



Tender Call Notice
for
Identification of Service Provider for
Supply, Installation & Maintenance of CCTV Surveillance System with
4MP Cameras
in
Cyberabad Police Commissionerate Areas
Telangana
February 2018

Prepared By

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Section – 1 Invitation to Open Competitive Bids

1.1 Introduction:

TSTS on behalf of the Commissioner of Police- Cyberabad issues tender Call for CCTV Surveillance System with 4MP cameras from the experienced and reputed firms / agencies including Original Equipment Manufacturers (OEM), Solution Providers, and System Integrators having expertise in supply, install, test, commission, support and having proven experience in implementation & maintenance of Full HD CCTV Surveillance Systems including cable maintenance.

The firms / agencies should have after sales & service facilities at Hyderabad City and should have technical competency in using latest available technologies.

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications.

1.2 Tender Schedule:

Time schedule of various Tender related events:

Issue of OCB Tender call Notice	08.02.2018
Last of receipt of queries if any	10.02.2018 through mail only.
Bid Submission Due date & time	16.02.2018 @ 03:00 PM on eProcurement portal
PQ Bid opening date & time	16.02.2018 @ 03:30 PM
Technical Bid opening date & time	Will be informed to PQ qualified bidder
Commercial bid opening date & time	Will be informed to Technically qualified bidder
Bid Document Price	Rs. 15,000.00 (Rupees Fifteen thousand only)
Tender Reference No.	TSTS/CS/6037/CYB-CCTV/2018
Email ID for Contact	mngdirector-tsts@telangana.gov.in dcpcrimescyberabad@gmail.com; rpushpa-tsts@telangana.gov.in

For full details regarding Tender notification, please visit <https://tender.telangana.gov.in> and www.tsts.telangana.gov.in, and on eProcurement portal, the tender document shall be available under department 'TGTS'.

Managing Director, TSTS

Section – 2 Scope of Work

2.1. Introduction & Scope of Work:

The Government of Telangana have initiated a series of measures to upgrade the standards of safety and security in the State of Telangana. As a part of this initiative, it is estimated that over a lakh Surveillance CCTV Cameras would be installed in all areas/ locations, communities, establishments, etc through various resources covering the entire city over a period of time.

As a part of this effort, Cyberabad Police intended to implement CCTV Surveillance System in all sensitive locations, communities, establishments, etc as envisaged under the provisions of AP Public Safety (Measures) Act, 2013 & Rules 2014.

In this connection, State & Central Government Departments / Agencies, Public Service Undertakings (PSUs), Corporates are coming forward to support this project. Further, MPs/ MLAs/MLCs are supporting for implementation of CCTV Surveillance Cameras in the neighbourhoods within the limits of Parliamentary / Assembly constituencies as part of Community Development Programme (CDP) and in order to meet the increasing demand for installing Community CCTV system, there is a need to identify competent and technically qualified firms (System Integrators) for being part of the implementation of HD megapixel CCTV Systems Project in all the areas / locations, communities, establishments, etc in Cyberabad Police Commissionerate limits.

Scope of Work:

The identified Service Provider should supply, install CCTV systems with 4 MP Cameras as specified in the Bill of Material (BOM) & maintain them for a period of 5 years including cable maintenance from the date of installation. The items being supplied should be of good quality duly meeting the technical specifications of this RFP.

2.2. Scope of Incidental Services – Supply Installation, Commissioning of Items

- i. The Service Provider should coordinate and deploy the Surveillance cameras at the places finalized by the Department Officials.
- ii. Training the Department Officials on use of Surveillance system & also deploying 3-4 technical support staff for a period of 3 months for handholding & training support to the Department.
- iii. The identified Service Provider should provide Comprehensive Onsite warranty for a period of 5 years for items viz- all CCTV cameras, Work Stations, LED Monitors, NVRs, cables etc and undertake Maintenance Support Services once in 6 months throughout the Contract Period.
- iv. As a matter of Security, the Identified Service Provider or his employees deployed for the project or working for the project are bound to execute the project with confidentiality

and should not share any details of the project or academy details with any 3rd party without prior consent of the USER DEPARTMENT officials. Any deviation to this, shall result in taking appropriate penal action against the Service Provider

- v. Deployment of Complete system with appropriate accessories & fixtures for recording, storage of footages with a provision of retention for minimum 30 days in accordance with Public Safety Act of Government.
- vi. The Service Provider after completion of work should obtain installation completion and commissioning certificate (Sign-Off) for implementation from the nodal/designated officer designated by USER DEPARTMENT.
- vii. Civil, electrical & mechanical works required to be done at Camera's locations, Sub control centres and Central Command & Control Centre during installation & commissioning of CCTV Systems at no additional cost to client.
- viii. Ensure ability of the system to view and record during day & night and also to capture the live video stream, store, retrieve and analyse video images with functional specifications specified in this document. The Cameras shall be capable to record and push the recorded video in the absence of live recording fails to avoid loss of recording.
- ix. Conduct of Tests with various business cases as desired by the TSTS/User Department to assess optimal performance and efficiency of complete system.
- x. Execution of SLA with client and compliance of metrics defined in SLA during warranty & maintenance period.
- xi. Any other equipment (like Screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc.), required for completing installation shall also be provided by selected bidder.
- xii. The selected bidder or the engineers deputed by the bidder will have the responsibility to assist the team (s) responsible for site visit and issuing of installation & commissioning certificate. They should help the team to have access to all places of network to provide all assistance.
- xiii. The selected bidder is also responsible to close the holes in slab and walls properly with necessary mortar and concrete of made during the installation of their respective items.
- xiv. The bidder should supply all necessary accessories along with the devices for Installation/mounting of the devices at specified location/ places. (Whether specially mentioned or not).
- xv. The bidder is responsible for completion of installation and commissioning job in totality in all aspects by including all minor Accessories/items (like cables, connector, joints, modules, route markers etc.) as part of supply and installation process even if not mentioned separately in tender.

- xvi. The cost of the cameras & other items/ accessories should not be higher than the latest prices supplied to other Government departments in the State or outside.

2.3 Detailed Bill of Material

S.No	Item Description	UoM	Qty
Cyberabad Police Commissionerate Limits			
1	4 MP HD IP based Bullet Fixed Outdoor CCTV cameras with SD Card Slot	Nos	210
2	128 GB Micro SD cards for cameras	Nos	210
3	16 Channel NVRs	Nos	14
4	8 Port Switches	Nos	35
5	4 TB Hard Disks for NVR	Nos	28
6	32 inch LED Professional Display	Nos	14
7	Industrial Rack 6U RACK	Nos	02
8	Cat 6 CABLE	Mtrs	5000
9	Single- Mode 6 Core Fiber CABLE	Mtrs	30000
10	Fiber Optic Pigtails	Nos	70
11	3 core Power CABLE	Mtrs	250
12	Galvanised Poles	Nos	44
13	Fiber Termination Box	Nos	50
14	UPS (800 W)	Nos	40
15	4-port Spikes	Nos	45
16	Outdoor Junction Box	Nos	44
17	MCBs	Nos	45
18	Cantilever	Nos	50
19	2 port Mini GBIC/SFP Module (1 pair)	Nos	35

2.4. Documentation

The successful bidder shall submit detailed network layout diagrams and inventory required for installation of the setup at the designated locations to the Office Coordinator before undertaking the actual deployment and installation of items and obtain approval.

2.5. Project Milestones & Time Schedules

#	Deliverable	Timelines
1	<p>Event: Supply of All the Items</p> <p>Deliverable: Delivery, Acceptance of Delivery Challan Installation report, User Acceptance Report signed by the relevant authority in the Institution and configuration details of items installed.</p>	Within 4 weeks from the Date of issue of Notification of Award/ Lol.

2	Event: Installation & Commissioning of items Deliverable: Installation & commissioning report signed by the relevant authority in USER	Within 15 Days from the Date of Delivery of items.
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2.6. Payment Terms and Schedule:

#	Milestone Deliverables	% of Payment
1	Delivery & Installation of phase wise items at the designated locations.	60% of the project value will be paid against the delivery of complete scope of material
2	Completion of Installation of Items & System Go-Live duly approved by Purchaser.	25% of the project value will be paid on completion and successful installation and commissioning of the entire system and declaration of Go-Live.
3.	O&M of the supplied items including cable maintenance during the project period of 5 yrs.	Balance 15 % will be paid yearly @ 3% each year for 5 years at the end of each year on the performance and satisfactory report meeting the SLAs.

Note : Network Passive Components Payment as per actual

- a. Payments shall be made by TSTS/User Department to the successful Bidder subject to completion of milestones and verification & approval of the work / performance as per metrics in SLA by the competent authority.

The payments will be arranged –

- i) After achieving the tasks in each Milestone (phases/step by step) as per timelines
- ii) In respect of Service charges will be at the end of project completion after due verification and approval of performance as per key parameters / metrics in SLA.

The payment schedule is applicable to the engaged services with SP at the time of agreement and accordingly the scheduled payment will be made applicable

- b. All charges related to transportation, installation, man works etc., should be borne by the bidder.
- c. Advance Payments will not be made.
- d. 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 mile stones.
- e. Taxes (work contract tax, service tax, VAT, income tax, etc.), as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.
- f. All the Delivery Challans/Installation Reports are to be Counter signed by the respective Competent Authority as designated by the user department. The certificate/report should have Name, Designation, Signature, Date and Seal of the Officer.

2.7. Warranty

Warranty period is for **5 Years** comprehensive (including Spares-Parts/cables/Service/Labour /On-site) for the IT hardware items & CCTV systems, Cables maintenance mentioned in RFP from the date of commissioning. During warranty period the bidders should conduct preventive maintenance once in six months besides attending the calls.

Cable Maintenance :

The identified bidder should undertake maintenance of Cables (Fiber Optic, Cat 6) such as attending & repairing the cut cables or replacing the damaged cables within 48 hours from the time of receiving the calls during the project period. The cost of the Cable maintenance is to be included in the price bid only.

