

Madhya Pradesh Police
POLICE TELECOMMUNICATION, H.Q.,
M.P.,

Bhadbhada Road, BHOPAL- 462003
(Fax No. 0755-2443674, E-mail: sspradiompbpl@gmail.com)

e-Tender Document

For

**Selection of System Integrator for Expansion of Dial
100 System under project ERSS 112 (Emergency
Response Support System)
“On Turn-key Basis”**

(Tender No. 196/2019, Bhopal, Date: 05/02/2019)

E-Tender/Three Envelope Procedure

Documents download/Sale Start Date	-	06/02/2019 up to 1700 Hrs.
Pre-Bid Meeting Date	-	12/02/2019 at 1100 Hrs.
Bid Submission Start Date	-	20/02/2019 at 1000 Hrs.
Bid Submission End Date	-	27/02/2019 up to 1700 Hrs.
Bid will be opened on	-	28/02/2019 up to 1300 Hrs.

Director General of Police
Through- SSP (Radio)
Bhadbhada Road, Bhopal, M.P.
Phone: 0755- 2443674
Fax: 0755- 2443674

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Disclaimer

This Tender Document (also referred as “Request for Proposal” or “RFP”) is not an agreement and is not an offer or invitation by MP Police to any Bidder other than the one that qualifies based on evaluation of submitted bids. The purpose of this tender document is to provide information to the potential Bidders to assist them in responding to this tender document. Though this tender document is prepared with sufficient care to provide all required information to the potential bidders, they may need more information than what has been provided. In such cases, the potential bidder is solely responsible to seek the information required from MP Police, at his / her own cost. MP Police reserves the right to provide such additional information at its sole discretion. In order to respond to the tender document, if required, and with the prior permission of MP Police, the potential bidder may conduct his own study and analysis, as may be necessary. MP Police makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential bidder may make in case of failure to understand the requirement and respond to the tender document. MP Police may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document.

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SECTION I INVITATION FOR PROPOSAL

1.1 Executive Summary

Responding to call for service from people in distress is the core duty of Police. Toll free number “100” facilitates citizens to get in touch with the Police. Government of Madhya Pradesh has envisaged to deploy a State wide centralized ERSS (Emergency Response Support system) service and has mandated Dial 100 services of MP Police as PSAP (Public Safety Answering Point).

The current centralized Dial 100 contact center cum command and control room denotes a computerized automated system, CAD (computer aided dispatch) at Bhopal to handle Public Distress calls for services. Citizens of M.P across the state call “100” number in case of police emergency and all such calls are routed to centralized call center in Bhopal. First response vehicles across the state are dispatched to specific incident location using location data of caller, CLI (Caller line identification) and automatic vehicle location system using GIS (geographical information system) ensuring police response across the State which is standardized, prompt and efficient. We use basic telephony, GSM, CAD, Wireless System as media to dispatch the FRVs. The current technological solution is scalable and optimized to provide round the clock State wide coverage with adequate redundancy.

Government of India has mandated that there should a single Emergency number across the country for all emergency services. Inline of the same M.P government has nominated “Dial 100 of Madhya Pradesh Police” as the PSAP (Public Safety Answering Point) to implement “112” ERSS (Emergency Response Support system) in the state of Madhya Pradesh. All the Emergency services of the state will merge at centralized 112ERSS (Emergency Response Support system) Center.

An integrated Centralized Emergency 112 call center cum command and control room will take calls of all natures of emergency from every corner of the state of Madhya Pradesh and will ensure adequate response in coordination with the relevant emergency responders like Health, fire, Disaster, Women and child cell, Highway authorities etc. All the teams working in ERSS 112 Control room like call takers, dispatchers and other staff will be seasoned to manage 360 degree of emergency spectrum

The existing set up of Centralized Dial 100 Call Center is mentioned below. In addition to this, we recommend that Bidders must study the structure and operational activity of Dial 100 project, so that they can propose the end to end solution for Centralized Emergency 112 call center.

(Bidders may come and visit existing Dial 100 facility during office hours of any working day with due permission from SP Dial 100.)

The Centralized Dial 100 system had following components-

1. ‘110’ seater Contact center:

The initial telephone calls for assistance from the public is received at Centralized Dial 100 Call Center fully equipped with Integrated Communication Control System and currently calls other than police is forwarded to appropriate control rooms (Fire, Medical emergency) via an appropriate interface like phone and email etc. (the deployed CAD solution supports integration to all such

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emergency services/other relevant projects of MP Police and other government agencies with the support of a common application or middleware). The toll free number 100 is the single point of contact for all police help seekers irrespective of telecom service providers. There is also the Integration of other means of reporting like.

2. Data Center and Data Analysis:

All type of information and databases is maintained at Dial 100 Data center, so that all the stake holders are able to access data related to an incident. It is a central repository of all information.

3. Knowledge Base:

Dial 100 also maintains and continuously updates the Standard operating procedures of various functions like call taking, dispatch and Field response.

4. Training, Sensitization and skill up gradation:

The skill up gradation, training and sensitization component is the backbone for success of the whole system. The employees and associates engaged in the First Response process are trained and retrained periodically under Dial 100 project. Continuous and focused training forms the integral part of Dial 100 project.

5. Evaluation and Audit: The evaluation of quality of performance is done by the PMC appointed by MP Police for Dial 100 Project. The System Integrator on regularly basis support and cooperate with the PMC team during the evaluation and audit. The SI provides all the required information to the PMC on required basis.

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1.2 Notice Inviting Tender (NIT)

POLICE TELECOM HQs, MADHYA PRADESH

Bhadbhada Road, Bhopal-462 003

Fax No. 0755-2443674, E-mail: sspradiompbl@gmail.com

NIT No.: PDM/ Pur/NERS-ERSS-112/F- 196 /2019,

Date: 05/02/2019

-::Notice Inviting Tender::-

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

Sr.No	Name of item	Tender fee	Required EMD
1	Selection of System Integrator for Expansion of Dial 100 System under project ERSS (Emergency Response Support system) 112 supply, installation & commissioning on turn-key basis. As per Clause No. 4.1 of Section IV "The scope of Bidder"	Rs. 15,000	Rs. 10,00,000 (Ten Lakh)

1. Cost of tender documents (Tender Fee) is non refundable and cannot be exempted in any condition.
2. The Tender should be submitted online on website <https://www.mptenders.gov.in> in favour of SSP (Radio) M.P. Bhopal within scheduled date and time. Tender fee and EMD should be deposited online through the website.
3. Tender documents also available for ready reference on the website of MP Police (www.mppolice.gov.in).
4. It is a turn-key project for supply, installation & Commissioning.
5. **Schedule:-**

Documents download/Sale Start Date	06/02/2019 from 1700 Hrs
Pre-Bid Meeting Date	12/02/2019 at 1100 Hrs.
Bid Submission Start Date	20/02/2019 from 1000 Hrs
Bid Submission End Date	27/02/2019 up to 1700 Hrs
Bid will be opened on	28/02/2019 at 1300 Hrs.

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

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1.3 Tentative Bid Schedule

#	Work Item	Tentative Schedule
1.	Documents (RFP) Publish Date	05/02/2019
2.	Documents download/Sale Start Date	06/02/2019 from 1000 Hrs
3.	Last date for receipt of Pre-bid queries	11/02/2019 up to 1200 Hrs.
4.	Pre-bid meeting(s)	12/02/2019 at 1100 Hrs.
5.	Response to Pre bid queries /Corrigendum	15/02/2019 at 1200 Hrs.
6.	Bid Submission Start Date	20/02/2019 up to 1000 Hrs.
7.	Bid Submission End Date	27/02/2019 up to 1700 Hrs.
8.	Opening of bid	28/02/2019 at 1300 Hrs.

Addressee and Address at which Tender document can be obtained/ are to be submitted online:

**Senior Superintendent of Police (Radio)
Office of the Police Telecom Headquarters, M. P.
Bhadbhada Road, Bhopal – 462003**

PQ Bid will be opened in the Conference Hall, at Police Telecommunication Head Quarter, Bhadbhada Road, Bhopal. The bidders or their authorized representatives may remain present, if they so desire.

Note:

- 1. The SSP(Radio) or M.P. Police shall not be responsible for any delay, non-receipt or non-delivery of the Proposals.**
- 2. The Committee(s) reserve all rights to open the online bid and examine its contents or ask for clarifications or ask for revised proposals and the decision of the committee shall be final and binding.**
- 3. The Competent Authority reserves all rights to reject any or all offers without assigning any reason whatsoever.**
- 4. The representatives (Employee, Manager, Owner, Partner, and Director) of the bidders participating in the tender meetings including Technical Evaluation Committee meetings etc. must carry authorization letters from the bidder concerned.**

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1.4 Definitions

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

1. **"Availability"** shall mean the time for which the services and facilities are available for conducting operations from the equipment installed by vendor.
2. **Bidder:**The Firm/Company/entity that buys the tender document, signs and submits the Tender document and bids for the contract for **“Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)for supply, installation & commissioning of required system on turn-key basis”**as the reference may indicate.
3. **“CAPEX”**means capital expenditure (all the items for which MP Police will be releasing the payment in CAPEX head)
4. **“ERSS 112 (Emergency Response Support system)”** means the Centralized 112 ERSS Call Center Cum Command and Control Room.Includes all components whether hardware or software at Bhopal or at remote locations deployed for successful implementation of whole system as per scope of work and technical specifications.
5. **Competent Authority:** means Additional Director General of Police Telecom, Madhya Pradesh, Bhopal or any officer notified by him.
6. **Committee:** Committee means committee(s) constituted by M.P. Police in relation to this process and includes Police Telecom Technical Committee and Central Purchase Committee as appointed by DGP MP, for the purpose of this Tender, and Supplies, Test & Acceptance Committee.
7. **Confidential Information"** means any information relating to services, agreement, public and MP Police and any government data. (The Bidder, their partners, suppliers, associates and their personnel, at any time either during implementation or after completion of the project will not disclose to anyone without the prior consent of the Competent Authority)
8. **"Contract"** means the Agreement entered into between the M.P Police and the "Vendor" as recorded in the Contract form signed by the SSP(R) M.P and the " Vendor " including all attachments and Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the proposal, all documents incorporated byreference therein and amendments and modifications to the above from time to time;
9. **Domain expert:** means and includes senior retired Indian police officer having in depth knowledge of police processes and functions.
10. **"Effective Date"** means the date on which the Contract is signed and executed by the M.P Police and successful bidder.
11. **First Response Vehicles (FRV):** First response vehicle is a dedicated vehicle ready to be dispatched to the location of the incident
12. **Final Acceptance Test/Acceptance Test:** The test conducted by MP Police or its representatives for checking the availability of all the features/services/functionalities in the system implemented by vendor as defined in the RFP
13. **Go-live:** The date when the operations are accepted as having “Started” formally by the competent authority after due inspection etc.

