

ITI LIMITED
(A Govt. of India Undertaking)



TENDER
DOCUMENT FOR

Design, Supply, Implement & Maintain “UT Wide CCTV Surveillance System”

Tender Notice No: ITI/RODEL/2K21/RFP/1/CCTV/UT

Date: 13.12.2021

Deputy General Manager
ITI Limited, MSP-Delhi
Core-1 Floor-11
Scope Minar Laxmi Nagar,
New Delhi-110092
Email: kiransingh_nsu@itiltd.co.in
Website: www.itiltd.in





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TENDER NOTICE

Tender Notice to: **ITI/RODEL/2K21/RFP/1/CCTV/UT**
Date: 13.12.2021

ITI Limited invites ONLINE bid in TWO COVER SYSTEM (Technical & Financial) from eligible bidders which must be valid for a minimum period of 180 days from the date of bid opening for following items:

Scope of Work	Design, Supply, Implement & Maintain "UT Wide CCTV Surveillance System"
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Interested parties may view and download the tender document containing the detailed terms & conditions at free of cost from the websites Tender Wizard Portal, [CPP Portal](#) OR <http://itilttd.in>

The ONLINE bid is to be submitted in a sealed cover over the Tender Wizard ITI Limited Portal

The helpdesk nos. for bidding:

a) **Shri Prashant Kumar: +91-99100-48364**

M/s ITI Limited



DGM MSP Delhi

Subject: Expression of Interest (EoI) for Design, Supply, Implement & Maintain “UT Wide CCTV Surveillance System”

We as a Govt. of India Undertaking organization under the Ministry of Communication & IT engaged in ICT business along with other diversifying business areas.

This EOI/RFP/Tender is aimed at identifying suitable Commercial Organization as a ‘System Integrator’ having adequate strength in the above field.

The ‘System Integrator’ (SI) shall act as an OEM/System Integrator of ITI to execute the project in India. All mission critical activities would be managed and supervised by ITI through its experienced Managers and qualified Professionals in the respective areas.

With this vision and commercial objective, sealed bid is invited for the above-mentioned work. The Sealed Technical and Financial proposal under Two Cover-System may be submitted by the Bidder(s). It is must for the bidders to meet the Eligibility Criteria as mentioned in the EoI/RFP/Tender document.

The interested parties may collect the EoI/RFP/Tender document upon submission of EoI/RFP/Tender Document Cost to ITI by person or the same can be downloaded from the website and the said cost may be submitted along with the bid at the time of submission of offer.

Few important points & timelines are being furnished hereunder.

Sl. No.	Important Points / Timelines	Details
1	EoI/RFP/Tender Enquiry Authority	DGM MSP Delhi ITI Limited, MSP-Delhi Core-1 Floor-11 Scope Minar Laxmi Nagar, New Delhi-110092 Email:kiransingh_nsu@itiltd.co.in
2	Contact Person for the clarification of EoI/RFP/Tender Document	Shri Prashant Kumar, Chief Manager Contact: +91-99100-48364 Shri Abhay Sharma Marketing Executive Contact: +91-78274-50462
3	Tender Type (Open/Limited)	Open Tender
4	No. of Cover/Packet	Two Cover System
5	Tender Category (Goods/Services/Works)	Goods
6	Payment Mode (Online/Offline)	Online RTGS/ NEFT Bank: Bank of Baroda, KG Marg MICR: 110012021 IFSC: BARB0CURZON Acc. No.: 06230500000010
7	EoI/RFP/Tender Document Cost (inclusive of GST)	Rs. 5000/-
8	EMD Amount	Declaration of EMD as per Annexure- G
9	Estimated Value of Enquiry	xxxxxxxxxxxxxxxxxxxxxxxxxxxx
10	Due Date, Time & Place for Sale of EoI/RFP/Tender Document	24.12.2021; 12:00 p.m.
11	Due Date, Time & Place for Submission of Bid	24.12.2021; 12:00 p.m.