Section – 3 Pre-Qualification Criteria

3.1 Pre-Qualification criteria:

Bidders should have sufficient experience in the field of implementation of Electronic video surveillance projects particularly in the city / outdoor environment are invited to submit proposal in response to this tender request who meet the following Pre-qualification criteria:

#	Pre-Qualification Criteria	Supporting Documents to be submitted
1	<p><u>Legal Entity</u> Bidder must be a corporate in India registered under Company's Act ; or a firm registered under any other Government body. Should be registered with the Sales/VAT & Service Tax Authorities.</p>	<p>i) Attested copies of rules and regulations of registered firm and Certificate of Registration of the Firm / Company, partnership deed (in case of partnership)</p> <p>ii) Copies of GST Registration certification</p> <p>iii) Copy of Firm PAN Card</p>
2	<p>Bidder should be a manufacturer/ whole sale dealer/ Authorized representative of a manufacturer and should be in business of manufacture and or supply and maintenance of the offered items in India as on bid calling date. Bidders should disclose the name and full address (along with telephone/Fax No.) of the place where the stores will be manufactured and offer for inspection. In case the Company is registered, they should clarify whether they are registered as a Manufacturing unit or in any other capacity. In case the registration is as a Manufacturer, they should indicate the registration number & place of registration with full address/phone no. of their manufacturing facility</p>	<p>The Manufacture Authorization Form duly indicating the registration number & place of registration with full address/phone no. of their manufacturing facility for all the items mentioned in BoM (except fabricated items such as camera poles, field junction boxes) to be submitted in PQ Bid valid for the said tender.</p> <p>Note: The bidder should submit individual MAFs for each item. Items with Multiple MAFs (more than 1 MAF) shall be rejected.</p>
3	<p><u>Turnover</u> Bidder should have minimum cumulative Financial turnover of Rs. 2.00 crores in last 3 years of business. i.e., Financial Years 2014-15,2015-16, 2016-17 till 31-December-2017 from IT/ITES, Safety & Security domain. Should have positive net worth.</p>	<p>i) Audited Balance sheet for each financial year.</p> <p>ii) Certificate from the Statutory Auditor</p>

4	<p><u>Past Experience:</u> Bidder should have experience in execution of minimum (5) Five projects with a combined quantity of 300 Nos HD cameras installations in outdoor city surveillance / outdoor communities from FY 2014-15 till bid calling date for any Public/PSU/ State/ Central Govt./ Police departments.</p>	<p><i>Bidder should submit any of the following:</i></p> <p>i) Work orders Copy& Contract Agreement</p> <p>ii) Work completion & satisfactory certificate from the client. Satisfactory certificate also should indicate the connectivity to the central control room.</p>
5	<p><u>Local Presence</u> Bidder should have local office/ service center as on date of bidding. OEM: The CCTV camera OEM should have authorised Service centres in India for after sales support. Note: An undertaking in this regard should be submitted on the company letter head.</p>	<p>Self-certified Address on Letter head to be submitted.</p> <p><i>If the Bidder is not having local presence, it has to open a local office within 15 days from the issue of LOI and same must be communicated to TSTS for future correspondence.</i></p>
6	<p><u>Blacklist</u> Bidder/OEM shall not be black listed by any State / Central Government departments, Ministry or Agency for breach of Contractual conditions as on Bid Calling date. The Bidder should also not be entangled in any legal disputes with any Govt./PSU body.</p>	<p>Self-Declaration Certificate on Letter Head by authorized signatory that the Bidder/OEM is not black listed and is not in any legal disputes as on the bid calling date to be submitted in the bid duly signed by the authorized signatory.</p>
7	<p>Product Declaration: The products quoted should not be declared as end of life or nearing end in the project tenure at the time of delivery and OEM should support the products quoted for 5 years & beyond if required.</p>	<p>A letter to this extent from OEM to be attached as a confirmation. The bidder to submit the declaration letter as per format in PQ forms</p>

The participating bidders should meet the above criteria and the PQ forms, Technical Forms & Financial Forms are to be submitted separately. Relevant documents in support of above with due attestation of the competent authority should be furnished along with the bid documents.

- Consortium bid not allowed
- Sub-contracting of any part of the project is not permitted
- TSTS/ User Department reserves their right in not considering the bid of a bidder, if such bidder is a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count or they do not possess required experience in undertaking the work.
- Representations received from the bidders within 3 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected

- *Relevant supporting documents (ink signed) should be furnished without fail otherwise the bid is liable to be treated as “non responsive”.*
- The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TSTS reserves it’s right in seeking clarification from the service provider and may disqualify the service provider for the bidding mistakes, missing documents and for the documents that are not clear.
- Deviation in supply of items beyond the mentioned items in the tender shall be treated as termination of contract and shall attract the liability as specified in the Tender.

Section 4- Other Important Conditions

4.1. Statement of Important Limits /values related to bid:

S.No	Item	Description
1	EMD (DD/BG)	Rs. 3,00,000/- to be drawn in favour of “The Managing Director, Telangana State Technology Services Limited” from any Nationalized Bank. Note: Scanned copy of EMD document should be uploaded on e-Procurement website. The Original Copy of EMD should be submitted to TSTS before bid closing date duly taking acknowledgement.
2	Bid Validity Period	90 days from the date of opening of bids
3	EMD Validity Period	EMD Validity Period: For Demand Draft (DD)/Bank Guarantee(BG): The validity period should be 3 months from the date of issue of DD/BG. The DD/BG issue date shall be later than bid calling date. DD/BG from Cooperative banks are not acceptable
4	Warranty Period	5 years Comprehensive onsite warranty from date of installation for CCTV cameras, Solution & IT hardware
5	Variation in quantities	+/- 25%
6	Period for furnishing performance security	Within 7 days from date of receipt of Notification of Award/LoI
7	Performance security value for Schedule I & II	10% of Bid Value in favor of “The Managing Director, Telangana State Technology Services Limited” from any Nationalized Bank.
8	Performance security validity period	60 days beyond warranty period
9	Period for signing contract	Within 7 days from date of receipt of Notification of Award
10	Run Time & Up time	99% Uptime is the bidders responsibility
11	Payment terms	As mentioned in Section 2.0
12	LD for late deliveries/installations	1% of value of item/s of the late delivered or deemed late delivered/installed goods for One week or part thereof, 1.5% of value of item/s for Two weeks or part thereof, 2% of value of item/s for Three weeks or part thereof, 2.5% of value of item/s for 4 weeks or part thereof and so on.
13	Maximum LD for late deliveries/installation	Maximum LD for late deliveries/installations: 10% on the Total value of goods for that location/site for late delivery/installation or deemed late delivered/installed goods.
14	Penalty for failure to maintain during warranty period for all items.	Penalty for failure to maintain during warranty period for all items— Failure to maintain the deployed CCTV System , hardware items during the warranty period, a penalty of Rs. 2500/- per day will be levied for each item/location or part there of subject to a maximum of total equipment cost and penalty amount shall be deducted from the yearly payments to the bidder.

		The penalty amount will be deducted from the amounts payable to the bidder by TSTS/User department. Once this amount is exhausted, penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time he recoups the Performance Security.
15	Conditional bids	Not acceptable and liable for rejection. Also liable for forfeiture of EMD.
16	Transaction Fee	Transaction fee: All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores& service tax applicable as levied by Govt. of India on transaction fee through online in favour of MD, TSTS. The amount payable to TSTS is non-refundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, TSTS, Hyderabad towards corpus fund at the time of concluding agreement.
17	Transaction Fee Payable	The Managing Director, TSTS, Hyderabad
18	Bid submission	On Line. Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.
19	Procedure for Bid Submission	Bids shall be submitted online on www.eprocurement.gov.in platform only. 1. The participating bidders in the tender should register themselves free on e-procurement platform @ www.eprocurement.gov.in . 2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. 4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed at Section E & G of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity. 5. The rates should be quoted in online only.
20	Other conditions	1. Failure to furnish /uploaded documents, certificates, will

		<p>entitled in rejection of the bid.</p> <ol style="list-style-type: none">2. TSTS shall not hold any risk on account of delay/error during bid submission on e-procurement platform. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.3. TSTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.4. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.5. TSTS Shall not receive any physical bids.6. TSTS shall receive the EMD Original copy in sealed envelope at the time of bid closing. <p>In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</p>
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Section 5- Technical Specifications

The specifications provided are indicative, however, Bidders proposing products with equivalent specifications or higher specifications will also be accepted” for better representation from all Bidders.