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14. **"Helpdesk Support"** shall mean the 24 (Hr.) x 7 (days a week) round the Year center manned by staff provided by vendor which shall handle Fault reporting, Trouble maintenance and related enquiries during this contract.
15. **"Incident"** refers to any event / abnormality reported by any person by calling to centralized call center and requiring response from any designated government agency.
16. **"Intellectual Property Rights"** means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights;
17. **MDT:**It's a windows/android based rugged device which runs computer aided dispatch software and can provide location using GPS and GIS
18. **"Non-Business Hours"** is defined by hours when the call volumes are lowest during the day
19. **OPEX** means operational expenditure
20. **Penalty** means the financial deduction imposed for breaking the law, rule, SLA or contract.
21. **Purchaser:** Purchaser means MP Police. Senior superintendent of police (Radio) [SSP(R)], Telecom Headquarters, Bhadbhada Road Bhopal shall be authorized person to act on behalf of M.P police in reference to this tender
22. **QRT:** QRT means the Quick Response Team
23. **SOP:** Standard Operating Procedure
24. **System Integrator:** The System Integrator will be Prime bidder who has the responsibility for complete scope of as per RFP and also operating systems as per the scope of work and agreement with MP Police.
25. **Tender Fee:** Tender fee is the cost of a complete blank Tender Document with all detail Information about the tender like technical specifications of each items, all terms and conditions of tender, all forms, draft agreement & Bank guarantee format etc.
26. **'Training and capacity building':** means and includes capacity building, sensitization and all tools and techniques to improve the productivity of personnel (police as well as non-police) working at Centralized ERSS 112 Command and Control Room, District PCRs, First response Vehicles and other relevant authorities.
27. **Vendor / Supplier:** means the Bidder who has been declared the successful bidder and has been offered to enter into the agreement with the purchaser or who has entered into the agreement to execute the work/ provide goods and services within the scope of this tender.
28. **TAT(Turn Around Time):**Response Time to attend any problem in MDT after a formal complaint is logged through the designated number or Email.

1.5 General Conditions

- (i) Online submission of Tender with Tender-Fees.
 - a) Bidders must have paid the prescribed tender fees online.
- (ii) e-offers prepared in accordance with the procedures enumerated in this document then should be submitted online on website <https://www.mptenders.gov.in> also submit EMD online in favour of SSP (Radio) M.P. Bhopal.
- (iii) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about

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the SI support required. Bidders and recipients of this RFP may wish to consult their own technical and legal advisers in relation to this RFP;

- (iv) Bidders are advised to study the existing set of Centralized Dial 100 call center and this RFP document carefully before participating. It shall be deemed that submission of Bid by the bidders has been done after their careful study and examination of the RFP document and post understanding of complete current Dial 100 system which will be later on acting as “Centralized 112 ERSS Call Center cum Command and Control Room” along with full understanding to its implications. Any clarifications/resolutions of the doubts must be sought at or before the pre-bid conference.
- (v) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the MP Police on the basis of this RFP.
- (vi) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the MP Police. Any notification of bidder status by the MP Police shall not give rise to any enforceable rights by the Bidder. The MP Police may cancel this process at any time prior to a formal written contract being executed by or on behalf of the MP Police; and
- (vii) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- (viii) The Check-List of required documents / certificates is hereby enclosed with this tender document. It must be enclosed with **FORM-I** in the Pre-qualification bid and duly filled up carefully after complete preparation of bid with showing the page no. correctly as required in last column. If the bidder, who wants to enclose some other additional relevant document, can add the list of such documents in a separate sheet.
- (ix) The bidders should have their firm registered with GST and shall furnish self-attested copies of the same with their Pre-qualification Bid along with the copy of latest return of GST. For the purpose bidder is to provide requisite information in **Form II**.
- (x) If the Bidder/OEM introduces some updates (software upgrades and patches) on installed systems, the same will have to be offered free of cost for the complete duration of the contract.
- (xi) The competent authority reserves to him the right to invite the fresh Tenders and to place orders against any quantity of any items in this Tender without specifying any reasons.
- (xii) Director General of Police, MP may cancel the tender and all proceedings relating thereto without assigning any reason.
- (xiii) Prospective bidders may visit Dial 100 call center after due appointment to estimate their cost and responsibilities.

1.6 Compliant Tenders / Completeness of Response

1. Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications; and
2. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this RFP;

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- ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP; and
- iii. Include all supporting documentations specified in this RFP.

1.7 Pre-Bid Conference

1. A pre-bid meeting of prospective bidder shall be held at **11:00 Hrs. on 12/02/2019** at conference hall, at Police Telecommunication Headquarters, M.P., Bhadbhada Road, Bhopal. The bidders or their authorized representative may remain present, if they so desire. The objective of this conference is to address queries of the prospective bidders related to the project.
2. The subject line of the emails to be sent as pre-bid queries shall be: **“Pre-bid query- Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)”** The queries have to be sent in as an excel email attachment.

Pre-bid queries will be entertained and accepted on email by MP Police on or before **11/02/2019 at 1200 hrs.** Any delay due to any reason what so ever will solely be the responsibility of the bidder.

Softcopy to be sent on:- sspradiombpl@gmail.com

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

S.no.	Query	Page No.	Section	Sub-Section	Details	Name of Firm	Clarification required/Suggestion
1							

3. Only those who have purchased this RFP document would be eligible to participate in the pre-bid conference.

1.8 Validity of the Tender Bid

Offer should be kept open for acceptance for a period of **six months** from the date of submission of Tender Bid. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive. Any increase in rates (including currency exchange rates) within this period will not be entertained and will result in forfeiture of EMD and / or Security Deposit. In the absence of express indication of Tenderers, it should be deemed that they are willing to keep their offer open for acceptance for a further period of six months as stipulated above.

1.9 Pre-Qualification (PQ) / Eligibility Criteria (Refer Form III)

S. No	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered under Companies Act, 1956 or the partnership firm registered under the partnership act or Proprietorship or any other legal entity with existence in business since 01 Apr 2016 or before.	Copy of registration certificate (s)
2	Turnover	Average annual turnover of the lead bidder in India over the last three financial years, i.e., from FY 2015-2016, FY 2016-2017 & FY 2017-2018, or latest (as per the last published audited balance sheets), should be at least INR 5 crores.	CA certificate with CA's registration number/ seal

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3	Net Worth	Lead Bidder should have a positive net worth (measured as paid-up capital plus free reserves) as on 31st March 2018	CA certificate (mentioning net worth formula) with CA's registration number with seal and Balance sheet
4	Single Bidder	▪ The bidder may be a single entity, no consortium or joint venture is allowed.	NA
5	Service Center of OEM	OEM of MDT must have authorized service Centers in at least 10 districts of the state of Madhya Pradesh on the day of Bid submission.	List of Authorized Service Centers along with their Contact number and address.
6	Tax Registration	Bidder should have a registered number of following where its business is located: 1. PAN 2. GST	Copies of relevant certificates of registration
7	OEM (Original Equipment Manufacturer) Certifications	The bidder should be authorized by its OEM (Reference – Bill of Material) to quote in the bid. (MAF need to be submitted by bidder)	The authorization certificate of OEM/s, of all equipment's as per Bill of Material mentioned in RFP
8	Blacklist	Bidders shall not be black listed by any State/ Central Government Department, Ministry or Agency as on bid submission date	Self-Declaration Certificate that the bidder is not black listed as on the bid submission date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory of the prime bidder on its letter head

Note:

1. MP Police or the competent authority may ask the bidder to submit any explanation/ clarification/ additional information/document etc. during the course of bid evaluation. The bidder shall make available to the competent authority any such explanation/clarification/ additional information necessary or required to supplement or authenticate the Bid within the prescribed time.
2. Bidder need to submit the self-evaluation Pre-Qualification/eligibility criteria compliance sheet along with proper referencing (page number's) in format at **Form III**

1.10 Period of Contract

One year from the date of go-live of the project.

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SECTION-II INSTRUCTIONS TO BIDDERS

2.1 Procedure for submission of proposals

Address at which the EMD are to be submitted	Online through website in favour of Senior Superintendent of Police (Radio), Madhya Pradesh, Bhopal-462003
Last date and time for the online submission of the bid, tender fee and EMD	Up to 1700 hrs on 27/02/2019

- 1) The bidder is to fill up online e-tender on website (<https://www.mptenders.gov.in>) up to prescribed date and time with tender fees i.e. Rs. 15,000/-
- 2) The Bidder should submit their EMD online for “**Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)**” in favour of SSP (Radio) M.P. Bhopal, year 2018-19.

2.1.1 All the bid papers must be signed. Prices should not be indicated in the Pre-qualification or Technical Bid. It may lead to rejection of bid. All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall be both in the figures and words. It is mandatory for all bidders to quote F.O.R. destination Telecom Headquarters Bhopal (prices inclusive of all taxes i.e. GST and applicable charges as freight, octroi, insurance, customs, etc.). No any change shall be entertained in taxes and other charges after bid submission.

2.1.2 The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained. The authorized signatory of the Bidder must sign each page and at the last page it must be clearly indicated that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.

