| 31. | Time Synchronization | NTP support, IEEE 1588v2 PTP | | |
| 32. | Logging & Monitoring | Syslog, SNMP traps, port mirroring | | |
| 33. | Firmware Security | Secure firmware, signed image support | | |
| 34. | Cyber security Certificate | IEC62443-4-1 & IEC62443-4-2 | | |
| 35. | Common Criteria Certification | Switch / Switch's Operating System should be tested for EAL2/NDPP/NDcPP or above under Common Criteria Certification. | | |
| 36. | Security Features | Switch should capable to understand that system OS are authentic and unmodified via secure boot, it should have cryptographically signed images to provide assurance that the firmware/BIOS are authentic | | |
| 37. | Corrosion resistant standards | Switch should support corrosion resistant standards IEC 60068-2-52 (salt fog) IEC 60068-2-60 (flowing mixed gas) avoids switch failures in corrosive environment | | |
| 38. | Network Automation | Switch should support Netconf/RestConf for Automation | | |

Item No. 8: Access Switch (8 port) Rugged along with Populated SFPs (Two)

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|----------|-------------|-------------------|-----------|
| 1. | Make | | | |

| | | | | |
|-----|-------------------------|---|--|--|
| 2. | Model | | | |
| 3. | Type | Managed Outdoor Industrial grade switch with 4GB DRAM | | |
| 4. | Total Ports | 8 × 10/100/1000 PoE ports and 2nos of 1 GB Fiber uplinks | | |
| 5. | Ring Support | Support ERPS (G.8032) or equivalent, LLDP, UDLD, STP/RSTP/MSTP with loop prevention | | |
| 6. | PoE Standard | IEEE 802.3af & at (minimum) with 200Watt of total power budget | | |
| 7. | PoE Power per port | 30Watts per port | | |
| 8. | Protocols | 802.1Q VLAN, HTTPS/SSH, DHCP, DHCP Snooping, SNMP v1/v2/v3, IGMP, IPv4/IPv6 support | | |
| 9. | Multi Cast Support | IGMP v2/v3, MLD Snooping | | |
| 10. | Topology Selection | L2 managed switch with STP/RSTP/MSTP & Static & Inter VLAN routing | | |
| 11. | Security Features | Dynamic ARP Inspection, IP Source Guard, ACL, DHCP Snooping, IP/MAC binding | | |
| 12. | Remote Management | SNMP (v1/v2/v3), RMON, Web GUI, CLI | | |
| 13. | Access Control | Port security, 802.1x, MAC filtering | | |
| 14. | Industrial Rating | Minimum IP30 (outdoor suitable) | | |
| 15. | EN/IEC Standard Ratings | IEC 61000 series, IEC61850-3/IEEE1613, EN 55032/55035, FCC Part 15 Class A, RoHS compliance | | |
| 16. | Surge Protection | As per IEC 61000-4-5 & IEC 61000-4-4 | | |
| 17. | Operating Temperature | -40°C to +75°C or better | | |
| 18. | Certification | CE/UL and MTC/TEC | | |
| 19. | Cables | All required power/data cables and industrial grade power adapter | | |
| 20. | Warranty | 5 Years comprehensive OEM warranty with support | | |

| | | | | |
|-----|-------------------------------|---|--|--|
| 21. | Quality Certifications | OEM should have ISO 9001, ISO 14001, ISO 27001 | | |
| 22. | Logo | IPv6 ready logo certified | | |
| 23. | OEM | OEM should have registered presence in India | | |
| 24. | Switching Capacity | Minimum switching capacity $\geq 20\text{Gbps}$ | | |
| 25. | Packet Forwarding Rate | Minimum forwarding rate $\geq 14\text{Mpps}$ | | |
| 26. | PoE Budget | Minimum total PoE power budget 240W | | |
| 27. | Redundant Power Input | Dual power input support for redundancy | | |
| 28. | ERPS Recovery Time | Ring recovery $\leq 50\text{ ms}$ | | |
| 29. | Mounting | DIN rail | | |
| 30. | Cooling | Fanless industrial design | | |
| 31. | Time Synchronization | NTP support, IEEE 1588v2 PTP | | |
| 32. | Logging & Monitoring | Syslog, SNMP traps, port mirroring | | |
| 33. | Firmware Security | Secure firmware, signed image support | | |
| 34. | Cyber security Certificate | IEC62443-4-1 & IEC62443-4-2 | | |
| 35. | Common Criteria Certification | Switch / Switch's Operating System should be tested for EAL2/NDPP/NDcPP or above under Common Criteria Certification. | | |
| 36. | Security Features | Switch should capable to understand that system OS are authentic and unmodified via secure boot, it should have cryptographically signed images to provide assurance that the firmware/BIOS are authentic | | |
| 37. | Corrosion resistant standards | Switch should support corrosion resistant standards IEC 60068-2-52 (salt fog) IEC 60068-2-60 (flowing mixed gas) avoids switch failures in corrosive environment | | |
| 38. | Network Automation | Switch should support Netconf/RestConf for Automation | | |

Item No. 9: New Pole 8 Mtr.