5.1. 4 Megapixel HD Fixed Bullet Outdoor Cameras:

#	Parameter	Minimum Specifications or better
1.	Video Compression	H.264/ H.265/ MJPEG
2.	Video Resolution	2592 X 1520 (4MP) or better
3.	Frame rate	Min. 25 fps or better
4.	Image Sensor	1/2.8” or 1/3” or better Progressive Scan CCD / CMOS
5.	Lens Type	Motorized Varifocal
6.	Lens#	Auto IRIS , f 4 – 12 mm or better , F1.4 or better, Digital Zoom – 10x or better
7.	Minimum Illumination	Colour: 0.5 lux or better , B/W: 0.1 lux or better
8.	IR	Should be able to cover a distance of 50 mts or better with inbuilt IR or internal smart IR.
9.	Day/Night Mode	Colour, Mono, Auto; Should have Night vision, Back light compensation.
10.	Video Streams	Dual Streaming with multiple codecs. Should support Constant Bit rate (CBR) / Variable bit rate (VBR)
11.	Auto adjustment + Remote Control of Image settings	Colour, brightness, sharpness, contrast, white balance, exposure control, backlight compensation, Gain Control, Wide Dynamic Range, High Dynamic Range
12.	Audio	Audio Capture Capability
13.	Local storage	to be supplied with minimum 128 GB Memory card in a Memory card slot with automated recording (continuous/motion based/event based/alter based)
14.	Protocol	IPV4, IPV6, HTTP, HTTPS, FTP, RTSP, RTP, TCP, UDP, RTCP, DHCP, UPnP, QoS, NTP
15.	Security	Password Protection, IP Address filtering, User Access Log, HTTPS encryption.
16.	Edge Analytics	Tamper detection (scene change, blur, offline) Motion detection, intrusion detection, trip wire/line, wrong direction, abandoned baggage.
17.	Network	10/100 RJ 45 interface
18.	Operating conditions	0 to 50°C (temperature), 50 to 90% (humidity)
19.	Casing/Housing	NEMA 4X / IP-66 rated weather proof
20.	Power	12V DC, POE compliant.
21.	Certification	UL/EN, CE,FCC, ONVIF profile G Compliance , Copies of Certifications to be submitted. The quoted camera model should be listed on ONVIF.org

5.2. NVR 16 channel :

#	Parameter	Minimum Specifications
1.	Channels / Ports	16-Ch / Port NVR with Active alert mechanism 1080P IP cameras inputs; Supports recording at Full Resolution & high quality at highest bit rate for all channels at a time; Main Processor Dual-core embedded processor; Operating System Embedded LINUX;
2.	Input	Min 16 channel IP camera inputs
3.	Output	VGA & HDMI
4.	Support for Two-way Talk	1 channel Input, 1 channel Output
5.	OSD	Camera title, Time, Video loss, Camera lock, Motion detection, Recording
6.	Video/Audio Compression	H. 265/ H.264 / MJPEG / PCM
7.	Resolution	Should support upto 2560 X 1920
8.	Record Rate	as per solution offered
9.	Bit Rate	48~8192Kb/s
10.	Record Mode	Manual, Schedule(Regular(Continuous), Motion/ Tamper Detection/Intrusion triggered, Alarm), Stop
11.	Record Interval	1~120 min (default: 60 min), Pre-record: 1~30 sec, Post-record: 10~300 sec
12.	Search Mode	Time/Date, Alarm, MD & Exact search (accurate to second), Smart search
13.	Playback Functions	Play, Pause, Stop, Rewind, Fast play, Slow play, Next file, Previous file, Next camera, Previous camera, Full screen, Repeat, Shuffle, Backup selection, Digital zoom
14.	Ethernet	RJ-45 port (10/100/1000M)
15.	Network Functions	TCP/IP, UDP, DHCP, DNS, IP Filter, PPPOE, DDNS, FTP, Email, Alarm Server
16.	Other features	Should support automatic storage retrieval from edge storage in event of network failure to edge device.
17.	Access	User based access
18.	Storage	Should have at least 8 internal SATA ports and one external eSATA port.
19.	Internal HDD	Should support 4 TB, 6 TB disks optimized for video storage. To be supplied /configured with storage supported for 30 days.
20.	Other interfaces	2 X USB 2.0 Ports, 1 port for PTZ control
21.	Working Environment	0°C to 50°C / 0% to 90% RH
22.	Certification	UL/EN, CE, ROHS, FCC. Onvif compliant

5.3. 8 port UTP POE switch + 2 port fiber:

#	Parameter	Minimum Specifications
1.	Type	Managed Outdoor switch
2.	Total Ports	<ul style="list-style-type: none"> • Minimum 8 10/100/TX PoE/PoE+, 2x SFP Ports (can have 4xSFP Ports in certain locations) • May require higher port density at some locations, depending upon site conditions • May require fiber ports at some locations, depending upon site conditions/distances.
3.	PoE Standard	IEEE 802.3af/ IEEE 802.3at or better
4.	Protocols	<ul style="list-style-type: none"> • IPV4,IPV6 • Support 802.1Q VLAN • DHCP support • IGMP; SNMP Management • Should support Loop protection and Loop detection • Should support Ring protection • End point Authentication • Should support NTP
5.	Access Control	<ul style="list-style-type: none"> • Support port security • Support 802.1x (Port based network access control). • Support for MAC filtering
6.	PoE Power per port	Sufficient to operate the CCTV cameras/edge devices connected
7.	Operating Temperature	0 -50 C or better
8.	Multicast support	IGMP Snooping V1, V2, V3; MLD Snooping V1, V2
9.	Management	Switch needs to have RS-232/USB/RJ45 console port for management via a console terminal or PC, Web GUI, NTP Syslog for log capturing, SNMP V1,V2,V3
10.	Compliance	UL/EN/IEC or equivalent

5.4. SFP Modules

#	Parameter	Minimum Specifications
1.	GBIC/Mini GBIC / SFP modules	Single mode Mini GBIC /SFP modules of same make as of switch with capacity to cover a distance of 10 Kms

5.5. 32'' LED professional Display panel

#	Parameter	Minimum Specifications
1.	Panel size	Professional 32'' LED Monitor
2.	Resolution	1920 X 1080
3.	Contrast ratio	5000:1 (Native) and 100000:1 (Dynamic)
4.	I/O interfaces	2 X HDMI, DVI, VGA, Composite
5.	Mount	Wall Mount/Table Mount
6.	Cable	To be supplied with necessary HDMI cable

5.6. 6 U Network Rack

#	Parameter	Minimum Specifications
1.	Size	6 U
2.	Door	Glass door with locks
3.	Cooling	Dual fans with adjustable air flows
4.	Equipment shelf	Mounting shelf with 600 mm depth
5.	Power	16 Amp power sockets
6.	Standards	Standard EIA / NEMA and other industry standards

5.7. 4 TB Surveillance Hard disk:

#	Parameter	Minimum Specifications
1.	Interface	SATA 6 Gbps
2.	Capacity	4 TB
3.	Max Transfer rate	180 Mbps
4.	Cache	64 MB
5.	Operating temp	0 – 70 deg C

5.8. 128 GB Micro SD card

#	Parameter	Minimum Specifications
1.	Capacity	128 GB class 10
2.	Support	Optimized for video recording.

5.9. Outdoor Junction Box

#	Parameter	Minimum Specifications
1.	Junction Box	Suitable for outdoor environment; Space provision for network switch, fiber termination box and other items as required at the camera location
2.	Air exhaust	built-in fan with cross ventilation
3.	Other features	weather proof; and should be compatible with IP65 rating

5.10. Structured Cabling Components

#	Parameter	Minimum Specifications
1.	Standards	ANSI TIA 568 C for all structured cabling components
2.	Conductor	23 AWG copper
3.	Certification	UL Listed and Verified
4.	Standard	CAT 6 SFTP

5.11. Optical Fiber cable

#	Parameter	Minimum Specifications
1.	Mode	Single mode
2.	No. of cores	6

3.	Standard	Graded index glass fiber
4.	Armoured	Armoured fiber cable

5.12. Fiber Termination Box

#	Parameter	Minimum Specifications
1.	OFC Termination Box	PVC box for termination of optical fiber inter connections.

5.13. 3 Core Power cable

#	Parameter	Minimum Specifications
1.	Cores	3 core
2.	Size	2.5 sq.mm
3.	Conductor	Copper
4.	Rating	20 Amps
5.	Sheath	PVC

5.14. Single Core Messenger cable

#	Parameter	Minimum Specifications
1.	Messenger cable	PVC insulated messenger cable single core
2.	Size	1 sq mm

5.15. 4 Socket Power Spike & Surge protection

#	Parameter	Minimum Specifications
1.	Voltage	250V
2.	Rating	250V/6A
3.	Circuit Breaker	6 Amp Surge Protection & Filtering
4.	Surge Suppression	350 Joules
5.	Maximum Surge Voltage	6,000 Volts
6.	Maximum Surge Current	7,500 Amps
7.	Maximum Surge Current	7500A

5.16. UPS 800 W

#	Parameter	Minimum Specifications
1.	UPS	800W UPS with 4 hours backup time
2.	AC Input Voltage Rating	160 - 270 V
3.	Output Wave Form	Pure Sine Wave
4.	AC Output Voltage	230 V \pm 5% 50 Hz
5.	Battery	SMF capable of providing 4 hr backup on full load
6.	Operating Temp	0 to 50 C
7.	Protection	Overload protection; short-circuits protection; surge protection; under voltage protections using safety backed fuses; Standard warranty for Batteries

5.17. Pole

#	Parameter	Minimum Specifications
1.	Galvanized pole	6 Mtr round pole hot dip galvanized with an option of placing 4 cantilevers

5.18. Cantilever

#	Parameter	Minimum Specifications
1.	Cantilever	Pole/Wall mount based galvanized cantilever with option for fixing fixed & PTZ cameras.

5.19. Mini GBIC/SFP Modules:

Parameter	Minimum Specifications
Mini GBIC/SFP Modules	Mini GBIC/SFP GIGABIT Module of same make of Network Switch ; 1-pair

The Fiber Patch Cord cables, Power Cables, PVC Pipes & Flexible Pipes, CPVC casing should be reputed make with good quality.

5.20. MCB

Parameter	Minimum Specifications
MCB (SP)	Current Rating 6 Amp, Voltage 230v, single pole mcb

Section 6- Instructions to Bidders & Evaluation Process

6.1. Bidding Procedure:

Offers should be made in two parts namely, “Pre-qualification bid + Technical bid” is Stage 1 and “Financial bid” is Stage 2 and in the format given in bid document, on e-Procurement website. **Bids should be submitted on e-procurement website.**

1. EMD copy should be uploaded on e-procurement website.
2. Tenders will be accepted only from those who have purchased the Bid Document, however Prebid meeting can be attended by all the interested bidders.
3. All correspondence should be with TSTS contact person.
4. A complete set of bidding documents may be purchased by interested bidders from the TSTS contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft / cashier’s cheque or certified cheque drawn in favour of “The Managing Director, Telangana State Technology Services Ltd” and payable at Hyderabad (India) before bid closing date & time.

6.2 Completeness of Response

- i) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- ii) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

6.3 Proposal preparation costs & related issues

- i) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by facilitating the evaluation process.
- ii) Will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- iii) This RFP does not commit to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.