2.1.3 Bidder is required to submit the complete proposal along with annexure & brochures etc. The proposal has to be signed in original by the authorized representative of the Bidder. The proposal shall be exactly according to the presented formats given in the TENDER documents (RFP). All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be enclosed separately and referred to in the relevant column in the proposal formats. Modifications / rewording of formats shall not be acceptable. No column should be marked as “NIL” or “Zero”, “0” etc. Where no price is proposed to be charged for any item or its parts required to be supplied, it should be clearly mentioned in so many words.

2.1.4 The Bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the Bidders risk and shall result in rejection of the proposal.

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2.2 Language

The proposal prepared by the Bidder and all correspondences, documents relating to the proposals exchanged by the Bidder and the Competent Authority, shall be written in English/Hindi language. Competent Authority may permit any Bidder any printed literature or any document in any other language accompanied by authenticated English translation. For the purpose of interpretation only English translation shall be acceptable.

2.3 Earnest money deposit

- a. A sum of fixed amount **INR 10,00,000/- (Rs Ten Lakhs Only)** mentioned in the RFP against the items should be deposited online through website as Earnest money having validation period of 1 Year, pledged in favour of “**Senior Superintendent of Police (Radio), Police, Madhya Pradesh**”.
- b. The Earnest money will not be refunded on any account what so ever till the Bids are finalized or scrapped and in the event of any firm backing out from their offer, the Earnest money is liable to be forfeited.
- c. No interest shall be claimed on E.M.Ds. Bids received without or with inadequate EMD shall be liable to rejected.
- d. Those exempted for payment of EMD, must enclose necessary documents like MSME/ SSI of MP State Registration.
- e. It would be the responsibility of the bidder to collect back its EMD and samples if any, on being intimated by the Purchaser.

2.4 Documents comprising the bids

The bids prepared by the bidders according to the procedure mentioned at clause no. 2.1 should comprise of the following:

2.4.1. Bid shall consist of the following

- i. Power of attorney given to the bidder to its representative to sign and submit the bid document on his behalf.

2.4.2. Pre-Qualification Bid Documents

S. No.	Type of the documents	Required Format
1	Copy of registration certificate of firm / certificate of incorporation under company act 1956	-
2	The latest certificate issued by Chartered Accountant for business of manufacturing/ trading/supplying/Installing IT Products for last 3 financial years.	-
3	The copy of GST registration certificate with returns and A Copy of Income Tax registration (PAN)	-
4	The copy of audited balance sheet of last three financial year duly certified by a Chartered Accountant.	-
5	Bid proposal sheet duly filled in, signed and complete in all respects.	Form I
6	Particulars and Eligibility Forms.	Form II
7	PQ/Eligibility Conditions	Form III
8	Financial Status (Turnover etc.)	Form IX
9	Manufacturer authorization/OEM certificate to be given by the original	Form XI

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	equipment manufacturer (OEM) on its letter head to be submitted in original with clear name, designation, email id, phone no. both landline and mobile no's of the signatory and official web site of OEM	
10	Undertaking Certificate regarding deduction of taxes	Form XIV
11	Declaration by the bidder which includes the undertaking for management that the bidder is not blacklisted by any government or semi government body in the country	Form X
12	Non-Malicious Code Certificate	Form XII
13	Experience, Performance Statement with copy of P.O./Work order, Client acceptance and completion certificate etc.	Form IV

2.4.3. Technical Bid Documents

Section	Contents
Section 1	Performance references (As per the format given in Form IV)
Section 2	Name of minimum at least one authorized employee of the SI along with their scope of authorization, who will be interacting with MP Police on regular basis. (As per the format given at Form-V)
Section 3	Technical Compliance Statement (As per the format given at Form-VI)
Section 4	Technical Compliance Checklist (As per the format given at Form-VII)
Section 5	Technical specification of all the equipment and accessories quoted for this project along with BOQ.
Section 6	Technical Deviations (As per the format given in Form VIII)
Section 7	Organizational structure of the bidder & Financial & administrative decision making structure in the organization.
Section 8	All other documents that Bidder desires to submit.

2.4.4. Financial Bid Documents

Bid prices duly filled, signed and complete as per the price schedule on the prescribed quotation form (Form XV)

2.5 Bid Opening and Evaluation Procedure

2.5.1. The pre-qualification bid will be opened first online. The authorized representatives may remain present at the time of opening of bid. The information submitted would be checked and those found not conforming to pre-qualification criteria shall be rejected. The person(S) present at the time of Pre-qualification examination must be well versed with the bid and must be in position to submit clarification and tender undertaking binding on the bidder

2.5.2. The technical bid of only bidders qualifying in pre-qualification stage shall be opened. The information submitted by the bidders shall be tabulated and compared with specifications given in the Tender Document. It will thus be ascertained whether the bidder's solution / offerings qualify to the requirements and the product offered by the bidder matches with the specification of the Purchaser as given in the Technical Specifications in this Tender Document. The Bidder must present detailed technical specifications (datasheets) for all equipment / Items which are quoted for technical evaluation. Bidders must be able to demonstrate their capability and capacity and also make computer presentations and clarification if required.

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- 2.5.3.** The Bidders shall arrange Technical Presentation and live demo. The successful bidder will be asked to demonstrate the features/facilities mentioned in the bid by means of power point presentation. The committee appointed by competent authority may visit an active operation in India and video based demo in case of active operation is outside India. The bidders will be intimated the exact date and time slot for them to carry out such demonstration. The bidders are advised to make all necessary arrangement for the presentation / live demonstration at short notice of 3 to 5 days.
- 2.5.4.** The absence of specifications details regarding any equipment to be supplied under this RFP implies that best general practices will prevail and that first quality material and workmanship will be applied. Certification standards, when available, for the proposed equipment and materials, will prevail. It is completely the prerogative of MP Police to accept/disapprove a deviation, which may/may not lead to disqualification of the bidder.
- 2.5.5.** M.P Police reserves the right to ask for any additional information, as it may deem necessary to evaluate the bid proposal at any stage before execution of contract. Bidders that fail to submit additional information or clarification as sought within 3 days of the receipt of letter requesting for such additional information and/or clarification, their bids will be evaluated based on the information furnished along with the bid proposal.
- 2.5.6.** The committee would be entitled to call for any further information, document, and undertaking and may also interview the authorized representative of the bidder in order to satisfy itself about the eligibility, capability and capacity of the bidder and technical specifications/trustworthiness of the product. The committee would be within its right to get any secret or open enquiry conducted for the purpose. M.P Police reserves the right to contact and verify bidder's information, references and data submitted in the bid proposal without further reference to the bidder.
- 2.5.7.** The information, documents submitted and undertaking given by the bidder or its authorized representative to the committee should be deemed to be the part of the "technical bid" of the bidder. The decision of the committee on technical suitability of the offer shall be final.
- 2.5.8.** The technical committee will select the 'technically acceptable' bid and on acceptance of its recommendations by competent authority, the competent authority would decide to examine financial bid and overall suitability of the bid.

2.5.9. Criterion for opening of Financial Bid:

- 2.5.11.1** Financial bids of only 'technically acceptable' bidders shall be opened online. Rest bids shall not be considered. The short-listed bidders will be intimated about the date and time accordingly for opening of financial bid. At the time of the opening of Financial Bids, authorized representatives may remain present. The scope of the committees also covers taking of any decision with regard to this RFP, technical acceptability, execution/ implementation of the project including management period. No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected.

2.5.12 Opening of Financial Bid:

- 2.5.12.1** Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/ commercial clarifications sought regarding the bid and any deviation or exclusion should be specifically stated in the bid.
- 2.5.12.2** It is expected that all clarifications are sought and the bid requirements understood clearly by the bidder before submitting the bid. Such price changes shall render the bid liable for rejection. Though formats for Technical bid and Financial Bid are given separately, bidder shall add his remarks and comments under "any other relevant matter." Notwithstanding the fact that the RFP is descriptive, if the bidder feels that the RFP is deficient in any way should include the same under "any other" with explanation in Technical Bid and Financial Bid. No additional marks would be given under technical evaluation and the proposals received will be considered as an offer to satisfy the requirements of M.P Police as described in this Request for Proposal

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and bidder shall be obligated to implement the project as per scope of work finalized by M.P Police.

2.5.12.3 Financial Bids determined to be substantially responsive will be checked by the evaluation committee for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence. Arithmetic errors will be rectified on the following basis:-

- If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate multiplied by quantity shall prevail and the total cost will be corrected unless in the opinion of the evaluation committee there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected.
- If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the total bid amount will be corrected.

2.5.12.4 The amount stated in the Form of Financial Bid will be adjusted by the evaluation committee in accordance with the above-mentioned point for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the EMD shall be forfeited. Any omission in filling the columns of "units" and "rate" or pertaining to the GST/levies, as applicable etc., shall deemed to be treated as inclusive in the total project cost. All corrections must be duly signed by the Bidder.

2.5.12.5 Where the competent authority is satisfied that Bidder has intentionally quoted "Zero" or negligible or unrealistically low price for any product or service only to seek initial price advantage and later, if awarded the contract, is likely to indulge into malpractice, quality of service degradation, not likely to complete the project in given time schedule etc. he may reject such Bid.

2.5.12.6 Negotiation- There shall be no negotiation with any bidder.

2.6 Security deposit/Performance Bank Guarantee

MP Police will require the selected Bidder to provide Performance Bank Guarantees of 10% amount of contract value, within 10 days from the Notification of award. The Performance Guarantee shall be kept valid for at least **1 Year issued by any Indian Nationalized Bank or Commercial Bank in shape of B.G.** The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, MP Police at its discretion may cancel the order placed on the selected Bidder after giving reasonable notice MP Police shall invoke the performance guarantee in case the selected Bidder fails to discharge any of its contractual obligations during the period or MP Police incurs any loss due to selected Bidder's negligence in carrying out the project implementation.

2.7 Agreement with successful bidder

2.7.1 The draft copy of the agreement shall be provided to the successful bidder only

2.7.2 The successful Bidder will have to enter into an Agreement with the Police Telecom. HQ, MP Bhopal for the performance of the contract on **Rs1000/-** non judicial-stamp paper purchased from Bhopal, within 10 days of the communication of the final order on bids, the cost of which has to be borne by the Bidder. The MP Police shall provide Performa for such an agreement. No variation is permitted in this agreement.