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|-------------------------|--|-------------------|-----------|
| 1 | Make | | | |
| 2 | Model | | | |
| 3 | Functionality | Pole shall have options to host and install security cameras, sensors and detectors. | | |
| 4 | Load Capacity (Top) | Pole shall be able to host at least 4 cameras/sensors on top having a total weight up to maximum 30 Kg. | | |
| 5 | Solar Panel Mounting | Pole shall be able to host solar panel (vertically mounted) having total weight maximum of 90 Kg. | | |
| 6 | Mounting Provision | Adequate brackets for camera, junction box, solar panel and accessories. | | |
| 7 | Overhang | Supply, erection and fixing of hot dip galvanized overhang (48.3 × 3.25 mm) with cap; single/double arm or as per site requirement. | | |
| 8 | Design Standards | Designed in accordance with relevant Indian Standards for structural support of highway signs, luminaries and traffic signals. | | |
| 9 | Wind Load Design | Pole shall be designed for wind speed ≥ 150 km/h (as per IS 875 or relevant standard). | | |
| 10 | Structure & Foundation | Supply and erection of GI Octagonal pole with base plate and foundation (M20 grade) using anchor bolts of minimum grade 6.8. Dimensions as specified (Top 70 mm, Bottom 135 mm, thickness 3 mm, base plate 225×225×16 mm, foundation 450×450×1550 mm). | | |
| 11 | Material | Octagonal MS Poles made of S355JO grade steel or equivalent, folded longitudinally with single seam weld and hot dip galvanized internally & externally as per IS 2629 / ISO 1461. | | |
| 12 | Galvanization Thickness | Minimum 80–100 microns hot dip galvanization. | | |
| 13 | Corrosion Protection | Suitable coating/paint over galvanization for long life (if required). | | |
| 14 | Access Door | Pole shall have weatherproof flush door with tamper-proof locking arrangement. | | |

| | | | | |
|----|--------------------------|---|--|--|
| 15 | Junction Box (Meter) | Suitable size Outdoor Junction Box shall be provided for electric meter to be installed at pole. | | |
| 16 | Junction Box (Equipment) | Pole shall have camouflaged IP66 junction box (300H × 400W × 200D) with space for switch, PSU, fibre termination, MCB, surge protection and DIN rail accessories. | | |
| 17 | Power Converter | AC to DC converter shall be provided with pole. | | |
| 18 | Power Sockets | Power sockets (5/15A) as per requirement. | | |
| 19 | Earthing | Suitable earthing termination shall be provided with pipe earthing as per IS 3043 using 3m GI pipe electrode with all accessories and proper chamber. | | |
| 20 | Lightning Protection | Provision for lightning arrestor and proper grounding. | | |
| 21 | Cable Management | Internal concealed cable routing with protection against wear and vandalism. | | |
| 22 | Anti-Climbing Device | Anti-climbing arrangement for safety. | | |
| 23 | Identification | Unique pole ID/number plate for asset tracking. | | |
| 24 | Structural Certification | Design and stability certificate from qualified structural engineer/OEM. | | |
| 25 | Installation & Testing | OEM/supplier to supervise installation, testing and commissioning. | | |
| 26 | Warranty | 5 Years comprehensive OEM warranty with support | | |

Item No. 10: Electrical Armored cable with laying and termination end

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|----------------------------|--|-------------------|-----------|
| 1 | Cable Specification | PVC / XLPE insulated & PVC sheathed cable of 1.1 KV grade with aluminium conductor (Class 2 stranded) conforming to IS:1554 (Part-I) / IS:7098 (Part-I) or equivalent. | | |
| 2 | Cable Laying & Trenching | Cable laid in ground as per IS:1255 or equivalent including excavation of minimum 30 cm × 75 cm trench, minimum laying depth 750 mm. | | |
| 3 | Protection & Reinstatement | Provision of 25 cm thick sand cushioning, brick protection, refilling, compaction, testing etc. as required. Trench: Open trench / excavation in CC flooring or bituminous road as per site requirement. | | |