6.4. Responses to Queries and Issue of Corrigendum

- i) The Project Committee/Nodal Officer notified by TSTS will endeavor to provide timely response to all queries. However, & TSTS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does TSTS undertake to answer all the queries that have been posed by the bidders.
- ii) At any time prior to the last date for receipt of bids, TSTS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- iii) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted in the portal www.eprocurement.gov.in.
- iv) Any such corrigendum shall be deemed to be incorporated into this RFP.
- v) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, TSTS may, at its discretion, extend the last date for the receipt of RFP Proposals.

6.5 Right to Terminate the Process

- i) TSTS & User Department may terminate the RFP process at any time and without assigning any reason. TSTS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii) This RFP does not constitute an offer by TSTS/User Department. The bidder's participation in this process may result in short listing of the bidder.

6.6 Preparation of Proposals

- i) The Proposal as well as all related correspondence exchanged by the bidders and TSTS shall be written in English language, unless specified otherwise.
- ii) In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- iii) The Technical Proposals shall contain an Executive summary giving a brief overview of the manner in which the bidder proposes to achieve the outcomes and the assessment of resources required.
- iv) The bidder is expected to submit the Technical Proposal as per the format given in RFP. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.
- v) The Financial Proposal shall be prepared as per the format given in Appendix.

6.7 Submission of Responses

- i) The bidder shall submit the bid through e-Procurement platform only.
- ii) The bidder shall submit (2) proposals – Pre-Qualification Proposal + Technical Proposal and Financial Proposal as per format given in Appendixes on e-procurement portal.
- iii) The original proposal both Technical and Financial shall contain no interlineations or overwriting, except as necessary to correct the errors made by the bidders themselves. The same authorized representative who has signed the proposal shall initial the corrections.
- iv) An authorized representative of the bidders shall initial all the pages of the original Technical and Financial Proposals. The authorization shall be in the form of written power of attorney accompanying the proposal and supported by any evidence that the representative has been duly authorized to sign.
- v) One copy of the documents necessary for Pre-Qualification as per the format given in RFP shall be submitted if asked by the tender agency-TSTS. An authorized representative of the bidders shall initial all pages of Pre-Qualification documents submitted.

- vi) The bidder shall submit one softcopy of the Technical Proposal in the form of a non-rewriteable CD. CD media must be duly signed using a Permanent pen Marker and should bear the name of the bidder.
- vii) Bidder must ensure that the information furnished in the CD is identical to that submitted in the original paper document. In case of any discrepancy, the information furnished in the original paper document will prevail over the soft copy.
- viii) The bidder shall ensure that the proposal cost quoted in the Cost Break-up form (Form-C2) matches with the total cost (inclusive of taxes) quoted in the Commercial Proposal form (Form-C1).

6.8 Bid Submission Format

- i) The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the RFP proposal.
- ii) The documents to be submitted for **Pre-Qualification** bid are:
 - a) General Information of the Bidder – Form PQ#1
 - b) Financial Turnover – Form PQ#2
 - c) Past experience – Form PQ#3
 - d) Non Blacklisting Self Declaration Certificate – Form PQ#4
 - e) Manufacturer Authorization Form (MAF) – Form PQ#5
 - f) Bid Security.
 - g) MAF from OEM
- iii) The documents to be submitted for **Technical Proposal** are:
 - a) Understanding of the Project & Implementation Plan- Form TQ#1
 - b) Technical Compliance Statement for Required Items – Form TQ#2
- iv) The documents to be submitted for **Commercial Proposal** are:
 - a) Commercial Proposal submission - Form C#1.
 - b) Commercial Cost detail break-up - Form C#2.

6.9 Venue and Deadline for submission

- i) Proposals must be submitted through the Procurement Platform only on or before the last date time given.
- ii) Any proposal received by the TSTS after the above deadline shall be rejected. The bidders should take care in uploading their bids & supporting documents well in advance so as to avoid last minute rush & failures. TSTS will not entertain any such complaints of failure on the e procurement portal.
- iii) The bids submitted by telex/telegram/fax/e-mail, etc. Shall not be considered. No correspondence will be entertained on this matter.
- iv) TSTS reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon assignment/project priorities vis-à-vis urgent commitments.

6.10 Short listing Criteria

- i) TSTS/Project Evaluation Committee will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to RFP.
- ii) Any attempt by a Bidder to influence the bid evaluation Process may result in the rejection of its RFP Proposal.

6.11 Overall Evaluation Process

A Committee comprising officials from User department, TSTS, SeMT shall be formed for evaluating the proposals/bids received for this RFP. The decision of this Committee shall be final in evaluation of bids. If necessary, the subject shall be placed before the Secretary-ITE&C Dept for final approval and decision:

- i) The evaluation will be 2 stages i.e., PQ+ TQ –Stage 1 & Commercial bid –Stage 2.
- ii) The bidders will be shortlisted based on the Pre-Qualification criteria as given in this RFP document.
- iii) The bidders who are found to be not meeting the PQ criteria will be summarily rejected and their Technical proposal shall not be evaluated.
- iv) The bidders who are found to be meeting the PQ criteria will be asked for arranging Technical PoC at the designated location for technical evaluation and bidders have to score a minimum of 70 marks in Technical PoC evaluation for Financial Evaluation as per the criteria.
- v) Technical Presentation location, Date, Time & Venue will be informed as per schedule fixed by the evaluation Committee.
- vi) The Financial Proposal of those bidders who get more than 70 marks out of a maximum of 100 marks in the Technical Evaluation shall be considered for commercial bid evaluation.
- vii) The technically Qualifying Financial Proposals will only be opened.
- viii) The overall evaluation shall be 70: 30 i.e. 70% weightage to the Technical evaluation (technical Evaluation criteria in this RFP)& 30% weightage to Financial Evaluation.
- ix) The proposals will be ranked in terms of the Overall Scores obtained from Highest to Lowest. The bidder with the highest overall score will be considered for award of contract & will issue LOI.

FDC is the value of commercial bid price quoted in the bid under consideration. FLDC is the value of lowest commercial Bid among all the technically qualified bidders. Commercial Bid Score (SF) for each bid shall be computed as follows:

$$SF = 30 \times (FLDC / FDC)$$

TOTAL SCORE:

Total Score (Ts) for each qualified bid shall be computed as under:

$$TS = ST + SF$$

The Bidder obtaining highest Total Score (TS) value, will be declared as the Best Evaluated Bid.

The bidder who scores the highest overall score will be considered for selection and Awarded Contract.

For example, if the Technical Score is 75 marks and Financial Score is 95 marks then the Overall Score will be computed as given below:

Final Score = [Technical Score × Weightage of Technical Score + Financial Score × Weightage of Financial Score] = [75 × 0.70] + [95 × 0.30] = [52.5 + 28.5] = [81].

6.12 Authentication of Bid

The original and all copies of the bid shall be typed or written in indelible ink. The original/copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be signed and stamped by the person or persons signing the bid.

6.13 Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the BIDDER, in which case such corrections shall be counter signed by the person or persons signing the bid.

6.14 Disqualification of bids

TSTS/User Department may at its sole discretion and at any time during the processing of tender, disqualify any BIDDER from the tendering process if the BIDDER has

- i) Submitted the tender after the prescribed date and time of submission of bids.
- ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- iii) Not complied to the specifications mentioned
- iv) If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- v) Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or non-responsiveness.
- vi) Failed to provide clarifications related thereto, when sought.
- vii) If the technical offer contains any price information the offer will be summarily rejected.
- viii) Conditional bids will be summarily rejected.
- ix) Bidders who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- x) If found to submit more than one bid.

6.15 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

6.16 Clarification of Bids during Evaluation

During evaluation of the bids, TSTS/User Department may, at its discretion, ask the BIDDER for clarification of its bid content and seek information.

Preliminary Examination of the Bids

- Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished,
- whether the documents have been properly signed, and whether the bids are generally in order.
- Arithmetical errors will be rectified on the following basis. 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. If the BIDDER does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- TSTS may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any BIDDER.
- Prior to the detailed evaluation, TSTS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- If a bid is not substantially responsive, it will be rejected by TSTS and may not subsequently be made responsive by the BIDDER by correction of the nonconformity.
- Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user department.
- Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
 - The projected costs for the entire contract period;
 - Past track record of bidder in supply/ services and
 - Any other specific criteria indicated in the tender call and/or in the specifications.

6.17 Contract Finalization and Award

TSTS will award the contract to the BIDDER whose bid has been determined to be substantially responsive and has been determined as the best value bid (as per Overall Evaluation Process), provided further that the BIDDER has demonstrated that it is qualified to perform services required for the project satisfactorily.

The notification of the award shall constitute signing of the agreement with the concerned department. The signing of agreement will amount to award of contract and BIDDER will initiate the execution of the work as specified in the agreement. At the same time as TSTS notifies the successful BIDDER that its bid has been accepted, TSTS will send the Bidder the proforma for contract, incorporating all agreements between the parties. Within 7 days of receipt of the contract, the successful BIDDER shall sign and date the contract and return it to TSTS.

6.18 Rights to Accept / Reject any or all Proposals

The Evaluation Committee reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby

incurring any liability to the affected Solution Provider or Bidder or any obligation to inform the affected Solution Provider or Bidder of the grounds for Committee's action.

6.19 Additional Instructions to Bidders

- i) Bidder should provide all prices as per the prescribed format in this document.
- ii) All the prices are to be entered in INR only.
- iii) Prices indicated shall be inclusive of all taxes, levies, duties etc.
- iv) It is mandatory to provide breakup of all Taxes, duties and levies wherever asked for.
- v) The Authority, reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties and levies indicated.
- vi) Authority shall take into account all taxes, duties and levies for the purpose of evaluation.
- vii) The Authority also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this larger demand and give the best possible rate to the Authority.
- viii) Line items mentioned in the commercial formats are for representation purpose and Bidder may suitably add line items / merge the cost components depending upon their proposed solution.
- ix) Bidder should provide the prices for the additional items. Additional Items are optional requirements and Authority shall decide upon its inclusion or exclusion at a later date. The Authority's decision in this regard shall be final and binding upon the SP.
- x) No escalation of prices will be considered under any circumstances.