2.7.3 Till such an agreement is signed and PBG is submitted, there is no liability for the purchaser, Police Telecom. HQ, MP Bhopal and Competent authority may scrap the tender or any of its part without assigning any reason at any time before the signing of the agreement. In case of scrapping of tender or its part M.P. Police will not liable for any loss or cost to bidder. Till the

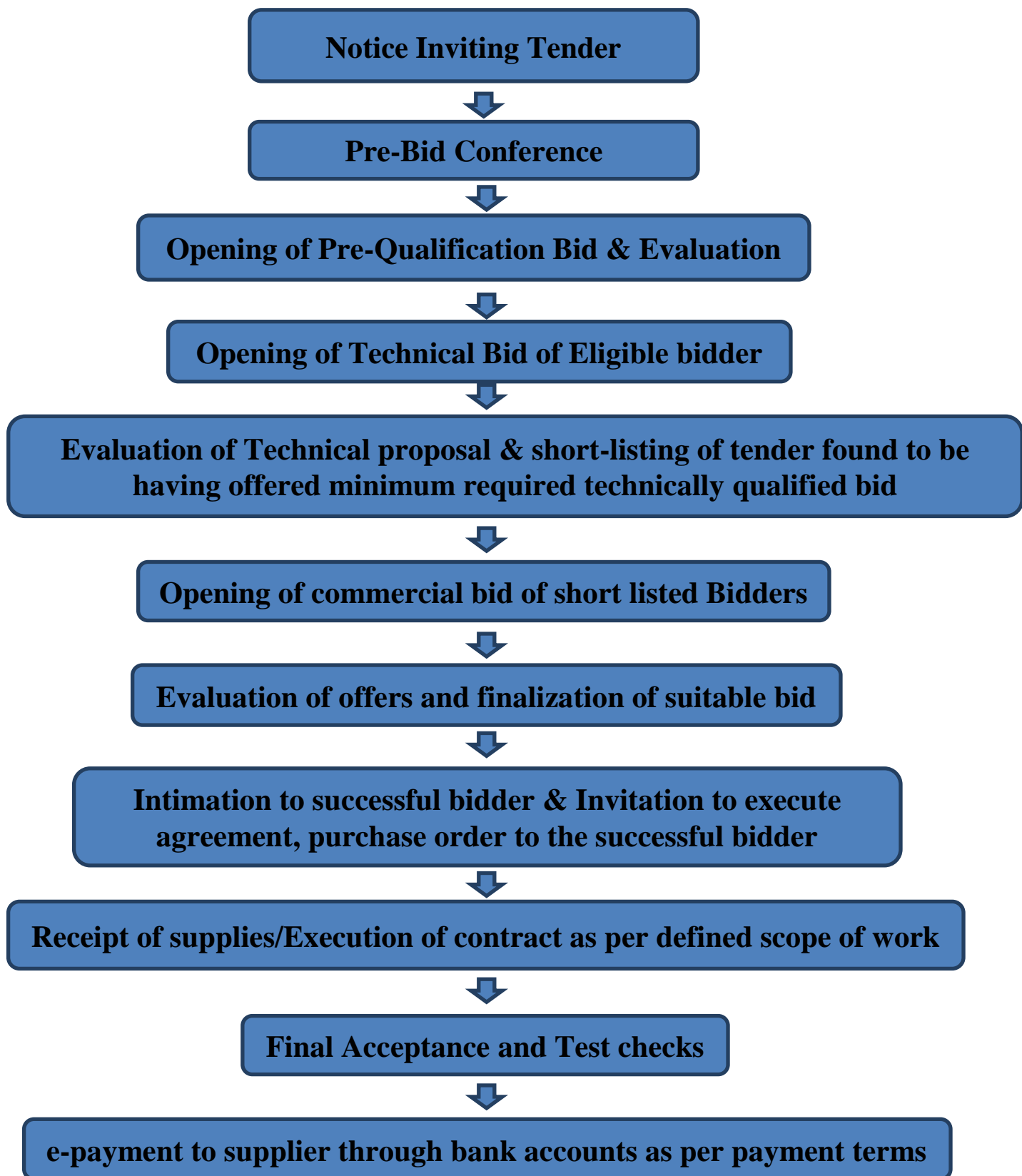
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signing of agreement, the tender shall bear its own cost for all the activities relating to this tender.

2.8 Ethical conduct of the bidders and OEM

- 2.8.1 The OEM, Bidder or its representative shall not make any cartel or group to influence the Bidding process or the price to the disadvantage of the Government.
- 2.8.2 The OEM, Bidder or its representative shall not enter into uncalled for correspondence with Competent Authority or any of his subordinate or Consultant or any agency as authorized by the Competent Authority with respect to this tender.
- 2.8.3 Where the Bidder requires any information with respect to this tender, it or its authorized representative shall interact with the SSP (Radio) only during office hours either in person or on his official phones. Bidders or their staff/agents/employees are strictly prohibited to interact with any M.P. Police staff, subordinate in rank to SSP (Radio) on any matter what so ever. Such unethical behavior shall lead to automatic disqualification of Bid.
- 2.8.4 Where the Bidder is not satisfied with any decision of the SSP (Radio), or any of the Committee, it has liberty of representing its case before the Competent Authority or its nominee. But indulging into anonymous or pseudonymous petitions etc. shall be taken to be an unethical practice.
- 2.8.5 OEM and Bidders must appreciate that only most suitable tender can be accepted and hence all the tenders cannot be accepted, so losing out the Bid is also one of the business proposition well known to the Bidder well in advance. Therefore any indiscreet conduct during bidding process and / or post disqualification would amount to be an unethical behavior.
- 2.8.6 The OEM and Bidder after being awarded the work, during / after its completion and during / after the on-site warranty and maintenance period shall not indulge into monopolistic or restrictive trade practices and shall not take advantage of its position / being privy to the knowledge of the system while working out the costs of spares, maintenance, bug fixing, additional programming to increase marginal but additional functionalities in the software etc.
- 2.8.7 The OEM and Bidders must also appreciate that purchaser department is fully conversant of its requirements and is entitled to define its requirements.
- 2.8.8 Any canvassing in favour of or against any bid or for inclusion or deletion, substitution of any point in the RFP under its own name or in the name of any other entity or anonymous or pseudonymous before any authority not approved in the RFP or before multiple authorities or persistent pestering on any term or condition in the RFP may be taken to be unethical practice.
- 2.8.9 No OEM, its representatives, employees, agents, channel partners, stockists, or whatever name it may be designated shall indulge into cartelization, preferential treatment to one or more bidder as against others, or any kind unethical practice with respect to this project.
- 2.8.10 No OEM shall enter into contract with any bidder at the conditions which are at variance with the condition of this R.F.P., The Installation, Commissioning and maintenance of Hardware, Software shall not be outsourced by OEM to any third party.

2.9 Tendering Process Flow



SECTION-III TERMS AND CONDITIONS

3.1 Use of RFP document and other Information

This RFP document is property of MP Police Department and shall be purchased by bidders who wish to respond to this RFP. For the scope of work please refer section IV of this document. The decision of the competent authority on this scope of work, its interpretation and implications etc. shall be final. Where the vendor disagrees with the decision of competent authority, it may submit its averments, which shall be referred to appropriate committee/PMU and matter shall be referred to DGP MP whose decision shall be final and binding on the parties.

3.2 Change in the minimum specified work

The RFP document details the minimum scope of work to be undertaken by the bidder w.r.t. goods and services. Bidder shall make its own assessment and complete all tasks under the R.F.P. "On Turn-key" basis. Whereas "Customization" of software is part of the services, it shall be likely to continue till entire contract period as per day to day needs of the purchaser during the course of the project. Any change in the minimum specified work shall be governed by the following conditions:

- (i) Competent authority may give written intimation to the successful bidder in case any changes are to be made in the minimum specified worker quantity.
- (ii) The successful bidder shall not perform changes in the minimum specified work, until competent authority gives permission for such change in writing on the basis of estimate provided by the successful bidder.
- (iii) Mutually agreed change in the minimum specified work shall constitute as a part of the contract agreement and all the provisions and contract agreement shall apply on the said change.
- (iv) Any change in the minimum specified work that may be required for the successful implementation of the project and not involving any significant additional costs shall be carried out by the successful Bidder at no additional cost or expense to the M.P Police.
- (v) Changes in contract agreement: No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both successful bidder and M.P police.

3.3 Condition of items supplied:

- (i) All the items proposed to be supplied must be brand new and unused before. Pre-used items must not be supplied.
- (ii) All the materials must be securely packed by the successful bidder in sound containers and the consignment is accepted by the carriers without any adverse remarks as to the packing or the condition of the containers. In case of any adverse remarks, the responsibility for the losses in transit will rest with the successful bidder.
- (iii) The successful bidder will not be entitled to charge or be paid for supplies broken, lost or damaged in transit. Such supplies shall be removed by the successful bidder at his own expense. The decision in this regard taken by M.P Police shall be binding and final.
- (iv) No product supplied under this RFP should be "end of life" or "end of sale" or likely to go obsolete in next **3 years**.

3.4 Acceptance test:

- 3.4.1 MP Police may have the acceptance test done by its representatives, prospective users, Testing Committee of the officials from Police telecom or consultants or any third party at any time after site completion, at its own cost and convenience. The bidder would be required to cooperate with such representatives/third party and provide the required support for this activity.
- 3.4.2 The acceptance test shall involve successful supply, delivery, installation & commissioning of all hardware and related software for the Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system) at Bhopal or remote locations (if applicable).
 - (a) All the required hardware and software must be installed and working properly.
 - (b) The successful bidder can be asked to demonstrate all the features/facilities mentioned in the bid and product brochures attached along with the bid as well as technical requirement laid in various section of the RFP.