| | | | | |
|----|---------------------------|---|--|--|
| 4 | Termination | Supplying and making end termination with heavy duty double compression brass glands, aluminium/copper lugs duly crimped, PVC insulation tape, proper earthing of cable armour, etc. for 1.1 KV grade armoured cable. | | |
| 5 | Cable Type | 4 Sq.mm 3 Core armoured cable with GI wire/strip armouring. | | |
| 6 | Warranty | 5 Years comprehensive OEM warranty with support | | |
| 7 | Cable Construction | Armoured cable with GI wire/strip armouring, FR/FRLS grade insulation preferred. | | |
| 8 | Current Carrying Capacity | Cable sizing shall meet load requirement with permissible voltage drop limits. | | |
| 9 | Cable Route Protection | HDPE/GI pipe protection at road crossings and entry/exit points. | | |
| 10 | Warning System | Warning tape to be laid above cable route. | | |
| 11 | Route Identification | Cable route markers at suitable intervals. | | |
| 12 | Earthing | Proper earthing of cable armour at both ends. | | |
| 13 | Testing | Insulation Resistance (IR) test and continuity test before commissioning. | | |
| 14 | Jointing | Use of approved jointing kits (if joints required). | | |
| 15 | Labeling | Proper tagging/identification of cables at both ends. | | |
| 16 | Standards Compliance | Conformance to relevant IS/IEC standards and safety norms. | | |
| 17 | Workmanship | Installation to follow best practices as per IS 1255 / CPWD standards. | | |

Item No. 11: Shifting of Pole with commissioning of pole with required earthing: - NA

Item No. 12: Cat 6 Ethernet cable in casing and conducting (with laying)

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|------------|--|-------------------|-----------|
| 1 | Cable Type | Unshielded Twisted Pair, Category 6, ANSI /TIA 568.2-D, ISO/IEC 11801, 23 AWG solid bare copper conductor (99.97% purity, not CCA) | | |

| | | | | |
|----|--------------------------------|---|--|--|
| 2 | Insulation Jacket | Polyethylene insulation with separator (polyolefin/PE) and LSZH/FRLS outer jacket (mandatory) | | |
| 3 | Operating Parameters | 0°C to +60°C operating temperature, frequency tested up to minimum 250 MHz | | |
| 4 | Packing Performance & | Box of 305 meters, ≤ 45 ns delay skew (max) | | |
| 5 | Attenuation | ≤ 36 dB/100m at 250 MHz | | |
| 6 | Laying | Laying in ISI marked PVC conduit/casing with required bends, “L” joints, clips, clamps, proper routing and dressing | | |
| 7 | Certification | UL / ETL verified and RoHS compliant | | |
| 8 | Testing | 100% Fluke tested (channel/permanent link) with test reports submission | | |
| 9 | Fire Safety | LSZH/FRLS compliant for low smoke and fire safety | | |
| 10 | Electrical Performance | NEXT, PSNEXT, Return Loss, Insertion Loss as per Cat6 standards | | |
| 11 | Bandwidth Support | Minimum 1 Gbps performance over 100 meters | | |
| 12 | Installation Standards | Installation as per TIA/EIA standards with proper bend radius and pulling tension control | | |
| 13 | Cable Management | Proper labeling, tagging and dressing of cables | | |
| 14 | Connectivity | Cat6 UTP cable shall be terminated on IDC/tool-less based Field Termination Connector (FTC). Connector shall comply with IEC 60352-4 and support re-termination without degradation in performance. IDC contacts shall be tin-plated. | | |
| 15 | Standards Certification & | FTC/connectivity solution shall comply with ISO/IEC 11801, IEC 60603-7 series, EN 50173 and ANSI/TIA-568.2-D standards. The FTC/channel performance shall be verified by independent laboratories such as GHMT/DELTA/ETL. BIS compliance shall be provided wherever applicable. | | |
| 16 | PoE Environmental Compliance & | Connectivity solution shall support IEEE 802.3af/at/bt PoE applications. Operating temperature shall be -40°C to +85°C. All cable and connectivity components shall be from same OEM. Only solid bare copper conductor cable shall be accepted and CCA cable shall not be accepted. | | |

| | | | | |
|----|----------------------------|---|--|--|
| 17 | PoE Conductor Compliance & | Cable shall support full PoE load over 100 meters for IEEE 802.3af/at/bt applications. Only solid bare copper conductor cable shall be accepted. CCA (Copper Clad Aluminium) cable shall not be accepted. | | |
| 18 | Warranty | 5 Years comprehensive OEM warranty with support | | |