SECTION – 7 TQ EVALUTION CRITERIA & TECHNICAL POC

7.1 Technical Evaluation Criteria

Project Evaluation Committee (PEC) will evaluate the Technical Proposals of the Pre-qualified bidders as per the following criteria. The Bidder shall be requested to arrange Presentation of its proposed technology to the evaluation committee on the following parameters for technical evaluation. The bidder should have sufficient technical expertise, relevant experience and requisite infrastructure for the proposed scope of work.

The Bidder is responsible to give a presentation on objectives of the Bidder, proposed management structure, contribution of each constituent, role & responsibility of each constituent covering all aspects of the planning & successful execution of the work, proposed solution, technical functionalities of equipment/system, method of implementation and maintenance, the commitment of the constituents to the joint and several liabilities for due performance.

#	Evaluation Criteria	Measurement Criteria	Max. Score
1	<p><u>Past Experience</u></p> <p>i) Bidder should have experience in supply, installation & execution of minimum 5 projects with a combined quantity of 300 Nos or more HD cameras installations from FY 2014-15 till Bid calling date for any Public/PSU/ State/ Central Govt./ Police departments.</p> <p>Each of the project should be connected to the central control room through backbone network connectivity.</p>	<p><i>Project with combined quantity (Nos) of HD cameras from minimum 5 projects:</i></p> <ul style="list-style-type: none"> ➤ >600 nos- 20 points ➤ >= 500 Nos & 600 nos – 15 points ➤ >= 400 Nos & < 500 Nos – 10 points ➤ >= 300 Nos & < 400 Nos – 5 points 	20
2	<p>Technical Documentation/Proposal</p> <p>Technical Proposal on features & functionalities of equipment and Project implementation Plan / Methodology.</p> <p>Support documents for compliance of technical specifications need to be submitted.</p>	<ul style="list-style-type: none"> • Availability of Service Centres • CCTV System Network architecture & Layout Plan • Network Designs & Cable Management Plan • Project implementation & Management process • Quality Management • Support & Maintenance approach • Risk Mitigation Plan • Training to Departmental staff • Help Desk • Exit Management Plan • Maintenance Plan beyond warranty period 	40
4	<p>Technical POC – Demonstration of Use</p>	<ul style="list-style-type: none"> ○ Camera features viz- Zoom-in , Zoom- 	40

cases & other scenarios regarding	out, Lens coverage, Angle of View, IR capability ○ NVR features –Recording features, Data retrieval feature, Storage capacity etc. ○ Basic Video Analytics with cameras ○ End-to-end CCTV System features ○ Day Light vision & Night vision features ○ Camera features ○ Recording & Replay features	
	○ TOTAL MAXIMUM SCORE	100

The technical criteria will be subject to minimum passing score (cut-off) of 70 to qualify for the next phase of opening of commercial Bid.

Note: Bidder should provide unpriced BOQ with make & model for technical verification in TQ bid. The bidder should quote in commercial bid for all the items as per the technical specifications furnished in Technical bid, otherwise the bid will be rejected.

7.2 Technical PoC Setup

The Bidder should also arrange the following components as quoted in the proposal for the PoC setup to showcase the features as per evaluation criteria in addition to committee requirement. The make & model should be same as per the bid proposal unless & otherwise specified, this means if the model numbers of all components do not meet as per the proposal, the bid is liable for rejection.

POC Equipment as per bid proposal:

#	Equipment Description	Qty (Nos)	QTY
1	4 MP IP based Fixed Outdoor Camera	Nos	02
2	16-Ch NVR	Nos	01
3	Min. 8 port Manageable switch	Nos	01
4	Minimum Display (preferably as per proposal)	Nos	02
5	Other items as per site requirement by the Bidder	Set	01

NOTE:

- a) The place & date of PoC shall be intimated to the bidders at least 3 days in advance so as to make necessary arrangements.
- b) The Bidder responsibility to arrange the necessary equipment / components that are required for the completion of POC as per the time slot given by the Committee. No extension shall be provided. The above quantity of items for demo is only indicative; however bidder should provide minimum quantities required for PoC.

- c) The proposed solution should include the quality aspects like user friendliness, secure, interoperability, modifiability, integrity and extensibility, maintainability, scalability and modularity etc.,
- d) The bidder responsibility to handover the recorded video stream of complete Demo to the Authority at the end of POC.
- e) The Evaluation Committee may provide use cases to the qualified bidders at the time of PoC, in addition to the bidder's use cases.

SECTION – 8 OTHER IMPORTANT CONDITIONS & GENERAL CONDITIONS

8.1 Project Period & Contract Agreement

The total project period is for 5 years including warranty from the date of Go-Live.
The Contract Agreement with Identified Bidder shall be signed by User Department.

8.2 Project Deliverables

The bidder should ensure that the deliverables are submitted to User Department as per the timelines in the RFP.

- MAFs from OEM for all items supplied.
- Technical Support team details.
- Use cases prepared, User manual, Training manuals
- All the information collected from the field
- Technical documents if any
- The Bidder should indicate in detail fail-safe procedure(s) for the following:
 - Power failure
 - Voltage variation
 - Frequency variation
 - Temperature and humidity variations.
- Any other documents, information related to scope of work as requested by Department

8.3 Warranty Terms

- i) All goods or materials shall be supplied strictly in accordance with the specifications, drawings, datasheets, other attachments and conditions stated in the Bid / Order / LOI.
- ii) All materials supplied by the Bidder shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and material.
- iii) In event of default originating with the design, material arising at any time during the Warranty period of 60 months from the date of Go-Live, the Bidder shall replace as may be necessary to ensure the material should function in accordance with the specification and to fulfil the foregoing Warranty without any delay.
- iv) The Bidder shall warrant that every work executed under the contract shall be free from all defects and faults in material, workmanship etc. for a period of 60 months for from the date of Acceptance test.

8.4 Warranty Period

- i) The on-site comprehensive warranty period is for 5-years for the all items / equipment/ Software supplied including spare parts from the date of handover subject to Authority acceptance of the system. During the warranty period, the Bidder should perform regular predictive and preventive maintenance of the system at all locations at least once in 3 months.
- ii) The Bidder will undertake that supplies of necessary maintenance equipment and spare parts will be made available for all Items/Equipment and the complete System for period of (5) years on continuing basis and life time spares after 5 years.

8.5 Service Level Agreement (SLA)

- i) The Bidder should meet the following SLAs during the warranty period, however a separate SLA agreement will be executed with a successful Bidder when the project is awarded and accepted.
- ii) The SLA is designed for rapid response to mission critical service, hardware and software application emergency. The time between the initial request for service and the time a technical person respond to the request should not exceed 1 hour. The Resolution for permanent solution to an emergency should be within 4 hours.
- iii) In case of complete system breakdown, the resolution time should be less than 1 hour.
- iv) The deployed solution breakdown calls shall be attended on all days including holidays and beyond office hours also.
- v) Break down calls are defined as (a) Minor Repairs (Non critical) & (b) Major Repairs (critical). Surveillance Camera System is considered as "Critical". Non-critical Break down calls shall be attended within 24 hours of getting the complaint from the Department.
- vi) **Minor Repairs:** (Non critical) The bidder should attend the minor repairs like camera is not working due to connectivity, Power issues, Cable issues, Battery issues etc,. These may solved then and there itself and camera functioning should be restored.
- vii) **Major Repairs:** The bidder should attend the major repairs like camera /NVR is not working and completely dead and requires replacement. If required these cameras are to be replaced on priority within 2 days and detailed report has to be submitted.
- viii) The Vendor should note that the penalty as per penalty clause would be imposed if such a Non-critical breakdown call is not attended within 24 hours of getting the complaint. The meaning of attending the breakdown call is visiting the Surveillance System, attending the failure and rectifying it.
- ix) Other equipments like Power, connectivity, power adopters etc are considered as Non critical. Non Critical Break down calls shall be attended within 24 hours of getting the complaint from Department. With the help of Department Staff bidder should attend the failure and rectify and restore it.
- x) The detailed report should be prepared by vendor or his authorized Engineer/ representative along with Department technical person on the problem reported & solution provided. However, the replacement should be of same or higher version and compatible with the CCTV System.
- xi) **Log Book:** A log book shall be maintained by the Department incharge where the problem experienced in the Surveillance System and would enter the details along with date and time of the problem noticed. The problem will be reported to the bidder on their phone/address through phone/ fax/post/e-mail and the complaint number with time will be recorded in the log book. The bidder or his authorized Engineer/ representative has to fill up the other columns of the log book indicating failure details,

how the rectification done, replacement card particulars, defective card particulars, date of rectification and time of rectification

- xii) All the tools and testing instruments required for checking, testing and attending to preventive maintenance as well as breakdowns shall be arranged by the Bidder including PC/Laptop. The bidder's engineers should carry the routine spares required for preventive maintenance to ensure minimum down time.
- xiii) Call Log/Complaints register to be maintained by the Vendor. Complaint received should be attended within 48 Hours and issues should be rectified during the visit & if it's identified that any replacement is required, vendor need to ensure that the replacement is arranged and issue is rectified within 48 hours.
- xiv) Persistent complaints from the user department during the warranty period relating to the improper service will be sufficient ground for the Telangana State Technology Services Limited (TSTSL) to blacklist the vendor/supplier from participating in the future tenders.