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- (c) During this period, the installed systems must demonstrate its capability of providing the services enumerated in the contract, RFP document and claimed by the bidder in its bid and specified in the catalogues attached with the respective bid. Successful bidder will arrange the test equipment, if required for performance verification. Successful bidder will also provide documented test results.
- 3.4.3 On the successful completion of the acceptance test and after M.P Police is satisfied with the working of the entire systems which is in the scope of this RFP, the acceptance certificate will be given. The date on which such certificate is issued shall be deemed date of the successful commissioning of the system for the purpose of starting the warranty and project management period.
- 3.4.4 The bidder will prepare test strategy, traceability matrix, detailed Acceptance Testing Plan (ATP) including test parameters, test cases etc. for each of the site components including hardware & software as per the RFP. The test parameters, commitments etc. as decided & approved by the M.P Police shall be final and binding on the successful bidder.
- 3.4.5 If the quality and the quantity of the items supplied by the vendor are found unacceptable, the successful bidder shall be held responsible for covering up the loss in terms of both quantity as well as quality wise. All the related payments to the successful bidder as per the payment schedule mentioned in the RFP would be made after the successful clearance of the following acceptance tests.
- 3.4.6 The successful bidder shall ensure that the cabling and crimping/termination is done in accordance with the industry standards and supported by the Original Equipment Manufacturer (OEM) fully tested and certified for operations for a minimum period of 3 years.
- 3.4.7 All the functionality, features and configuration relevant to this project shall be documented and demonstrated by the successful bidder to the purchaser.

3.5 Inspection/tests of the items/equipment

- 3.6.1 Inspection team deputed by M.P police shall have the power to inspect the items before, during or after installation and to reject the same or any part or portion, if they are not satisfied that the same is not at par or according to the specifications submitted by the successful bidder. The hardware equipment, if required, can be put to the operational test before the same are delivered to M.P police. The successful bidder shall not be paid for supplies rejected in such case.
- 3.6.2 Successful bidder shall neither claim nor be entitled to payment for any damage that rejected supplies may suffer from any harm whatsoever incidental to a full and proper examination and test of such supplies. M.P police shall be under no liability whatsoever for rejected items and the same will be at the successful bidder's risk. Rejected supplies shall be removed by the successful bidder at his own expense within 10 days after notice has been issued to him of such rejection and failing such removal of rejected goods, they will be at bidder's risk.
- 3.6.3 Super inspection of already inspected may be carried out at the discretion of the M.P Police after installation, by such officer or team of officers as may be authorized by competent authority
- 3.6.4 The Competent Authority shall have the right to inspect the item/equipment/work or get it inspected by his agent or any authorized officer at any stage.
- 3.6.5 The bidder must have suitable facilities at his establishment/workshop/R&Dcenter for carrying out various performance tests. A functional & reliability test may be carried out at the Bidders center or any other place decided by the competent authority. Reliability of the system shall be demonstrated to the satisfaction of the purchaser.
- 3.6.6 The Purchaser shall have the right at all reasonable terms to inspect, at the Bidder's premises all the drawings, manufacturing, testing procedure and any part or the works at any time after the submission of the tender.

3.6 Payment Terms:

Capital Expenditure: All the hardware & software and equipment required for **Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)** according to the specifications in RFP, need to be procured by the Bidder & the same shall be paid as 'Capital

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Expenditure' as per payment plan given below.

Payment shall be released upon delivery of the equipment. Taxes if any, will be deducted at source as per the relevant Act/s. The Bidder's request(s) for payment shall be made to the purchaser Department in writing accompanied by the details of item supplied and work executed, supported with evidence of accomplishment of the item wise work.

Payment for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)				
S.N.	Type of Expense	Milestone	Timeline	Payment %
1	Capital Expenditure (CAPEX)	Supply, installation, testing and acceptance –[Go Live] of the ordered product and services.	As per the Timelines defined in the RFP	80%
2	Capital Expenditure (CAPEX)	On smooth running & satisfactory performance	After three month of Go-Live	20%

3.7 General Terms of Payment

- (i) Based on the payment milestones against hardware delivery and inspection as mentioned in the RFP, the successful bidder will prepare Delivery Challan and invoice in triplicate. The original delivery challan should be sent by the successful bidder to the M.P Police.
- (ii) The second copy of Delivery Challan will be returned to the successful bidder by the respective designated officer of M.P Police with the quantities or numbers received duly noted and signed thereon.
- (iii) The successful bidder shall raise the invoice in the name of SSP (R) M.P and the said duly verified bills along with duly verified challans by the officials of M.P police shall be sent formally to SSP (R) M.P. for release of the payment.
- (iv) The Bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices in triplicate describing, as appropriate, the goods delivered and related services performed, and by the required documents pursuant to conditions of the contract including SLA reports and MIS reports and upon fulfillment of all the obligations stipulated in the Contract. Receipts of rentals and charges (both toll-free and tolled) will be submitted for examination and reimbursement
- (v) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- (vi) All remittance charges will be borne by the selected bidder.
- (vii) No advance payments will be made. Any penalties and liquidated damages and/or penalties, as applicable (as per the SLA given in the RFP), for delay and non-performance, as mentioned in this bidding document, and as may be decided by the Competent Authority will be deducted from the due payments or PBG or any other amount payable by MP Police.
- (viii) Taxes (GST, work contract tax, income tax, etc.), as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.



3.8 Service Level Agreement

S.N.	Measurement	Definition	Target	Penalty
1	TAT (Turn Around Time)	Response Time to attend any problem in MDT after a formal complaint is logged through the designated number or Email. (In case of Minor maintenance MDT should be repaired on the Site and in case of major maintenance MDT should be replaced with a Standby Device.	Within 3 working days	Nil
			More than 3 and Less than or equal to 7 working days	1% of the cost of a Single MDT device.
			More than 7 and Less than or equal to 15 working days	3% of the cost of a Single MDT device.
			More than 15 and Less than or equal to 30 working days	7% of the cost of a Single MDT device.
			More than 30 working days	10% per Month of the cost of a Single MDT device on pro-rata basis.



3.9 Liquidated Damages

- a) Liquidated damages (LD) may be invoked in any of the following cases:
 - i. Failure to comply with delivery timelines;
 - ii. Failure to comply with performance standards/ SLAs;
 - iii. Non-compliance with any terms of this RFP/ Contract;
 - iv. Non-compliance with legal and regulatory requirements;
 - v. Failure to comply with instructions of Competent Authority on any issue relating to project implementation and performance, data analysis etc.
- b) Any violation of delivery timelines would attract penalty at the rate of **0.25%** per week of the material cost. This shall be in addition to the amount which in the estimate of Competent Authority, bidder is likely to save/profit by resorting to default.
- c) The final decision on levy and/or relaxation of penalties and LDs lies with competent authority of MP Police, including the quantum of penalty/ LD to be levied

3.10 Termination of the contract

- a) M.P Police, without prejudice to any other remedy for breach of Contract or non-compliance with service levels, by written notice of default sent to the Bidder, may terminate the Contract fully or in part:
 - i. If the successful bidder fails duly and properly to fulfill the contract or commits breach of any of the terms and conditions of this contract or repeatedly supplies goods liable to rejection hereunder or failing, declining, neglecting or delay to comply with any demand or requisition or otherwise not executing the same in accordance with terms of this contract or not achieving the milestones mentioned in the RFP
 - ii. If the successful Bidder fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of contract, or
 - iii. if the successful bidder or his agent or servants are found being guilty of fraud in respect of this contract or any of his partners or representatives found directing, giving, promising or offering any bribes, gratuity, gift loan, perquisite, reward or advantage pecuniary or otherwise to any person in the employment of Government in any way relating to official conduct of such officers or person or persons.
 - iv. The quality of the delivery of Equipments and accessories is not up to the satisfaction of the Competent Authority.
 - v. The Tenderer fails to perform any other obligation, which the Competent Authority feels necessary for the best interest of the Purchaser.
- b) In the event M.P Police terminates the Contract in whole or in part, MP Police may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the successful Bidder shall be liable to M.P Police for any excess costs for such similar services. However, the Bidder may continue performance of the Contract to the extent not terminated. M.P Police would not be liable to pay any damages to the successful Bidder in cases comprising Termination for default.
- c) The termination of this contract in whole or part under any conditions shall not be affected by the acceptance, meanwhile or subsequently, of supplies accepted or made at any station.
- d) Termination for insolvency: M.P Police may at any time terminate the Contract by giving written notice to the successful Bidder if the selected Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the successful 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 M.P Police and police shall be entitled to terminate this contract forth with and may claim back all or part of the money already paid to the successful bidder.
- e) Termination for Convenience- M.P Police by written notice sent to the successful bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for



convenience, M.P Police would pay to the bidder cost of services provided till the date of the termination and items at depreciated value. No liabilities of the employees will be taken by the MP Police. The PBG in such a case would be refunded to the successful bidder.

f) Further the M.P Police shall also have the unfettered right to repudiate and rescind the Contract if there is any breach of the Contract by the Successful Bidder including but not limited to the occurrence of any of the following events or contingencies:

- I. Performance Bank Guarantee not submitted within the stipulated as mentioned in the RFP
- II. Bank guarantee not renewed as mentioned in the RFP
- III. Quality of the equipment supplied, installed and commissioned etc. not as per specifications/agreements

g) Consequences of Termination:

- i. Upon termination, the successful bidder shall deliver or cause to be delivered all works carried out for and on account of MP Police and all data and records required from or on account of the MP Police.
- ii. Termination of the contract agreement shall not affect any continuing obligations of the successful bidder under the contract agreement, which, either expressly or by necessary implication are to survive its expiry or termination such as confidentiality obligations of the successful bidder. Upon termination of the contract agreement for any reason whatsoever, the successful bidder shall return to the M.P Police any and all confidential information and any other property.
- iii. M.P Police may procure services similar to those undelivered, upon such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful bidder and the successful bidder shall be liable for any additional costs for such services.
- iv. The successful bidder shall continue the performance of the contract agreement to the extent not terminated.
- v. Upon termination of the contract agreement for whatsoever, M.P Police shall have the right to impose the following penalties:-
 - (a) Forfeiture of earnest money;
 - (b) Revoking of performance bank guarantee (s);
 - (c) Imposition of appropriate penalties including black listing

3.11 Suspension

3.11.1. The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks) provided that such notice of suspension:

- a) Shall specify the nature of the failure and
- b) Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

3.11.2. Where the Competent Authority is satisfied that the successful bidder is not able to perform part of its obligations under the contract, or some of its Hardware, Software or equipment are not working properly and bidder is not able to maintain these at requisite standard of services, or it is not able to provide full or part of the required manpower of requisite quality, the Competent Authority may after issuing notice of the same, procure the same from any other source at the risk and cost of the successful bidder, without fully terminating or suspending the contract.