Item No. 13: Rugged Mobile Data Terminal

| S. No. | Features | Description | Compliance Yes/No | Reference |
|--------|----------------------|--|-------------------|-----------|
| 1 | Make | | | |
| 2 | Model | | | |
| 3 | Item Type | Rugged Tablet | | |
| 4 | Integration | SI has to ensure integration with existing VMS (NiceVision Net 3.1 or higher) and Dial100 (Intergraph) | | |
| 5 | Compatibility | Compatible with Dial 100 (Mobile responder ver. 5.2.0 or higher) | | |
| 6 | Ruggedness Standards | MIL-STD-810H and IP65 (minimum), IP67 preferred | | |
| 7 | CPU | Intel i5 (10th Gen or higher) / Snapdragon 7 series or equivalent or higher | | |
| 8 | Operating System | Windows 10/11 Pro or latest Android (enterprise version) | | |
| 9 | Memory | Minimum 8 GB RAM (expandable preferred) | | |
| 10 | Storage | Minimum 128 GB SSD (256 GB preferred), expandable via MicroSD | | |
| 11 | Display | Minimum 7" sunlight readable touch display (\geq 800 nits) with stylus support | | |
| 12 | Screen Rotate Auto | Yes | | |
| 13 | Input | Touchscreen (multi-touch), stylus, soft keyboard | | |
| 14 | Display Resolution | Minimum 1280 \times 800 or higher | | |
| 15 | Network Interface | Wi-Fi 802.11 ac/ax, Bluetooth 5.0 or higher | | |

| | | | | |
|----|---------------------------|--|--|--|
| 16 | Cellular Connectivity | 4G LTE + 5G support (preferred), dual SIM (preferred) | | |
| 17 | Internet Protocol Support | IPv4 and IPv6 | | |
| 18 | Camera | Front camera; rear camera \geq 8MP with flash (13MP preferred) | | |
| 19 | Control Switch | Power on/off button | | |
| 20 | Speaker & Microphone | Integrated speaker and microphone | | |
| 21 | Sensors | Ambient light, digital compass, gyroscope, accelerometer | | |
| 22 | I/O Ports | USB 3.0 or higher, MicroSD slot, SIM slot (4G/5G), audio jack, DC power, LAN port (or via adapter) | | |
| 23 | GPS Antenna | Required (GPS/GLONASS support preferred) | | |
| 24 | Battery Pack | Minimum 8000 mAh, hot-swappable preferred, fast charging support | | |
| 25 | Water & Dust Protection | IP65 minimum (IP67 preferred) | | |
| 26 | Shock Proof | Drop resistance \geq 1.2 m, vibration, thermal shock resistance, suitable for vehicle use | | |
| 27 | Accessories | Handle/shoulder strap, stylus, screen protector, charging adapter | | |
| 28 | Vehicle Dock | Rugged OEM-certified dock with DC car charger and secure mounting | | |
| 29 | Warranty & Support | 5 Years comprehensive OEM warranty with support | | |
| 30 | Security | TPM 2.0 / secure boot / device encryption support | | |
| 31 | Mobile Device Management | MDM/EMM support for centralized control and security | | |
| 32 | Display Protection | Gorilla Glass or equivalent rugged protection | | |
| 33 | Brightness | Minimum 800–1000 nits for outdoor visibility | | |
| 34 | Audio | Noise cancellation for field communication | | |

| | | | | |
|----|---------------------|---|--|--|
| 35 | Connectivity | Support for external antenna (optional) | | |
| 36 | Expansion | Docking interface for future peripherals | | |
| 37 | Compliance | BIS, CE, FCC, RoHS certified | | |
| 38 | Application Support | Must support VMS live streaming, playback, and alert applications without lag | | |

Note:

- All items shall be supplied with all necessary accessories (including cables, earthing arrangements, mounting hardware, connectors, and related components) required for complete installation and commissioning. All supplied hardware and software shall be fully interoperable, IPv6-ready, and compliant with applicable policies/guidelines issued by the Department of Information Technology (GoI). The selected bidder shall be responsible for installation of all equipment at site, including provision of all required accessories, cables, fasteners, and consumables, without any additional cost.
- All the CCTV Components (Camera, NVR, etc) should be from same OEM for seamless integration and ease of operation.