8.6 Definitions

- i) Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- ii) Specification means the functional and technical specifications or statement of work, as the case may be.
- iii) Firm means a Company, Authority, Society, or any other Organization incorporated under appropriate statute as is applicable in the country of incorporation.
- iv) Bidder means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word Bidder/bidder when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom User Department signs the contract for rendering of goods and services.
- v) Pre- qualification and Technical bid means that part of the offer that provides information to facilitate assessment by TSTS, professional, technical and financial standing of the bidder, conformity to specifications etc.
- vi) Financial Bid means that part of the offer, that provides price schedule, total project costs etc.
- vii) Three part Bid means the Pre-qualification bid, Technical and Financial bids submitted in e-procurement
- viii) Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
- ix) The word goods when used singly shall mean the hardware, firmware component of the goods and services.

8.7 General Eligibility

- i) This invitation for bids is open to all Bidder both from within India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre qualification criterion.

- ii) Bidders marked/considered by TSTS to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- iii) Bidder debarred/ blacklisted by any Central or State Govt. / Quasi –Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- iv) Breach of general or specific instructions for bidding, general and special conditions of contract with TSTS or any of its user organizations may make a firm ineligible to participate in bidding process.

8.8 Bid forms

- i) Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii) For all other cases the bidder shall design a form to hold the required information.

8.9 Cost of bidding

- i) The bidder shall bear all costs associated with the preparation and submission of its bid, and TSTS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- ii) Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
- iii) The participating bidder should purchase the document and enclose a receipt of the same with the bid document.

8.10 Clarification of bidding Documents

- i) A prospective Firm / bidder requiring any clarification of the bidding documents may notify TSTS contact person. Written copies/ e-mail of the TSTS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
- ii) The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the closure of date and time for seeking clarification mentioned in tender call notice. It is further clarified that TSTS/User Department shall not entertain any correspondence regarding delay or non-receipt of clarification from TSTS/User Department.

8.11 Amendment of bidding documents

- i) At any time prior to the deadline for submission of bids, TSTS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

- ii) All prospective bidders those have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
- iii) In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the TSTS, at its discretion, may extend the deadline for the submission of bids.

8.12 Period of validity of bids

- i) Bids shall remain valid for the days or duration specified in the bid document, after the date of the financial bid opening prescribed by TSTS. A bid valid for a shorter period shall be rejected as non-responsive.
- ii) In exceptional circumstances, the TSTS may solicit the bidders' consent to an extension of the period of bid & EMD validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

8.13 Deadline for submission of bids

- i) Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice.
- ii) The TSTS may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the TSTS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

8.14 Modification and withdrawal of bids

- i) No bid can be modified subsequent to the deadline for submission of bids.
- ii) No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

8.15 General Business information:

The bidder shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

8.16 Bid Security i.e. earnest money deposit (EMD)

- i) The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
- ii) The bid security is required by TSTS to:
 - Assure bidder's continued interest till award of contract and
 - Conduct in accordance with bid conditions during the bid evaluation process.
- iii) The bid security shall be in Indian Rupees and shall be a bank guarantee, or an irrevocable letter of credit or cashier's certified check, issued by a Reputed scheduled Bank in India and having at least one branch office in Hyderabad
- iv) Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days.

- v) The bid security may be forfeited:
- if a bidder withdraws its bid during the period of bid validity or
 - in the case of a successful bidder, if the bidder fails:
 - to sign the contract in time; or
 - to furnish performance security.

8.17 Overview of Financial bid

The financial bid should provide cost calculations corresponding to each component of the project.

Bid prices

- i) The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
- ii) The bidder shall indicate Basic Prices and taxes, duties etc. (If required) in the form prescribed.
- iii) Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by User Department and will not in any way limit the purchaser's right to contract on any of the terms offered.
- iv) Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

Bid currency: Prices shall be quoted in Indian Rupees.

8.18 Term and Extension of Contract

- i) The term of this Contract shall be for a period as indicated in the contract and contract shall come to an end on expiry of such period except when its term is extended by User Dept.
- ii) User dept shall reserve the sole right to grant any extension to the term mentioned above on mutual agreement including fresh negotiations on terms and conditions.
- iii) When the 5 year term of contract with the Bidder expires, the Bidder is required to conduct a parallel run for one month with any new agency identified .

8.19 Contract amendment

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

8.20 Support from External Agency

In case, if Bidder wishes to have support from any external agency, it's very necessary to inform the Authority in writing prior to allowing them to work on their infrastructure. The Bidder should provide the information about the company from whom support has been extended, the person/group of people and the segment in which services has been taken. On completion of the task, another report should be submitted by mentioning action taken

by this person/group of people from external agency, with duration. The Bidder is solely responsible for the action taken by such agency on their behalf. No Data/ Information should be sent out of the premise without obtaining prior written confirmation from the Authority. Any violation of conditions of this Article would result in strict penal action, which can even be Criminal in nature.

8.21 Suspension of Work:

The Bidder shall, if ordered in writing by TSTS / User Department representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the implementation agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the implementation agency. In case the suspension of works is not consequent to any default or failure on the part of the implementation agency and lasts for a period of more than 3 months, the Bidder shall have the option to request the TSTS/User Department to terminate the Contract with mutual consent.

8.22 Force Majeure

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder/bidder and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder/bidder shall promptly notify the TSTS in writing of such condition and the cause thereof. Unless otherwise directed by the TSTS / User Dept. in writing, the Bidder/bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.23 Terminate the Contract

- i) Retain such amounts from the payment due and payable by User Dept to the Bidder as may be required to offset any losses caused to User Dept as a result of such event of default and the Bidder shall compensate User Dept for any such loss, damages or other costs, incurred by User Dept in this regard. Nothing herein shall effect the continued obligation of the Bidder / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- ii) Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts

from the Bidder may have resulted from such default and pursue such other rights and/or remedies that may be available to User Dept under law.

8.24 Termination

- i) User Dept may terminate this contract in whole or in part by giving the Bidder prior and written notice indicating its intention to terminate the Contract under the following circumstances.
- ii) Where it comes to User Dept attention that the Bidder (or the implementation agency's Team) is in a position of actual conflict of interest with the interests of User Dept in relation to any of terms of the implementation agency's bid, the tender or this Contract
- iii) Where the Bidder ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the implementation agency, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, User Dept shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/Bidder, and to ensure business continuity.
- iv) Termination for Default: User Dept may at any time terminate the Contract by giving 30 days written notice to the implementation agency without compensation to the implementation agency in the event of default on the part of the Bidder which may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its bid, the tender or under this contract.

8.25 Termination for Insolvency

The User dept/TSTS may at any time terminate the contract by giving 30 days written notice to the Bidder/bidder if the Bidder/bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder/bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the User Dept./TSTS.

8.26 Termination for Convenience

- i) The User dept/TSTS may at any time by giving 30 days written notice to the Bidder/bidder, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the User dept/TSTS /Purchaser's convenience, the extent to which performance of the Bidder/bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii) The entire software infrastructure procured & used for the project will be taken over by the User Department from the date of service termination & any delay in handing over these equipment's will not be acceptable & will be viewed severely for appropriate action.

- iii) The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Bidder:-
- If the value of the penalty for different services together exceeds 10% of the contract amount for 1 year.
 - If the Bidder becomes Bankrupt or financially insolvent during currency of the contract.
 - If it is found that the bidder has been convicted for any unlawful activities.
 - If it is found that bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

8.27 Liquidated Damages:

If the identified Bidder fails to deliver Services or install any or all of the systems or if any of the services fail to gain Acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in SCC. Once the maximum is reached, the Client may consider termination of the Contract. If delivered or installed goods and/or Services cannot be put to use without the undelivered goods/Services, the damages will be calculated using the total price of the goods/services that cannot be put to use.

8.28 Application of LD

Liquidated damages shall be assessed as per the millstones as per schedule, submission of deliverables and its acceptance”.

8.29 Right of Monitoring, Inspection and Periodic Audit

- i) User dept/ TSTS reserves the right to inspect and monitor/assess the progress/performance/maintenance of project at any time during the course of the contract.
- ii) The User dept/ TSTS shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions in accordance with the standards committed to or required by User dept and the Bidder undertakes to cooperate with and provide to the TSTS any other agency appointed by TSTS, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the client may without prejudice to any other rights that it may have issue a notice of default.

8.30 Risk Management

Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this RFP. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this

project and take all essential steps to reduce and mitigate the risk. User dept / TSTS will have no liability on this account.

8.31 Resolution of Disputes

- i) The User Department and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- ii) If, after thirty (30) days from the commencement of such informal negotiations, the User Department and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- iii) The dispute resolution mechanism shall be as follows:
- iv) In case of a dispute or difference arising between the User department and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at Hyderabad , Telangana State only.

8.32 Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

8.33 No Interest for Performance Guarantee

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

8.34 Notices

- i) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- ii) A notice shall be effective when delivered or tendered to other party whichever is earlier.

8.35 Taxes and duties

The Bidder shall be entirely responsible for all taxes, duties, license fee etc. incurred until delivery of the contracted services to the User department or as per the terms of tender document if specifically mentioned.

Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of User Department.

8.36 Standards

The Systems/Items to be supplied under shall conform to the standards mentioned in the Technical Specifications. Before shipping, the identified Firm will inform User Dept., giving full details about these standards and take approval.

8.37 Delivery and Documents

Delivery of the goods/services shall be made by the Bidder in accordance with the terms specified in the Schedule of requirements.

8.38 Insurance

- i) It is suggested that the goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery up to user site.
- ii) The insurance should be for replacement value from “Warehouse to warehouse (final destination)” on “All Risks” valid upto 3 months till completion of delivery, installation and commissioning .

8.39 Transportation

Transport of the goods to the project site(s) shall be arranged by the bidder at his cost.

8.40 Incidental services

The Bidder may be required to provide any or all the following services, including additional services :

- i) Performance or supervision or maintenance and/or repair of the supplied goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Bidder of any warranty obligations under this Contract, and
- ii) Training of TSTS and/or its user organization personnel, at the Bidder’s site and / or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied goods and services.