3.12 Confidentiality

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

3.13 Arbitration

In all matters and disputes arising there under, the Director General of M. P. Police shall be sole arbitrator to decide the claim and its decision shall be final and binding on both the parties. No suit or claim in respect of this tender can be filed in any court save at the court of competent jurisdiction at Bhopal.



3.14 Source Codes, Copy Rights, Design, Patents, Intellectual Property Rights and Indemnity Liability.

- 3.14.1 The documents created during the course of this project, source codes of the customized software, and IPR related to this project and its scope of work vests solely with the Purchaser. The software (except third party software), data, hardware, networking equipment, manual, CDs, Drivers, Training material etc. will be the exclusive property of the M. P. Police. The Intellectual Property Rights in all Standard Software and; Standard Materials shall remain vested in the owner of such rights. IPR of the newly developed software, customized software will be with the purchaser. The supplier has to make sure that all the codes, documentation, design, licenses etc. has to be should be given to the purchaser, the IPR of which would be the purchaser.
- 3.14.2 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement. The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent. No goods or work covered by the contract shall be manufactured, sold, disposed, provided or done by Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, design rights trademark or similar right, or of any charge, mortgage or lien.
- 3.14.3 The vendor shall not provide or use the goods/services for the performance of work which would infringe any Indian or foreign patent, trademark, registered design or other intellectual property rights, whether or not similar to any of the said goods.
- 3.14.4 Bidder should submit Certificate in **Form X** and **Form XI** regarding non-violation / infringement of any Indian or foreign patent, trademark, registered design or other intellectual property rights.
- 3.14.5 The Bidder shall indemnify the MP Police for any third party liability arising out of patent or copyright or intellectual property or any other dispute. Bidder shall bear the cost of any dispute arising as of alleged violation of any law and policy applicable in India, with respect to this project.
- 3.14.6 That Bidder shall indemnify the Competent Authority from all actions, costs, claims, demands, expenses & liabilities whatsoever resulting from any actual or alleged infringement as aforesaid and at the expenses of Bidder shall be defended in the defense of any proceedings which may be brought in that connection.
- 3.14.7 Bidder has to submit declaration in **Form XII** about Non malicious code certificate.

3.15 Warranty and support for 1 years:

The successful bidder, will undertake to completely manage and maintain all Hardware, Software and equipment provided by him as mentioned under this RFP for a period of **1 year** after declaration of "go-live" of the project by the M.P Police. Support and Warranty for all the equipment as installed by the vendor is to be for at least **1 years** from the date of "Go-Live". During this period, the successful bidder will be responsible for the smooth working of all the systems installed and commissioned under this project, for ensuring maximum uptime and shall be governed by the SLA signed by the successful bidder with M.P Police as per this RFP.

3.16 Limitation of Liability

- 3.16.1 Vendor's aggregate liability for actual direct damages shall be capped at **100%** of the value of the Contract provided that this limit shall not apply to:
- The bodily injury (including death) and damage to real property and tangible personal property caused by SI's negligence, and/or
 - The intellectual property infringement claims.



- 3.16.2 Neither this Contract nor the services delivered by vendor under this Contract grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Contract, as the case may be.
- 3.16.3 Vendor shall bear the risk of loss on Project Assets up to the time they are transferred and handed over to the purchaser, after which it shall stand transferred to the purchaser. Vendor shall arrange and pay for insurance to cover such item until it is transferred and even after the transfer of the Project Assets till the insurance policies come up for a renewal.
- 3.16.4 The selected bidder will accept liability without limit (1) for death or personal injury caused to the MP Police or any third party or its own employees, agents, contractors etc. by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.
- 3.16.5 The conditions of contract do not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the selected implementing agency to Police department or by the purchaser to the bidder.



SECTION-IV SCOPE OF WORK, SCHEDULE AND PAYMENT MILESTONES

MP Police intends to undertake this project wherein the SI would have to invest capital for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system). The selected bidder will be responsible for supply, installation, customization, integration, testing, commissioning and maintenance of **1185 Nos. of MDT (Mobile Data Terminal) devices & 10 Nos. of Contact Centre Telephony Extension in the existing Dial 100 Telephony solution along with the necessary hardware, software & Accessories** for a period of **1 year** from the date of successful commissioning. The obligations of successful vendor would include (but not limited to) following:

4.1 The Scope of the bidder

S. No.	Scope Component	Quantity	Key Scope of work items
1	MDT Device	1185	Supply, Installation, Commissioning & Maintenance of MDT (Mobile Data Terminal) Device along with the necessary hardware, software & Accessories in the FRV (First Response Vehicle) and Fire Stations.
2	Expansion of Contact Center Telephony Extension	10	Supply, Installation, Commissioning & Maintenance of Avaya Vantage K175 Dual Core with Power Cord and Cordless Handset along with the necessary licenses.

4.2 Responsibility of OEM

All the OEM (Original Equipment Manufacturer) who are supplying the product or services to system integrator will be fully responsible for supply, installation, testing, commissioning and maintenance of the product and services during the contract period including extended period if any signed by system integrator. Therefore, OEM must ensure that the agreement between the OEM and System integrator takes care of this requirement comprehensively. In case of any failure/non-performance of any product or services, OEM and System integrator will be equally responsible and MP Police reserve the rights to enforce necessary penalties amounting up to total cost of the product or service and blacklisting of Bidder and OEM. This confirmation must be submitted by OEM on an approved format provided by MP Police. (Form XI)

4.3 TRANSITION AND EXIT MANAGEMENT

The SI will have to undertake exit management and transition of the project to MP Police/new SI in accordance with the following conditions when the project comes to an end by way of project schedule or termination:

- a) Upon receipt of order of termination or when nearing project completion, the SI shall prepare a detailed transition and exit management plan for asset, knowledge and others and get written approval from MP Police on the same. The tentative timelines for the Exit and Transition Management is as follows:



Phase	Timeline; T = Receipt of order of termination or 3 months prior to project completion	Responsibility of operations
Transition & Exit Management Phase	T+1 month	SI selected through this RFP
Handholding Phase	T+2 months	MP Police/ New SI

- i. SI shall handover the peaceful possession of **hardware, software**& Accessories installed and provided by him for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system) assets to the Department within 30 days of the date of expiry or termination of the contract. The SI shall clear all liens and liabilities before transfer of such assets
- ii. MP Police shall pay to the System Integrator on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Project Assets to be transferred (if applicable).
- iii. Payment to the outgoing SI shall be made to the tune of last set of completed activities till end of transition period, subject to SLA requirements and for any CAPEX component that has been accepted by MP Police but is pending for payment. In case of contract being terminated by MP Police, It reserves the right to ask SI to continue running the project operations for a period of **6 months** after termination orders are issued promptly on the directions of MP Police, the System Integrator shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the Agreement relating to any material aspect of the services (whether provided by the System Integrator or sub-contractors appointed by the System Integrator). MP Police shall be entitled to a copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The System Integrator shall permit MP Police and/or any Replacement System Integrator to have reasonable access to its employees and facilities as reasonably required by MP Police to understand the methods of delivery of the services employed by the System Integrator and to assist appropriate knowledge transfer.
- iv. The SI shall handhold the employees of MP Police/ new SI to ensure successful handover, transition and take-up of operations during the transition phase and if required 1 month beyond the last date of the transition period once the operations have been formally handed over to MP Police/ new SI. The SI shall not be paid for assets or use thereof or resources during this period i.e. once operations are handed over to MP Police/ new SI.



4.4 TIME SCHEDULES FOR VARIOUS TASKS

Deliverables and Timelines

S. N.	Name of the deliverable/Activity	Timelines in weeks (M= Contract Signing Date)
1	SI Should release the Purchase order for all the Product and services and submit the copy of purchase order along with the acceptance from OEM	M+1
2	Delivery & Installation of all products	M+13
3	User Acceptance Test	M+14
4	Go-Live	M+15

4.5 Bill of Quantity

Following is the Material which needs to be supplied, installed, commissioned and maintained by bidder for **Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)**:

The BOQ (Bill of Quantity):

Sr. No.	Item	Quantity
1	MDT (Mobile Data Terminal) for FRV	1185
2	Expansion of Contact Centre Telephony Extension	10

Detailed Technical Specification for the above items are mentioned in Section-V.