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ANNEXURE-3: PRE-BID QUERIES FORMAT{to be filled by the bidder}

Name of the Company/Firm: _____

Bidding Document Fee Receipt No. _____ Dated _____ for Rs. _____/-

Name of Person(s) Representing the Company/ Firm:

| Name of Person | Designation | Email-ID(s) | Tel. Nos. & Fax Nos. |
|----------------|-------------|-------------|----------------------|
| | | | |
| | | | |

Company/Firm Contacts:

| Contact Person(s) | Address for Correspondence | Email-ID(s) | Tel. Nos. & Fax Nos. |
|-------------------|----------------------------|-------------|----------------------|
| | | | |
| | | | |

Query / Clarification Sought:

| S. No. | RFP Page No. | RFP Rule No. | Rule Details | Query/ Clarification | Suggestion/ |
|--------|--------------|--------------|--------------|----------------------|-------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format & bidding/ tender document fee will not be considered/ responded at all by the procuring entity. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.



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ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE {to be filled by the bidder}

To,

{Procuring entity},

_____,

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



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ANNEXURE-5: SELF-DECLARATION{to be filled by the bidder}

To,
{Procuring entity},

In response to the NIB Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding, -

- a) possess the necessary professionals, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.
- j) we here by declare that we have not been blacklisted in india by any competitive authority for past ten years. Also OEM whose hardware has been offered in bid is not blacklisted in India by any competitive authority for past ten years.
- k) We hereby declare that no work order or contract awarded to us in the State of Rajasthan has been terminated, foreclosed, or rescinded due to default, non-performance, or breach of contractual obligations during the last five (5) years as on the date of submission of this bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: - Authorized
Signatory: - Seal of the Organization:

-

Date: _____ Place: _



ANNEXURE-6: CERTIFICATE OF CONFORMITY/ NO DEVIATION{to be filled by the bidder}

To,

{Procuring Entity},

CERTIFICATE

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



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ANNEXURE-7: DECLARATION BY BIDDER {to signed by selected bidder}

I/ We declare that I am/we are bonafide/ Manufacturers/ Whole Sellers/ Sole distributor/ Authorised dealer/ dealers/ sole selling/ Marketing agent in the goods/ stores/ equipment for which I/ We have quoted.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____



ANNEXURE-8: MANUFACTURER'S AUTHORIZATION FORM (MAF){to be filled by the OEMs}

(Indicative Format)

To,

{Procuring Entity},

Subject: Issue of the Manufacturer's Authorisation Form (MAF)

Reference: NIB/ RFP Ref. No. _____ dated _____

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s _____} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

- A. We hereby undertake that all the components/parts/assembly/ software used in the offered Hardware/ Software, as mentioned above, are not complying to GB28181 Standards.

We undertake to provide OEM Warranty & Support for the offered Hardware/ Software, as mentioned above, for Five Years.

We hereby confirm that the offered Hardware/ Software, as mentioned above, is complying to the respective technical specification mentioned in RFP.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Sale within next six months from the date of bid submission.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Service/ Support within next three years from the date of bid submission.

- B. We have read the Rule 13 of the Rajasthan Transparency in Public (RTTP) Rules, 2013 and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021 regarding prior registration with Industries department for bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State.



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*I certify that this bidder/OEM {Name and address of the bidder} is not from such a country which shares land border with India or with beneficial ownership from such country.

OR

*I certify that this bidder/OEM {Name and address of the bidder} from such a country which shares land border with India or with beneficial ownership from such country, has been registered with the Competent Authority. Evidence of valid registration by the Competent Authority has been attached herewith.

I/We hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered. We here by declare that we have not been blacklisted in India by any competitive authority for past ten years.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No.:

Address: _____

Seal:



ANNEXURE-9: UNDERTAKING ON AUTHENTICITY OF Item Mentioned in Annexure-1

{to be filled by the bidder(On Rs. 100/- Non-judicial stamp paper)}

To,

{Procuring Entity},

Reference: NIB No. : _____ Dated: _____

This has reference to the items being supplied/quoted to you vide bid ref. no. _____ dated _____.

We hereby undertake that all the components/parts/assembly/ software used in the equipment shall be genuine, original and new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

We hereby undertake that all the components/parts/assembly/ software used in the equipment are not complying to GB28181 Standards.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ SD/ PSD for this bid or debar/blacklist us or take suitable action against us.