12	Due Date, Time & Place for Opening of Technical Bid	24.12.2021; 02:00 p.m.
13	Due Date, Time & Place for Opening of Financial Bid	Will be intimated
14	Performance Security	<ol style="list-style-type: none"> 1. 1.5% of Total contract value at Phase I in accordance with the Conditions of Contract given by any nationalized/ scheduled bank should be submitted within 21 days of the receipt of notification of award or Letter of Intent (LOI). The Performance Bank Guarantee (PBG) should be valid for 6 (Six) months beyond the contract period. 2. 1.5% of Total contract value at Phase II in accordance with the Conditions of Contract given by any nationalized/ scheduled bank should be submitted on completion of Phase 1 (go- live/provisional go-live). The Performance Bank Guarantee (PBG) should be valid for 6 (Six) months beyond the contract period. 3. The Performance Guarantee furnished by the successful Service Provider. The successful Service Provider shall ensure, the Performance Guarantee should always be valid during the Term of the subsequent contract (including any renewal) and beyond all contractual obligations, including warranty terms 4. The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Service Provider leading to termination for material breach.

In order to get the clarity of the scope of work / terms & conditions, the bidders are requested to go through the whole EoI/RFP/Tender document and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'System Integration Associate (SIA)' has to enter in to a Contract with ITI Limited to form a case-specific business alliance (under sole investment business model) for arranging the requisite bidding inputs.

This EoI/RFP/Tender is being issued with no financial commitment and the response to this EoI/RFP/Tender shall not be assumed as mandatory for short listing of the suitable vendor with adequate experience for giving the work.

**Deputy General Manager
MSP-Delhi**



Project Background:

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications and IT, Government of India.

We at MSP-Delhi (which is part of the Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom / ICT and e-Governance projects implementation, Supply of Hardware and Software and the services related with these items.

ITI is interested in addressing some of the prospected business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich Relevant- Experience. ITI is looking for business association from reputed System Integrators/ OEMs who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The objective of this Invitation for submission of bid is to identify a System Integration Associate (SIA) to address a particular 'Business Opportunity' / a kind of 'Business Opportunity' which has emerged or under process to emerge from a client for the implementation of a project in Government Domain.

The selected bidder who is to play the role of a 'System Integrator' has to enter in to a contract with ITI Limited to form a case-specific business alliance for addressing the opportunity.

During the bidding process, the vendor is supposed to provide the requisite Techno-commercial inputs to ITI as per the Requirements/Specifications/Expectations/Scope of Work of the prospective customer to win the commercial bid in favour of ITI. The name of the end-customer and other details of the Projects would be shared with the selected bidder.

On receipt of the Purchase Order, the same would be placed on the selected SI on back to back basis

Eligibility Criteria of the Bidders:

The bidders are to fulfill the following eligibility criteria **and submit documentary proof in this regard:**

S. No.	Clause	Documents Required
1.	Processing fees for the tender document (if any)	Rs. 5,000/-
2.	EMD	Bid Security Declaration as per Annexure- G
3.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Company to sign the Bid	A Certificate from the Company Secretary of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.