SECTION –V Functional and Technical Requirement Specifications

5.1 Technical Specifications for MDT (Mobile Data Terminal):

Sr. No.	Particulars	Specifications
1	Operating System:	Android 6.0 or Above
2	Display:	7 inches or more but under 10 inches.
		1280X800 (in pixels) or better.
		IPS LCD Capacitive touch screen.
3	Features:	10 points Multi touch
		Ambient Light Sensor
		Gyroscope
		Accelerometer
4	Camera:	Front Camera 2 MP (at least)
		Rear Camera 5MP (at least) Having auto focus.
5	Connectivity:	4G Internet, Wifi, Wifi hotspot, Bluetooth 4, GPS.
		Headphone Connector 3.5 mm
6	RAM:	At Least 2 GB or better
7	Processor:	Intel Atom Z8300/ Snapdragon 410 or above and its equivalent processors or above.
8	Processor Speed:	Quad core 1.3 GHz or better.
9	Internal Storage:	16GB or more
10	Storages expandability:	Expandable up to min.128 GB
11	Battery:	5000 mAH or above
12	Operating temperature:	-5° C to 50° C
13	Ports:	At least 1 USB/micro USB
		Optional 1 HDMI / micro HDMI port.
14	Warranty:	1 year Extended up to 3 years.
15	Certifications:	Rugged Dust/Water proof- IP 65 or above with certificate. OEM Undertaking/Test Report.
16	Weight:	Not more than 800 gms.
17	Drop Resistant:	Device should be drop resistant from upto 4 feet Height with/OEM Undertaking/Test Report.
18	Camera Flash Light:	Device should have inbuilt automatic flash feature with camera.
19	Brightness:	Min. 500 units and above.
20	Certifications:	Product must have certificate of FCC/CE/CSA



5.2 Specifications for Contact Center Telephony Extension:

Sr. No.	Particular	Description
1	Display	8” Capacitive Touch color display
		Resolution: 1280 X 800 pixel
		24 bits color depth
2	Supported codecs:	G.722, G.711, G.729, G.726, Opus
3	Connectors/Ports	1X Power adaptor connector
		1X RJ9 Analog headset port
		1X 3.5 mm audio jack socket
		1X USB Type-C port
		Up to 100 mA if using PoE 802.3af
		Up to 500 mA if using PoE 802.3at.
		1X Handset cradle connector
4	Memory	16 GB flash memory
5	Power	Power over Ethernet IEEE 802.3af (Class 3) or 802.3at (Class 4)
6	Connectivity	Dual Port RJ45 connected Ethernet
		Wireless access point mode, Wi-Fi 802.11a/b/g/n/ac, Hotspot
7	Handset	Cordless Bluetooth Handset with inductive charging (no connectors)
8	OEM	The Telephony extension must be from our existing OEM Avaya (as it is a upgrade only), which is being used for the contact center system of Dial 100 Madhya Pradesh.

Note: Bidder/System Integrator must ensure that they take full understanding of our current Infrastructure and must quote all the products in such a manner that anything or everything which is needed for the integration of this product with our existing system is included in the bill of material.

Bidders may take a note of it that it will be the sole responsibility of them only to deliver the solution fully integrated with our current system. MP Police will be responsible for providing necessary support wherever required from our existing system integrator. Competent authority will take final decision on any dispute arising between existing and new system integrator.



SECTION –VIBID PROPOSAL FORMS

FORM– I (Bid Proposal Form)

(To be enclosed with the “Pre-qualification bid” as given below)

Bid Proposal Sheet

Bidder's Proposal Reference Number and Date:		
Bidder's Name and Address:		
Person to be contacted:		
Designation:		
Telephone No.:	Fax No.:	E-mail Id:

To,
Sr. Supdt. Of Police (Radio)
Police Telecom. Head Quarters, M. P.
Bhadbhada Road, Bhopal – 462003
Fax No. 0755- 2443674

Subject: Proposal for execution of Tender for Selection of System Integrator for **Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)** for MP Police.

Dear Sir,

We, the undersigned, having read and examined in detail the specifications and all proposal documents in respect of "**Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)**" and do hereby propose to make the supplies & Services mentioned in the Tender document.

Price and Validity: All the prices mentioned in our proposal are in accordance with the terms as specified in the proposal documents. We do hereby confirm that our proposal includes all taxes, duties, charges FOR destination etc. We agree to abide by this bid for a period of 180 days from the date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period. This bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. The price offer is open for a period of further six months from the date of execution of agreement.

Deviations: We declare that all the services shall be performed strictly in accordance with technical specifications and other conditions of the Tender documents except the deviations as mentioned in the Technical Compliance Statement (**FORM-VI**) and Deviations from Tender Document Conditions (**FORM-VIII**). Further we agree that additional conditions, if any, found in the proposal documents, shall not be given effect to.

Time Schedule: We further declare that we have the capacity and will start and complete various tasks as per time schedule given in Tender document except the as mentioned in the Deviations from Tender Document Conditions (**FORM-VIII**)

Proposal Pricing: We further declare that the prices stated in our proposal are in accordance with your terms and conditions in the proposal document.

**Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112
(Emergency Response Support system)**



Financial Viability: We hereby declare adequate financial soundness our balance sheet and sufficient financial liquidity to undertake the mentioned scope of work in the RFP, as per the timelines and service levels mentioned during the contract period.

Qualifying Data: We confirm having submitted qualifying data as required by you in your Tender document. In case you require any further information/documentary proof in this regard before evaluation of our proposal, we agree to furnish the same.

Agreement Performance Security: We hereby declare that in case the contract is awarded to us, we shall submit Bank Guarantee as per terms and conditions of the Tender document and agreement of contract.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief and nothing is concealed. We also agree that terms under this bid have been drafted in good faith and do undertake to resort to the spirit of completion of the tasks under this bid as the faithful advisor of the purchaser.

We have noted the contents of Agreement and Bank Guaranty Draft (**Form XVI**) and agree to abide by terms and conditions in the same.

The proposal submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any proposal you may receive. The undersigned is competent and duly authorized by the bidder company/entity to sign this document. We further agree to adhere to ethical standard set by you in this document and all such other instructions on the issue by the Government of India and Government of M.P.

Thanking You
Yours faithfully

(Signature)

Name: -----

Date: -----

Designation & Authority: -----

Place: -----

Seal: -----

Business Address: -----



**FORM- II (Particulars and Eligibility Forms)
(To be enclosed with the “Pre-qualification Bid” as given below)
Particulars and Eligibility of the Bidder**

S. No.	Particulars	Bidder Statement	Page no.
1.	Tender for the ERSS 112 Project no. / Document no./ publication date		-
2.	Name and full address of the Bidder		-
3.	Registered Office with full address, Telephone No(s), Fax no(s), E-mail address, Website URL.		-
4.	Whether Proprietary firm / Public limited Company or private Ltd. Co. or Partnership firm or any other entity (Give details)		-
5.	Self-attested certificate of Registration with Registration No. of tendering firm under Company Act 1956/Indian Partnership Act/or any other law for the time being force.(Attach copy)		
6.	Date of Establishment of tendering entity /firm.		-
7.	If single proprietor, then give Name and address of the Proprietor liabilities.		-
8.	In case of a company, details of Managing Director, full time Directors etc. and their respective liabilities in carrying this tender and discharge of subsequent liabilities.		-
9.	Income Tax Registration number. (PAN) (Attach self-attested copy)		
11.	Average annual turnover of the tendering entity[Form –IX]		
12.	Annual income of the tendering entity. Please attach self-attested photocopy Income Tax Return of FY ending on 31/03/2018 or latest submitted (Form IX)		
13.	GST Registration No.		-
14.	Self Attested sale Tax Return for F.Y. 2015-16, 16-17, 17-18 or latest [submit copies]		
16.	Whether bidder has any office /other establishment is in M.P. If so detailed address of the same and the activity carried on there. Also provide role of the office in the present project and the name and contact number of person authorized to interact with purchaser.		-
17.	Name and addresses and designation of the persons who will represent the Bidder while dealing with the Police Telecom. Headquarter, M.P., Bhopal (Attach letter of authority)		
18.	Any other information		

Date:

Place:

Signed:

Name:.....

In the capacity of:

For and on behalf of:



FORM - III (Eligibility Conditions Form)
(Must be enclosed with the “Pre-qualification Bid” as given below)

Eligibility Conditions

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered under Companies Act, 1956 or the partnership firm registered under the partnership act or Proprietorship or any other legal entity with existence in business since 01 Apr 2016 or before.	Copy of registration certificate (s)
2	Turnover	Average annual turnover of the lead bidder in India over the last three financial years, i.e., from FY 2015-2016, FY 2016-2017 & FY 2017-2018, (as per the last published audited balance sheets), should be at least INR 5 crores .	CA certificate with CA's registration number/ seal
3	Net Worth	Lead Bidder should have a positive net worth (measured as paid-up capital plus free reserves) as on 31st March 2018	CA certificate (mentioning net worth formula) with CA's registration number with seal and Balance sheet
4	Single Bidder	▪ The bidder may be a single entity, no consortium or joint venture is allowed.	NA
5	Service Center of OEM	OEM of MDT must have authorized service Centers in at least 10 districts of the state of Madhya Pradesh on the day of Bid submission.	List of Authorized Service Centers along with their Contact number and address.
6	Tax Registration	Bidder should have a registered number of following where its business is located: 3. PAN 4. GST	Copies of relevant certificates of registration
7	OEM (Original Equipment Manufacturer) Certifications	The bidder should be authorized by its OEM (Reference – Bill of Material) to quote in the bid. (MAF need to be submitted by bidder)	The authorization certificate of OEM/s, of all equipment's as per Bill of Material mentioned in RFP
8	Blacklist	Bidder shall not be black listed by any State / Central Government Department, Ministry or Agency as on bid submission date	Self-Declaration Certificate that the bidder is not black listed as on the bid submission date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory of the bidder on its letter head

Note: Any document in addition to minimum prescribed above in support of the claim, may also be submitted.

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



FORM –IV (Performance Statement)

(To be enclosed with the “Pre-qualification Bid” and “Technical Bid” as given below)

[On the letterhead of Bidder]

Performance Statement

S. no	Financial Year	Name & address, Telephone no and fax no of purchaser to whom similar service/ supplies were made	Description of the work / supply order	Purchase Order No. & Date issued by Purchaser	Value of contract/ Purchase Order	Period of execution		Performance certificate from customer (page numbers)
						Starting	End	
1	2	3	4	5	6	7	8	9
1	2015-16							
2	2016-17							
3	2017-18							

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

Date:

Place:

Signed:

Name:

In the capacity of:

For and on behalf of:



**FORM – V (Format for Authorized Employee of SI)
(To be enclosed with the “Technical Bid” as given below)
[See para 2.4.3-Section 2]**

Sr. No.	Resource Name	Current Role	Proposed role for the Project	Academic Qualification	Experience	Type of Experience
1						
2						
3						

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

FORM – V-A (List of service centers in districts of M.P. with contact details)



FORM – VI (Technical Compliance Statement)
(Must be enclosed with the “Technical Bid” as given below
[On the letterhead of Bidder]

Technical Compliance Statement

<<Detailed Compliance Statement is to be provided by all bidders against the specifications given in the RFP. Failure to provide compliance will lead bid being summarily rejected. Specifications include warranty, maintenance and service conditions, technical specifications specified in the RFP>>

(*Attach Manufacturer's brochures/pamphlets)

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



FORM – VII (Technical Compliance Checklist)
(Must be enclosed with the “Technical Bid” as given below)
[On the letterhead of Bidder]

Technical Compliance Checklist

<<Technical Compliance Checklist is to be filled by all bidders against the specifications given in the RFP. Failure to provide compliance will lead bid being summarily rejected.