Authorized Signatory

Name:

Designation:

ANNEXURE-10: COMPONENTS OFFERED –BOM{to be filled by the bidder} Indicative

Please fill the following BOM for all the offered components:

BoQ-1 -

| S. No | Item Name | Make | Model | Quantity | MAF Submitted (Yes/No) | OEM - 1 Details (Name, Address, E-Mail, Mobile Nos.) | OEM - 2 Details (Name, Address, E-Mail, Mobile) | OEM - 3 Details (Name, Address, E-Mail, Mobile) |
|-------|--|------|-------|----------|------------------------|---|--|--|
| 1 | Full HD Motorized Bullet Camera with IR | | | 15,000 | Yes | | | |
| 2 | Full HD IP PTZ Camera with IR | | | 5,000 | Yes | | | |
| 3 | Full HD Dome Camera with IR | | | 2,500 | Yes | | | |
| 4 | NVR (POE) (8 port) | | | 300 | Yes | | | |
| 5 | NVR (POE) (16 port) | | | 300 | Yes | | | |
| 6 | UPS 1KVA | | | 400 | Yes | | NA | NA |
| 7 | Access Switch (4 port) Rugged along with Populated SFPs (Two) | | | 7,000 | Yes | | | |
| 8 | Access Switch (8 port) Rugged along with Populated SFPs (Two) | | | 1000 | Yes | | | |
| 9 | New Pole 8 Mtr | | | 5,000 | Yes | | NA | NA |
| 10 | Electrical Armoured cable with laying and termination end | | | 4,50,000 | Yes | | NA | NA |
| 11 | Shifting of Pole with commissioning of pole with required earthing | | | 1,000 | NO | NA | NA | NA |
| 12 | Cat 6 Ethernet cable in casing and conducting (with laying) | | | 2,00,000 | Yes | | NA | NA |
| 13 | Rugged Mobile Data Terminal | | | 100 | Yes | | NA | NA |
| 14 | Project Manager (60 Months) | NA | NA | 1 | NO | NA | NA | NA |
| 15 | SPOC (District Edge for each HQ) (60 Months) | NA | NA | 41 | NO | NA | NA | |
| 16 | Support/Maintenance Engineer at all Districts (60 Months) | NA | NA | 123 | NO | NA | NA | |



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Note:

- Please attach technical specifications compliance sheet on Bidder's letter head for all items and need to submit from OEM Technical specifications compliance sheet (for which MAF has been asked) along with evidence/reference.
- Bidders shall provide multiple OEM details only for those items where applicable in the RFP. The bidder may furnish details of up to three (03) OEMs per item; however, submission of at least one OEM is mandatory for items where MAF is required. For items where multiple OEMs are not required, as indicated by 'NA' in the RFP, bidders shall furnish details of only one OEM



Annexure-11: FINANCIAL BID COVER LETTER &FORMAT

COVER LETTER {to be submitted by the bidder on his Letter head}

To,

{Procuring Entity},

Reference: NIB No. : _____ Dated: _____

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I/ We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I/ We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract security deposit/performance guarantee as prescribed in the bidding document.

I/ We agree to abide by this bid for a period of _____ days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

Financial Bid Format(Indicative)

{To be submitted by the bidder only in BoQ format (.XLS) available at eProc portal}

BoQ-1 – For Items mentioned in Sr. no. 1 to 13 in Annexure-1

| S. No. | Item Description (BoM at Annexure-1 of RFP) | Units | Quantity | Multiplier | Base Unit Cost in INR (incl. all incidental charges and all Taxes but excl. GST) | GST in INR | Amount in INR (including all taxes) per Quarter | Total Cost in INR |
|--------|---|-------|----------|------------|--|------------|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8=6+7 | 9=4*5*8 |
| 1 | Full HD Motorized Bullet Camera with IR | Nos. | 15,000 | 1 | | | | |
| 2 | Full HD IP PTZ Camera with IR | Nos. | 5,000 | 1 | | | | |
| 3 | Full HD Dome Camera with IR | Nos. | 2,500 | 1 | | | | |
| 4 | NVR (POE) (8 port) | Nos. | 300 | 1 | | | | |
| 5 | NVR (POE) (16 port) | Nos. | 300 | 1 | | | | |
| 6 | UPS 1KVA | Nos. | 400 | 1 | | | | |
| 7 | Access Switch (4 port) Rugged along with Populated SFPs (Two) | Nos. | 7,000 | 1 | | | | |
| 8 | Access Switch (8 port) Rugged along with Populated SFPs (Two) | Nos. | 1000 | 1 | | | | |
| 9 | New Pole 8 Mtr | Nos. | 5,000 | 1 | | | | |
| 10 | Electrical Armoured cable with laying and termination end | Mtr. | 4,50,000 | 1 | | | | |

| | | | | | | | | |
|----|--|------|----------|---|--|--|--|--|
| 11 | Shifting of Pole with commissioning of pole with required earthing | Nos | 1,000 | 1 | | | | |
| 12 | Cat 6 Ethernet cable in casing and conducting (with laying) | Mtr. | 2,00,000 | 1 | | | | |
| 13 | Rugged Mobile Data Terminal | Nos. | 100 | 1 | | | | |