4.	<ul style="list-style-type: none"> • The Bidder should be registered in India under the Companies Act 1956 / 2013 as amended. • The Bidder should have been in operation in the Video Surveillance domain for at least 5 years as on date of bid submission. <p>The Bidder should have valid GST registration in India.</p>	<ul style="list-style-type: none"> • Certificate of incorporation/ Registration, Certificate of Commencement of business, Certificate consequent to change of name if applicable Copy of Memorandum and Articles of Association or Partnership deed. • GST Registration certificate issued by GSTN authorities (copy) • PAN Card (copy)/TAN No (copy) • Certificate from Chattered Accountant/ Statutory Auditor stating the number of years of existence in India • Copies of work orders /completion certificates from the clients providing details confirming the compliance to the required criteria
5.	<p>The Bidder should have average annual turnover of at least INR 50 Cr. in any three years (FY 2017-18, 18-19, 19-20, 20-21) in the field of IT / ITES / Telecom / Security / Safety / Surveillance / Defense / Homeland Security business.</p>	<p>Audited Balance Sheet OR Certificate of from CA stating turnover</p>
6.	<p>Net Worth: The Bidder should have positive net- worth in any three years (FY 2017-18, 18-19, 19-20, 20-21).</p>	<p>Certificate from Statutory Auditor</p>
7.	<p>Bidder should have done similar work (Completed or on-going) as per the following details in any three years (FY 2017-18, 18-19, 19-20, 20-21):</p> <ul style="list-style-type: none"> • Should have experience of a single order consisting of minimum of 330 IP cameras for a surveillance project with any State/Central Govt/PSUs in India. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Should have experience of a Smart/Safe city/ Defense project with a minimum value of Rs. 50 Cr. 	<p>Copy of work order / completion certificate from client</p>
8.	<p>Blacklisting / Banned / Debarred: Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted / banned / debarred by any State Govt./Central Govt./PSU in India or abroad for any reason on the date of bid submission.</p>	<p>Self-declaration on the letter head by the Bidder, duly signed by the authorized signatory</p>
9.	<p>Manpower:</p> <p>1. Technical Staff – The Bidder should have at least 50 technical staff on its payroll (more than 5 years’ experience in System integration/ ICT/IT software / Hardware / Networking) at the</p>	<p>Self-Certification on the letter head from the authorized signatory/Head of HR Department</p>

	time of bid submission Managerial Staff – The Bidder should have at least 10 Managerial Staff on its payroll (more than 5 years’ experience in Project management) at the time of bid submission.	
10.	The bidder should have any two certifications mentioned below 1. CMMi Level 3 or 5 2. ISO 9001 3. ISO 27001 4. ISO 20000	Bidder to provide valid documentary evidence/ Proof issued by competent authority

Pre-Qualification for OEM for Key components:

S.No	Pre-qualification Condition (for components mentioned above)	Document Required
	<p>OEM (Original Equipment Manufacturer): OEM is defined as a company that has its own manufacturing setup for the production of equipment (not assembly) required in this tender and is currently manufacturing the offered models under its own brand in its own manufacturing setup.</p> <ul style="list-style-type: none"> • OEM should either have a TOT agreement or should have its own Design and IPR. • OEM holding Design and IPR of the products and getting manufacturing on a contract basis from 3rd party manufacturers may be considered eligible for participation in this tender provided it is the ODM (Original Design Manufacturer) for the product & that it has designed the offered product and holds the IPR for the offered model(s) as per DOT Notification dated 29-August-2018 and as per notifications below: <ul style="list-style-type: none"> (i) Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-B.E.-II dated 15.06.2017 (ii) Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-PP (BE-II) dated 28.05.2018 <p>Companies Importing/Trading 3rd party manufacturing for offered model of products will not be considered as eligible OEM.</p> <ul style="list-style-type: none"> • OEM quoted Products will not be “end of sale” _until 6 (six) months from the date of RFP release and are will not be “end of support” _until 7 (seven) years from the date of award of contract. • OEM should not have filed for Bankruptcy 	<ul style="list-style-type: none"> • Self-declaration on the letter head by the OEM, duly signed by the authorized signatory <ul style="list-style-type: none"> • Proof of manufacturing • List of IPRs that are held by the OEM that are being used in the offered products <ul style="list-style-type: none"> • Self-declaration on the letter head by the OEM, duly signed by the authorized signatory • Self-certification on the letter head of OEM, duly signed by authorized signatory