Specifications include warranty, maintenance and service conditions, technical specifications specified in the RFP>>

S.N.	Name of the Component	Technical Specification as given in the RFP	Compliance (Yes/No)

(*Attach Manufacturer's brochures/pamphlets)

Date:

Place:

Signed:

Name:

In the capacity of:

For and on behalf of:



FORM – VIII (Deviations Form)
(To be enclosed with the “Technical Bid” as given below)
[On the letterhead of Bidder]

Deviations from Tender Document Conditions

S. No.	Clause no	Page no	Deviations	Reasons
1				
2				
3				
4				

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



FORM – IX (Financial Status)

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

**Financial Status of Sole Bidder within last three years
[On the letterhead of Bidder]**

Full Name of Bidder Firm:

S.No.	Financial Year	Average annual Turnover of Bidder (Supplier) Firm in Indian Rupees	Turnover out of Call center projects	Net profit after tax
1	2	3	4	5
1	2015-16			
2	2016-17			
3	2017-18			

1. Please attach Audited Balance sheets for the above period after pagination and mention total pageshere.
2. Attach copies of Income Tax returns.
3. Attach copies of GST returns.

Signature of Chartered Accountant of the bidder	Signature
Name	Name & Seal of the Bidder (bidder)
Address; Contact numbers Registration number / membership number with ICAI	



FORM – X(Declaration Form)

Declaration Form
(“Must be enclosed with the “Pre-qualification Bid”)
[On the letterhead of Bidder]

:: DECLARATION::

1. (Name of M.D./ Proprietor of firm).....son of.....of M/s (Name of firm and full Address).....
.....have read all the Terms and Conditions of this tender. These are acceptable to me.
2. Earnest Money online deposit receipt of Rs.....(In words)in favor of Sr. Superintendent Of Police (Radio), Madhya Pradesh, Bhopal-462003 payable at Bhopal, is enclosed herewith.
3. I certify that we are registered and well experienced firm for this work and truly trading since(date).
4. We also certify that we are not black listed by any State or central Govt.
5. Each page of tender documents is duly signed with seal by us. Each page of the tender document is duly signed by me.
6. I undertake to adhere to ethical commitment as required in this tender and mandated by law.
7. I, hereby further confirms that irrespective of any arrangement between the bidder of this bid and its suppliers, the undersigned entity shall bear full and single point responsibility and answerability towards the this bid and the purchaser. Undersigned shall ensure that tasks under this bid do not suffer on any account including any probable dispute between it and its supplier and service personnel.
8. I further guarantee that this bid does not contain any offer making infringements on any Indian law relating to IPR, Copyrights, patents and designs. I also undertake to indemnify the purchaser in the event of purchaser suffering any loss/ incur any expenses due to violation of any law in this respect.

Place:

Date:

(Name, Signature and Seal of Bidder)



FORM – XI (OEM Authorization Certificate)

OEM/MANUFACTURERS AUTHORIZATION CERTIFICATE

(To be enclosed with Pre-qualification Bid)

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

- 1 It is certified that M/s _____ are our authorized distributors / resellers/ agents and they have been authorized to quote and sell (Name of equipment or part or hardware or software with full details) and (Accessories) Make/ Model No.----- is manufactured / developed by us to MP Police. We will provide to them all necessary support for providing effective after sale services as per the terms and conditions of the RFP.
- 2 That in the event of bidder is awarded this tender, we will provide adequate quantity of quoted make, model of hardware/ quoted version of software and associated services within the given delivery period of this tender.
- 3 It is certified that the product proposed will not reach end of life for at least 3 years from the date of bid submission
- 4 That this assurance is being given after assessing the financial capability of the bidder and our contractual arrangements with the bidder.
- 5 We also confirm that we will sign the desired agreement with the bidder/system integrator in such a fashion that we shall be solely responsible to install, commission, test and maintain the product or service. We confirm that based on the content of this agreement we will remain fully accountable for the quality and performance of the product and service and any other matter whatsoever pertaining to us directly or indirectly to the purchaser i.e. M.P. Police.
- 6 We have our office in India _____(Address) and Mr./Ms. _____is our authorized representative to interact with purchaser of this project.

Authorized signatory

(Signature, Name, designation,
Contact address and Telephone number)

Seal

Signature of the person
authorized to interact with the purchaser



FORM – XII (Non- Malicious Code Certificate)

“To be enclosed with Prequalification bid”

Non- Malicious Code Certificate

[On the letterhead of the OEM]

Sir,

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

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

Yours faithfully,
Authorized Signatory
Designation



FORM – XIII (Undertaking on Exit Management and Transition)

“To be enclosed with the Prequalification bid”

Undertaking on Exit Management and Transition

[On the letterhead of Bidder]

Sub: Undertaking on Exit Management and Transition

Sir,

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

Yours faithfully,
Authorized Signatory
Designation



FORM – XIV (Undertaking Certificate for TAX)

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

(On the Letterhead of the Participant Company)

UNDERTAKING CERTIFICATE FOR TAX

I.....S/O..Shri.....Resi
dent.....of.....
.....Being Managing Director / Proprietor / Partner
of..M/S.....
.....whose GST Registration No.
is..... and Income Tax PAN No. is
..... Hereby give consent to The Police Telecom Head Quarter,
Bhadbhada Road Bhopal to deduct from our Bills whatever amount is payable by us on account of the
necessary tax dues.

Place: -

Date: -

Signature: -

Name: -

Designation: -

Seal : -



FORM –XV (Financial Bid Form)

“To be enclosed with the Financial Bid”

FINANCIAL BID

[On the letterhead of Bidder]

1. Covering Letter:

< Location, Date >

To:

Subject: Submission of the Commercial Proposal for <**Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112 (Emergency Response Support system)**>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for System Integration in accordance with your Request for Proposal for [title] dated [Date] and our Proposal (Technical and Commercial Proposal). Our commercial proposal is attached herewith.

Our Proposal shall be binding upon us, up to expiration of the validity period of the Proposal, i.e., [Date].

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

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:



2. Price Bid:

Table 1: CAPITAL expenditure (CAPEX) COSTING (INR)

Sr. No.	Item	Quantity	Unit Rate	GST			Total Amount (Inclusive of GST)
				CGST	SGST	IGST	
1	MDT (Mobile Data Terminal)	1185					
2	Expansion of Contact Center Telephony Extension (Avaya Vantage K175 Dual Core with Power Cord and Cordless Handset along with the necessary licenses)	10					
Total							

Note: The bidder needs to provide the itemized cost for hardware, software. Any additional components not part of the BOQ, but required by bidder to implement a satisfactory solution compliant to requirement and SLAs, may also be included and suitably highlighted.

Table 2: Total Cost(INR)

S. No.	Cost Component	Total cost
(i)	(ii)	(iii)
1	Capital Expenditure (C)	<Total cost from Table 1 above>
2	Any other component cost (proposed by the bidder)	
3	Grand Total	

Note:

- Financial evaluation shall be done, based on Total Cost discovered above in **Table 2**
- All quotes in above Tables should be inclusive of GST.
- All hardware to be quoted should be in line with the Bill of Quantity specified in the RFP. Any additional components required by the bidder for its solution may be quoted as part of **Table 1** and suitably highlighted.
- All the quotes for hardware and software components should be inclusive of warranty support for 1 years.
- Taxes shall be applicable at prevailing rates.

Please note that a copy of **Table 1 without prices and taxes** (having mention of make/ models/ YoM/ version no. etc. only) is to be attached with technical bid to enable the Committee to assess the suitability of hardware, software etc.

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



FORM –XVI (Format for Bank Guarantee)

To,

Sr. Supdt. Of Police (Radio)
Police Telecom. Head Quarters, M.P., Bhopal
Madhya Pradesh Police, Govt. of M.P.

Place -----

Bank Guarantee No.: -----

Amount of bank Guarantee No.: Rs.------(Rupees -----Only)

Bank Guarantee valid from: -----

Last Date for Lodgment of Claim: -----

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

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

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

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

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

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

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

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

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

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

We, ----- Bank may renew the Bank Guarantee at our discretion provided the request for renewal is made by the Guarantor before the expiry of the Bank Guarantee with the mutual consent of the Bank or

**Selection of System Integrator for Expansion of Dial 100 System under project ERSS 112
(Emergency Response Support system)**



Guarantor. We, ----- Bank , lastly undertake not to revoke this guarantee during its currency except with the previous consent of the M.P. Police in writing and the guarantee shall be continuous and irrevocable guarantee up to a sum of Rs. -----/- (Rupees Only) -----(amount)-----.

Notwithstanding anything stated hereinbefore:

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

The guarantee shall remain in force till ----- (date)----- and

The Bank is liable to pay the guarantee amount or any part thereof under this Bank Guarantee only if the M.P. Police serves upon the Bank a written claim or demand on or before --- (date)- --.

Please note that this Bank Guarantee automatically stand cancelled notwithstanding the fact that the original bank guarantee may not be returned to us by you.

Witness:

1.

Signature

Manager/ Authorized Signatory

2.

Full Name (in Block Letters)

Designation & Signature I.D. No

Bank & Branch Address with Branch No.

Submitted by:

1. -

(Signature)

2. -.

(Signature)

Accepted by

For M.P. Police

Sr. Supdt. Of Police (Radio)

Police Telecom. HQ, M.P., BHOPAL

<-----END OF DOCUMENT----->