8.41 Spare parts

- i) The Bidder may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Bidder.
- ii) Such spare parts as the TSTS may elect to purchase from the Bidder, provided that this election shall not relieve the Bidder of any warranty obligations under the contract and
- iii) In the event of termination of production of the spare parts, an advance notification to the TSTS of the pending termination, in sufficient time to permit the TSTS to procure needed requirements and
- iv) The Bidder shall ensure availability of spares in stock at his nearest service centre for immediate delivery such spare parts as: (a) are necessary for a minimum of 5years of operation after installation at the Purchaser’s sites (b) are necessary to comply with specifications.

8.42 Maintenance service

1. Free maintenance services including spares shall be provided by the Bidder during the period of warranty. User, at its discretion may ask the Bidder to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the Bidder shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which

will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter.

2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 48 hours.
3. The Bidder will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.
4. In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the Bidder.
5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be.

8.43 Arbitration (As per the State Government rules)

- i) The selected implementing agency shall indemnify state against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark / copy right arising from the use of the supplied services or any part thereof.
- ii) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Secretary, Information Technology & Communications, Government of Telangana for final decision and the same shall be binding on all parties.
- iii) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the selected implementing firm.
- iv) The Selected Bidder, User dept and TSTS shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof. The arbitration proceedings shall be held in Hyderabad, Telangana, India.

8.44 User License and Patent Rights

The SP shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

8.45 Use of Documents and Information

- i) The Bidder shall not, without prior written consent from USER DEPARTMENT, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the USER DEPARTMENT in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only, so far as may be necessary for purposes of such performance.
- ii) The Bidder shall not, without prior written consent of USER DEPARTMENT, make use of any document or information made available for the Development Team, except for purposes of performing the Contract.
- iii) All project related document (including this bid document) issued by USER DEPARTMENT, other than the contract itself, shall remain the property of the USER DEPARTMENT and shall be returned (in all copies) to the USER DEPARTMENT on completion of the Bidder's performance under the contract if so required by the USER DEPARTMENT.

8.46 Inspection and Acceptance Tests

1. Inspection and tests prior to shipment of Goods and at final acceptance are as follows:
 - a. Inspection of the goods shall be carried out to check whether the goods are in conformity with the specifications mentioned in the bid document. Following broad test procedure will generally be followed for inspection and testing of hard ware and firmwares. The Bidder will dispatch the goods to the ultimate consignee after internal inspection testing along with the supplier's inspection report, manufacturer's warranty certificate. The TSTS will test the equipment after completion of the installation and commissioning at the site of the installation. (If site preparation is not included in the tender call or specification, the Bidder should furnish all details of the site requirement to the TSTS sufficiently in advance so as to get the works completed before receipt of the equipment.)
 - b. The Inspections and tests, at the discretion of TSTS, may be conducted on the premises of the Bidder or its subcontractor(s), at point of delivery, and / or at the good's final destination. If conducted on the premises of the Bidder or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the TSTS.
 - c. Should any inspected or tested goods fail to conform to the specifications the TSTS may reject the goods, and the Bidder shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to the TSTS/user.
 - d. TSTS' right to inspect, test and, where necessary reject the goods after the goods' arrival at user's site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the TSTS or its representative prior to the goods shipment from the country of origin.
 - e. Nothing in this clause shall in any way release the Bidder from any warranty or other obligations under this contract.
 - f. The acceptance test will be conducted by the TSTS, their consultant or any other person nominated by the TSTS, at its option. There shall not be any additional charges for carrying out acceptance tests. Any reduction in functional requirements, and performance specifications shall be ground for failure. Any

malfunction, partial or complete failure of any part of hardware, firmware or excessive heating of hardware enclosures, motors attached to printers, drivers etc. or bugs in the software shall be grounds for failure of acceptance test. All the software should be complete and no missing modules / sections will be allowed. The Bidder shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the TSTS, the successful completion of the test specified. An average uptake efficiency of 97% for the duration of test period (7 days) shall be considered as satisfactory.

- g. In the event of the hardware and software failing to pass the acceptance test, A period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the TSTS reserves the rights to get the Equipment replaced by the Bidder at no extra cost to the TSTS/user.

8.47 Protection against Damages- Site conditions

- i) The system shall not be prone to damage during power failures and trip outs. The normal voltage and frequency conditions available at site are as under:
 - a) Voltage 230 Volts
 - b) Frequency 50Hz.
- ii) However, locations may suffer from low voltage conditions with voltage dropping to as low as 160 volts and high voltage conditions with voltage going as high as 220 + 20% volts. Frequency could drop to 50Hz + 2%. The ambient temperature may vary from 10oC to 48oC. The relative humidity may range in between 5% to 95%.
- iii) The goods supplied under the contract should provide protection against damage under above conditions.

Special Conditions of the Contract (SCC)

-Nil-

Bid Letter Form

From:

(Registered name and address of the bidder.)

To:

The Managing Director,
Telangana State Technology Services(TSTS),
1st Floor, BRKR Bhavan, Hyderabad-Pin-500063

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated..... Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of Rs..... (Total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by TSTS or its user organization.

If our bid is accepted, we undertake to;

1. Provide services/ execute the work according to the time schedule specified in the bid document,
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
4. We do hereby undertake that in the event of acceptance of our bid, and the work shall be started at designated places within as per the time lines from the date of Award of Contract.
5. We enclose the complete Bid enclosing all documents / information as required in the tender document.
6. We agree to abide by our offer for a period of 90 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
7. We have carefully read and understood the terms and conditions of a tender and the conditions of the Contract applicable to the tender and we do hereby undertake to the project as per these terms and conditions. The deviations from the above Technical specifications, Services and Terms & Conditions are only those mentioned in RFP

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Bidder's signature

Date:

and seal.

Form of Contract Agreement(Draft)

This **contract agreement** is made on the [insert: **number**] day of [insert: **month**], [insert: **year**].

Between

- (1) [insert: **Name of Client**], (hereinafter called “the Client”), and
- (2) [insert: **name of the bidder**], (hereinafter called “the bidder”).

Whereas the Client desires -----, Hyderabad and submit all deliverables and have agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

1. **Article 1 - Contract Documents**

1.1. Contract Documents

The following documents shall constitute the Contract between User and the Firm, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract Agreement.

- a) Notification of Award
- b) The Bid and Price Schedules submitted by the bidder
- c) Special Conditions of Contract
- d) General Conditions of Contract
- e) Pre-bid conference minutes.
- f) Bid document with modification if any
- g) Agreed SOP
- h) *Any other documents*

1.2. Order of Precedence

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above.

1.3. Definitions (Reference GCC)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

2. **Article 2 - Contract Price and Terms of Payment**

2.1. Contract Price

The Client hereby agrees to pay to the bidder as amount of **Rs. XXXX /-** for the items mentioned in the Commercial Form. The Contract Price in consideration of the performance by the bidder of its obligations under the Contract.

3. **Article 3 - Effective Date for Determining Time for Operational Acceptance**

3.1. Effective Date

The time allowed for execution, delivering deliverables and Acceptance of the same should be determined from the date when all of the following conditions have been fulfilled:

- i) This Contract Agreement has been duly executed for and on behalf of the Client and the bidder;
- ii) The bidder has submitted to the Client the Implementation cum performance security.

4. **Article 4 – Jurisdiction**

Any legal proceedings arising out of the agreement shall be subject to the appropriate court in Hyderabad.

5. **Article 5 – Appendixes**

- 5.1. The Appendixes listed in the attached List of Appendixes shall be deemed to form an integral part of this Contract Agreement.
- 5.2. Reference in the Contract to any Appendix shall mean the Appendixes attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

IN WITNESS WHERE OF AP User and the Selected Firm has caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Client (Purchaser)

Signed: _____

in the capacity of [insert: ***title or other appropriate designation***]

in the presence of _____

For and on behalf of the Bidder

Signed: _____

in the capacity of [insert: ***title or other appropriate designation***]

in the presence of _____

Place:

Signature with seal

Date :

Bid Security (EMD) Form

(to be submitted if the bidder is submitting the EMD in the form BG)

File. No:

Project Name:

(To be issued by a bank scheduled in India as having at least one branch in Hyderabad) Whereas..... (Here in after called "the Bidder") has submitted its bid dated(Date). For the execution of..... (Here in after called "the Bid") KNOW ALL MEN by these presents that WE of having our registered office at..... (Here in after called the "Bank") are bound unto the (hereinafter called "Managing Director, TSTS, HYDERABAD") in the sum of for which payment well and truly to be made to the said TSTS itself, its successors and assignees by these presents.

The conditions of this obligation are:

- i) If the bidder withdraws its bid during the period of bid validity or
- ii) If the bidder , having been notified of the acceptance of its bid by the TSTS during the period of bid validity:
 - fails or refuses to execute the contract form if required; or
 - fails or refuses to furnish the performance security, in accordance with the bid requirement;
- iii) bidder submits fabricated documents

We undertake to pay the above amount upon receipt of its first written demand, without the TSTS having to substantiate its demand, provided that in its demand the will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee of Rs. -----will remain in force up to..... and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Signature of the Bank Official with seal

Date :

Check List
(to be submitted in TQ Bid)

Compliance/ Agreed/ Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

#	Bid Document Reference	Remarks
1	Scope of Work	
2	Form PQ #1	
3	Form PQ #2	
4	Form PQ #3	
5	Form PQ #4	
6	Form PQ #5	
7	MAF	
8	Technical Bid Forms	
9	Commercial Bid Forms	
10	Delivery Time lines	
11	SLAs / Penalties	
12	General Conditions of Bidding	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:

Bidder's signature & seal

Date:

NOTE: For every item appropriate remarks should be indicated like '*no deviation*', '*agreed*', '*enclosed*' etc. as the case may be.