	<ul style="list-style-type: none"> • Blacklisting / Banned / Debarred: The OEM shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted /banned/ debarred by any State Govt./ Central Govt./PSU in India or abroad for any reason on the date of bid submission. Any OEM or JV which has a stake from any company that is Blacklisted by any government body in India as per GFR2017 section 144 (xi) are liable to be disqualified. • The OEM products quoted should have quality standard certifications mentioned below as on date of bid submission: <ul style="list-style-type: none"> - ISO 9001 - ISO 27001 / ISO 14001 	<ul style="list-style-type: none"> • Self-declaration on the letter head by the OEM, duly signed by the authorized signatory • OEM to provide valid documentary evidence/ Proof issued by competent authority
S.No.	Pre-qualification condition	Documents required
Cameras		
1.	<p>a) OEM should have Repair Center and toll free number in India for any technical support query from the SI or end customer with the mobile application based ticketing website for logging calls and obtain service docket /ticket status</p> <p>CCTV OEM should be directly registered in India for more than 10 years as on bid submission date (not as joint venture, partnership firms or through any other association).</p>	<ul style="list-style-type: none"> • Toll free no's should be mentioned in the manufacturer's authorization letters submitted along with the bid. • Copy of Registration certificate to be provided by OEM
	<p>b) The MAC address of the IP cameras must be registered in the same name of OEM supplying the cameras. The API/SDK of VMS shall be available on the OEM's official Website.</p>	<p>OEM to submit a valid documentary Proof for the same</p>
2.	<p>Camera OEM should have supplied at least 1000 nos. of camera in a single order with</p>	<p>Copy of work order / contract agreement / completion certificate from client/ Self-</p>

	City/ Police/ Para Military/ Defense/Govt./PSU project in outdoor environment in India or abroad in last 5 years till bid submission	declaration on the letter head of the OEM signed by Authorized signatory providing details confirming the compliance to the required criteria.
3.	Direct presence of OEM in India for more than 10 years as on bid submission date (not as joint venture, partnership firms or through any other association) and global presence in same manufacturing line from last 15 years	Camera OEM should submit a declaration letter along with letter of incorporation confirming the same.
4.	Self-Owned RMA set up in India for last 3 years from the date of submission of bid (not as joint venture, partnership firms or through any other association)	OEM's GST registration document c learly mentioning service tax no. to be given as proof
5.	The Camera OEM should have supplied minimum 500 cameras in smart city / safe city/ surveillance tenders with Government body in India. ONVIF Compliance and SDK:	Copy of work order / Agreement along with the bid
6.	All Cameras should be ONVIF S and G standard compliant and provide SDK for integration of features as per requirements specified in the RFP. The proposed camera OEM should be a member in any of the present "ONVIF Organization Committee Technical Committee". No OEM should be banned or suspended by ONVIF within the last five years from the date of publishing the bid.	Self-declaration on the letter head of the OEM signed by Authorized signatory. Shall be available on public portal of ONVIF
7.	Manufacturers claiming MAKE IN INDIA as per DPIIT / DIPP Order No. P-45021/2/2017- PP(BE-II) dated 16th September, 2020 or latest policy need to submit an affidavit that the models quoted in the tender are currently being manufactured in India with the details of their manufacturing setup	Affidavit by the OEM, duly signed by the authorized signatory

8.	The Camera to be provided by the bidder should not be complying to GB28181, GB/T28181-2011 standards and there should be no option to activate or deactivate GB/T28181 standards in the camera web page/Settings.	Self-declaration by the OEM, duly signed by the authorized signatory
Video Management System		
9.	<p>OEM should have been registered in India for a minimum period of 5 years ending March 31, 2021 and should have experience of at least one video Surveillance Projects in with City / Police/ Para Military/ Defense project in India or abroad.</p> <p>Video Management software should be ONVIF Compliant.</p> <p>The Source Code of software should not reside in any country sharing land border with India.</p>	<ul style="list-style-type: none"> • Certificate of registration • Copy of the work order / contract agreement / completion certificate from client • Undertaking signed by authorized signatory regarding the Source Code
AI based Video Analytics Platform		
10.	<p>OEM should have been registered in India for a minimum period of 5 years ending March 31, 2021.</p> <p>OEM of the AI based Video Analytics platform must have experience of a minimum of two projects with government bodies (Safe City/Smart City clients) in India in last 3 years covering at least 4 Video Analytics use cases in each project.</p>	Copy of Work Order/contract
Facial Recognition System and ANPR		
11.	The OEM of Automatic Number Plate recognition system should have experience of working on at least two projects with government bodies in India. At least 1 project should be of 100 ANPR camera licenses or more.	Copy of work order/completion certificate from client/end customer