BoQ-2 – For Items mentioned in Sr. no. 14-16 in Annexure-1

| S. No. | Item Description (BoM at Annexure-1 of RFP) | Units | Quantity | Multiplier | Base Unit Cost in INR (incl. all incidental charges and all Taxes but excl. GST) | GST in INR | Amount in INR (including all taxes) per Quarter | Total Cost in INR |
|--------|---|-------|----------|------------|--|------------|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8=6+7 | 9=4*5*8 |
| 1 | Project Manager (60 Months) | Nos. | 1 | 60 | | | | |
| 2 | SPOC (District Edge for each HQ) (60 Months) | Nos. | 41 | 60 | | | | |
| 3 | Support/Maintenance Engineer at all Districts (60 Months) | Nos. | 123 | 60 | | | | |

Note:

- Manpower is For 5 years hence unit multiplier is 60
- GST rate should be as per prevailing rates.
- The L1 bidder shall be evaluated on the sum of Row “Total Amount” of above BoQs(Boq1 + Boq2).
- The quantity mentioned in the BoQs is tentative and to evaluate the L1 bidder only.
- Bidders are expected to quote for all the item categories mentioned in above tables. In case a bidder does not quote for any of the item category, the bid shall be summarily rejected.
- In case a bidder fails to indicate the amount of GST, in the prescribed column then the bid value shall be calculated without including the component of GST for the purpose of bid evaluation, and total bid price shall be considered accordingly.

The bidder has to ensure that their Price bid contains reasonable unit rates of items. Authority may identify abnormally higher / lower unit rates of line items and seek justifications from bidders on the same.



Annexure-12: BANK GUARANTEE FORMAT{to be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – BID SECURITY

(To be stamped in accordance with Stamp Act and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.



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5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

- (1)
-
- (2)
-

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid:

-

1. Bank Guarantee shall be executed on non- judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:



BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....datedmade between the RISL through and(Contractor) for the work(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(rupeesonly), we(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request ofContractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We(indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.



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- 8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
- 9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.
- 10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
- 11. We hereby confirm that we have the power(s) to issue this guarantee in your favor under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the Bank)

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL

For and on behalf of the RISL

Signature

(Name & Designation)



ANNEXURE-13: DRAFT AGREEMENT FORMAT {to be mutually signed by selected bidder and procuring entity}

This Agreement for Rate Contract is made and entered into on this _____ day of _____, 2023 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s _____, a firm registered under theAct, with its registered office at _____ (herein after referred as the “Successful Bidder/ Supplier”) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title> as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIT No _____>.

And whereas

Successful Bidder/ Supplier represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIT and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of Successful Bidder/ Supplier and has placed the Letter of Rate Contract having Reference No. _____ dated _____, on which Successful Bidder/ Supplier has given their acceptance vide their Letter No. _____ dated _____.

And whereas

Successful Bidder/ Supplier has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit (SD) for the due performance of the rate contract.

Now it is hereby agreed to by and between both the parties as under:

1. The NIT Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this rate contract and are binding on both the parties executing this rate contract.
2. This Agreement for Rate Contract shall remain valid for all the work orders to be issued to Successful Bidder/ Supplier _____ during the entire period of this Rate Contract.
3. In case, we are found not complying with technical specifications mentioned in RFP at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ SD/ PSD for this bid or debar/ black list us or take suitable action against us.
4. In consideration of the payment to be made by RISL to Successful Bidder/ Supplier at the rates set forth in the Letter of Rate Contract Reference No. _____ dated _____, will duly supply and install the said articles set forth in all the work orders to be issued during the period of rate contract thereof and provide comprehensive warranty and support services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by Successful Bidder/ Supplier.
5. The RISL do hereby agree that if Successful Bidder/ Supplier shall duly supply & install the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and



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Contract, the RISL will pay or cause to be paid to Successful Bidder/ Supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.

6. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of issue of various work orders to be issued to Successful Bidder/ Supplier and completed by Successful Bidder/ Supplier within the period as specified in the work order to be issued to Successful Bidder/ Supplier during the period of rate contract.
7. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which M/s _____ has failed to supply or complete the work:-

| | |
|--|-------|
| a. Delay up to one fourth period of the prescribed period as per scope of work and deliverable | 2.5% |
| b. Delay exceeding one fourth but not exceeding half as per scope of work and deliverable | 5.0% |
| c. Delay exceeding half but not exceeding three fourth as per scope of work and deliverable | 7.5% |
| d. Delay exceeding three fourth of the prescribed period as per scope of work and deliverable | 10.0% |

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ warranty services shall be eliminated if it is less than half a day.
 - ii. The maximum amount of agreed liquidated damages shall be 10%.
 - iii. If M/s _____ requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of M/s _____.
8. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.
 9. The Penalties shall be implemented and deducted as per the SLAs defined in the RFP.
 10. "This agreement is being executed on behalf of Department of Information Technology and Communication to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of Department of Information Technology and Communication along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company."

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this _____ day of _____, 2023.

| | |
|------------|------------|
| Signed By: | Signed By: |
| () | |



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| | |
|---------------------------------|--|
| Designation: Company: | Managing Director, RISL |
| <i>In the presence of:</i> | <i>In the presence of:</i> |
| () Designation: Company: | () Designation: Department of IT&C, Govt. of Rajasthan |
| () Designation: Company: | () Designation: Department of IT&C, Govt. of Rajasthan |



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ANNEXURE-14: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

| | |
|---|---|
| Project Name: | Value of Contract/Work Order (In INR): |
| Country: Location within country: | Project Duration: |
| Name of Customer: | Total No. of staff-months of the assignment: |
| Contact person with address, phone, fax and e-mail: | Approx. value of the services provided by your company under the contract (in INR): |
| Start date (month/year): Completion date (month/year): | |
| Name of associated Bidders, if any: | |
| Narrative description of Project: | |
| List of Services provided by your firm/company | |
| | |

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference



ANNEXURE-15: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

1. Particulars of appellant:
 - a. Name of the appellant: <please specify>
 - b. Official address, if any: <please specify>
 - c. Residential address: <please specify>

2. Name and address of the respondent(s):
 - a. <please specify>
 - b. <please specify>
 - c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:<please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:<please specify>

5. Number of affidavits and documents enclosed with the appeal:<please specify>

6. Grounds of appeal (supported by an affidavit):<please specify>

7. Prayer:<please specify>

Place

Date

Appellant's Signature



ANNEXURE-16: CERTIFICATE FOR PRIOR REGISTRATION FOR PUBLIC PROCUREMENTS {to be submitted by the bidder }

To,

{Procuring entity},

Reference : NIB No. _____ dated _____ (Unique Bid No.: _____)

I {Name/ Designation} have read the Rule 13 of the Rajasthan Transparency in Public (RTTP) Rules, 2013 and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021 regarding prior registration with Industries department for bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State.

*I certify that this bidder/OEM {Name and address of the bidder} is not from such a country which shares land border with India or with beneficial ownership from such country.

OR

*I certify that this bidder/OEM {Name and address of the bidder} from such a country which shares land border with India or with beneficial ownership from such country has been registered with the Competent Authority. Evidence of valid registration by the Competent Authority has been attached herewith.

I hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

*Please strikeout which is not applicable.



ANNEXURE-17: SITE SURVEY FORMAT (Expanded with full details)

- Site ID
- District Name
- Exact GPS Coordinates (Latitude/Longitude)
- Location Description
- Site Photographs (Minimum 3 angles)
- Site Classification
- Power Availability Status (Existing/New Required)
- Distance from Power Source
- Network Availability (Fiber)
- Distance from Network Point
- Pole Availability (Existing/New)
- Structural Condition of Pole
- Cabling Requirement Details
- Risk Assessment
- Recommended Camera Type
- Remarks

ANNEXURE-18: INSTALLATION REPORT (IR)

- Site ID
- Location Details
- Camera Type and Quantity
- Make and Model
- Serial Number
- IP Address
- MAC Address
- Installation Date
- Power Status
- K Number
- Network Status
- Integration Status
- Recording Status
- Analytics Status
- Photographic Evidence (Before/After)
- Tested By
- Verified By



ANNEXURE-19: ASSET DATA SCHEMA

- Asset ID
- Site ID
- Device Type
- Make and Model
- Serial Number
- MAC Address
- IP Address
- Firmware Version
- Installation Date
- Warranty Details
- Power Source
- K Number
- Connectivity Type
- GPS Location
- Pole Type
- Status