APPENDIX- I
Pre Qualification (PQ) Proposal Submission Forms

Form – PQ#1

General Information of Bidder

Name of the Bidder:

Name of the Project:

#	Description	Supporting Documents with Page Nos
1	Name of the Company/ Firm	
2	Date of Incorporation (Registration Number & Registering Authority) VAT No., CST No., PAN No.	
3	Legal Status of the Company in India & Nature of Business in India	Public Ltd / Private / Partnership Firms
4	Address of the Registered Office in India	
5	Date of Commencement of Business	
6	Name & e-mail id, phone number, fax of the Contact Person	
7	Web-Site	
8	EMD details (Amount, DD No. & Date, Name of the bank, Valid upto)	
9	Certification details if any	
10	Proof of purchase of bid document (Receipt No. & Date of purchase)	

Place:

Bidder's signature & seal

Date :

Form - PQ#2

Financial Turnover Details

Name of the Bidder:

Name of the Project:

Financial Information of Bidder (in Crores)					
#	Financial Year	Turnover of the Firm in		Total Profit after Tax	Net worth of the Firm
		Total Turnover	Turnover from Safety/Security/CCTV Surveillance Systems		
	(1)	(2)	(3)	(4)	(5)
1	2014- 2015				
2	2015 - 2016				
3	2016 – 2017				

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.
2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).
3. Bidder should submit any of the Audited balance sheet / Profit & Loss statement / certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.

Place:

Bidder's signature& seal

Date :

Form – PQ#3
Past Project Experience

Name of the Bidder :

Name of the Project:

#	Description	Details	Reference to attached sheets if any
1	Client Name, Address and Phone/Mobile		
2	Consortium / JV Arrangement and Partnership Ratio		
3	Brief Project Details		
4	Period / Date of Contract and Tenure		
5	Solution Details (but not limited to): <ul style="list-style-type: none"> • Equipment Make, Type & Quantity • Platform & Technology details • Networking Technology details • Software & Tools details • Any other (Specify in details) 		
6	Total Value of the Contract		
7	Total Value of the Contract for CCTV Solutions		
8	Total Value of the Contract for IP based HD CCTV Solutions		

NOTE:

- Supporting documents to support the claim and the certificates must be signed by the authorized signatory of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.
- Define each of the project in separate sheets
- Separate sheets may be attached to elaborate the projects undertaken
- Necessary project completion certificate / satisfactory progress certificate must be provided as documentary evidence of the projects executed

Place:

Bidder's signature & seal

Date :

Form – PQ#4

Declaration Regarding Clean Track Record

Name of the Bidder:

Name of the Project:

To:

The Managing Director

Telangana State Technology Services,

1st Floor, BRKR Bhavan, Tank Bund, Hyderabad-63

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____]. I hereby declare that my company has not been debarred/ black listed as on Bid calling date by any Central or State Government/ Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – PQ #5
Format for the Manufacturer Authorization Form
(TO BE SUBMITTED BY THE BIDDER ON OEM LETTER HEAD)

Date: _____

To,
The Managing Director,
Telangana State Technology Services,
1st Floor, BRKR Bhavan, Hyderabad, India

Sir,

Reference No.: _____ Dated _____ for

We _____, (name and address of the OEM) who are the original manufacturers of _____ hereby authorize _____ to bid, negotiate and conclude the contract with you against Tender No _____ for the following goods viz---(*item & model number to be mentioned*) _____ are manufactured by us. As an OEM we assure timely supply and back to back support with services and spares for the offered product for a period of 5 years and beyond as applicable and requested for this tender.

We also certify that _____ are authorized by us to provide technical service support, warranty and upgrade support up to the expiry of warranty period for the goods manufactured by us.

We also certify that our company-- _____ is not blacklisted by any State/Central Government department/agencies, Public/Private Sector Units.

Name In the capacity of
Signed
Seal

Form – PQ #6

Item Wise Make & Model Offered

<u>S.No</u>	<u>Item Description</u>	<u>OEM</u>	<u>Model Offered</u>

Place:

Bidder's signature & seal

Date :

APPENDIX - II
Technical Proposal Submission Forms

1. General Information

The technical proposal should address the following at the minimum:

- i) The proposal should have information specific to the Project.
- ii) Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
- iii) Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter
- iv) Propose how availability, performance rates for the system will be measured and maintained
- v) Project Management Plan including
 - a. Team deployment.
 - b. Implementation Methodology and Plan to include
 - Key implementation objectives, key deliverables and an implementation schedule for the same
 - Roll-out Plan at the specified locations including PERT chart of activities proposed.
 - Indication of Time Frame
 - Acceptance Testing Plan
 - Data Backup plan
 - Escalation Process during implementation
- vi) Training Plan
- vii) Hand holding, Operations and Maintenance Plan
- viii) Bill of Materials (without price) & Detailed specifications including make, model and version of Hardware and Networking equipment
- ix) Manufacturer Authorization letters to be attached of all the components of the Bid
- x) The Bidder shall be responsible for providing the Exit Management Plan for the project to TSTS at the time of submission of bids
- xi) Post Implementation Plan
- xii) Exit Management Plan

2. Documentation

- i) The Bidder shall prepare all necessary documentation for the project, and provide them to department for review, approval, record, reference etc as mentioned in this RFP.
- ii) During installation and post installation, the Bidder shall provide As Built/customized documentation to department. The as built documentation should consist of all the configuration details, diagrams, Test plans, administration manuals, setup guides etc as minimum.
- iii) Detailed manuals for each appropriate unit of the supplied equipment and services.
- iv) The training manuals and administration manuals

- v) Inspection and testing procedures manual including QA Policy & framework and Procedures for the software/hardware equipment
- vi) Any other document(s) deemed necessary for implementation, operations and maintenance of the hardware and network equipment and the overall system.

Form TQ#1

Understanding of the Project & Implementation Methodology

Name of the Bidder:

Name of the Project:

A Brief technical proposal by the bidder on Project Scope, understanding of the project, technologies proposed covering the following and other issues related to project:

- i) Project Plan.
- ii) Identification of functional requirements of the solution
- iii) Compliance to standards (International, National Industry & as specified in Tender)
- iv) Project Implementation approach
- v) Operations & Management Approach
- vi) Key staff to Install & handle the technical support
- vii) Non Functional Requirements
- viii) Exit Management Plan

Place:

Bidder's Signature & seal

Date:

Form TQ#2

Technical Compliance Sheet

Item wise technical compliance statement as per technical specifications mentioned in RFP t (taking in to consideration all the amendments issued to this document, if any) is to be submitted in the following format:

Item Name:

Make & Model Offered:

Sl. No	Parameter/ Feature	Specification Required as per of RFP & amendments, if any given	Specification of proposed item along with Part Code, Qty. & Description if any (Part code details must be provided if available)	(Complied/ Higher/Low er)	Reference for proof of compliance (Required documents to be uploaded along with technical bid)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>
					(Detailed reference such as doc name, para no. page no. etc. should be provided)

Place & Date:

Bidder's signature and seal

APPENDIX- III
Commercial Proposal Submission Forms

Form C #1
Commercial Proposal Forms

[Location, Date]

To: [Addressed to MD TSTS]

Dear Sirs:

We, the undersigned, offer to provide the for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].

This amount is inclusive of the Domestic taxes such as ----- (*Indicate the amounts against each*).

We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Form C #2
Commercial Form- Item wise Unit Cost

#	Item Description	UoM	Qty (estimated)	Unit Cost(Rs.) incl. warranty	Tax %	Total Cost (Rs.) incl. of taxes
<i>a</i>	<i>B</i>	<i>c</i>	<i>d</i>	<i>e</i>	<i>f</i>	<i>g=(e*f*d)</i>
1	4 MP HD IP based Bullet Fixed Outdoor CCTV cameras with SD Card Slot	Nos	210			
2	128 GB Micro SD cards for cameras	Nos	210			
3	16 Channel NVRs	Nos	14			
4	8 Port Switches	Nos	35			
5	4 TB Hard Disks for NVR	Nos	28			
6	32 inch LED Professional Display	Nos	14			
7	Industrial Rack 6U RACK	Nos	02			
8	Cat 6 CABLE	Mtrs	5000			
9	Single- Mode 6 Core Fiber CABLE	Mtrs	30000			
10	Fiber Optic Pigtails	Nos	70			
11	3 core Power CABLE	Mtrs	250			
12	Galvanised Poles	Nos	44			
13	Fiber Termination Box	Nos	50			
14	UPS (800 W)	Nos	40			
15	4-port Spikes	Nos	45			
16	Outdoor Junction Box	Nos	44			
17	MCBs	Nos	45			
18	Cantilever	Nos	50			
19	2 port Mini GBIC/SFP Module (1 pair)	Nos	35			
20	Any other item <<To be specified>>					
	Total (A)					
1	Cost of Cable Maintenance (Fiber Optic)	Mtrs	1			
2	Cost of Cable Maintenance (Cat 6 Cable)	Mtrs	1			
3	Cost of Cable Maintenance (Power Cable)	Mtrs	1			
	Total (B)					

Grand Total of (A) In Words Rupees _____

Note:

1. For arrival at L1 cost , the Total A + Total B shall be considered for evaluation.
2. The Cable maintenance cost per meter is to be quoted and the same shall be considered for payment towards cable maintenance during the project period.

3. The bidders are required to provide quote for maintenance of all the supplied items beyond the warranty period for a period of additional 3years. This shall be not included in the overall evaluation and is being sought only for getting the price in case AMC to be continued beyond 5 yrs of warranty.
4. All the IT hardware items & CCTV systems should be inclusive of product on-site comprehensive warranty (including spares) for a period of Five years from the date of Go-Live.
5. All unit rates indicated shall be inclusive of all civil works including transportation, Labour charges for Laying, Digging/ trenching, filling, splicing & terminating and other media or service component as applicable according to industry norms are part of supply, installation & commissioning, testing & certification.
6. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.
7. Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of User Department.

Form C3
AMC Costing Post Warranty

S.No	AMC Year	% of Total Project Cost
1	AMC Cost for 6 th year (1 st year post warranty)	
2	AMC Cost for 7 th year (2 nd year post warranty)	
3	AMC Cost for 8 th year (3 rd year post warranty)	

Place & Date:

Bidder's signature and seal

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