12.	<p>The OEM of the AI based Facial Recognition System must have experience of working with 3 projects with government bodies in India. At least one project should be of 200FRS camera licenses or more for a law enforcement agency / police department.</p> <p>The OEM of the AI based Facial Recognition System should have participated in the FRVT test of NIST, not prior to Year 2020.</p>	Copy of work order/completion certificate from client/end customer
Router, Switches, Web Application Firewall, NextGen Firewall, Load Balancer and Anti-DDoS		
13.	OEM should have direct presence in India for last 10 years, from date of RFP publication.	Self-declaration on the letter of OEM, duly signed by Authorized signatory
14.	Security OEMs must have cyber security Researchers & SOC to support the patch updates/upgrades/Signature update of Security devices to help protect mission critical application.	Self-declaration on the letter head by the OEM, duly signed by the authorized signatory
Unified Storage		
15.	OEM Storage Products, as supplied, are not prone to any unlawful evasion techniques.	Self-certification on the letter head of OEM, duly signed by the authorized signatory
16.	Storage should not be based on General Purpose OS like Windows, Linux, Unix etc. A single management console should be offered to manage multiple system across on-prem and in the cloud	Self-certification on the letter head of OEM and documentary evidence for the same.
17.	The Storage System should offer native replication capability to replicate data to at least 3 CSPs empanelled with MEITY with simple management web interface to manage replication relationships across location and in the cloud. The Storage solution should have native capability to port or move data among multiple CSP.	Self-certification on the letter head of OEM and documentary evidence for the same.
18.	OEM should have direct presence in India for last 10 years, from date of RFP publication.	Self-declaration the letter of OEM duly signed by Authorized signatory
Server		

19.	OEM should have direct presence in India for last 10 years, from date of RFP publication.	Self-declaration on the letter of OEM, duly signed by Authorized signatory
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General Terms and Conditions of EoI/RFP/Tender:

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your offer/bid shall be deemed to have been done after careful study and examination of the EoI/RFP/Tender with full understanding of its implications. Failure to furnish all information required in the EoI/RFP/Tender Document or submission of an offer/bid not substantially responsive to EoI/RFP/Tender in every respect will be at the Bidder's risk and may result in its outright rejection.

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by ITI Limited. In no case, ITI would be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering Process. ITI reserves the right, not an obligation, to carry out the capability assessment of the Bidder(s). This right inter alia includes seeking Technical-Demonstrations, Presentations, Proof of Concept and Live-site visits etc.

1	Open Tender	Open Tender
2	Non-transferable Offer	This EoI/RFP/Tender document is not transferable. Only those, who have purchased this offer document, are entitled to quote.
3	Only one Proposal	The Bidder should submit only one Bid/Offer/Proposal. If the Bidder submits or participates in more than one proposal, such proposals shall be disqualified.
4	Language of the Bid	All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.
5	Clarification and Amendment in Tender	At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders and will be binding on them. The Bidders shall acknowledge receipt of all amendments. To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.
6	Amendment to Bid	At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, submit the Revised Financial Bid.
7	Modification and Withdrawal of Bid	No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security.
8	Validity of Offer	The offer should be valid for a minimum period of 180 days from the date of submission. The Bids valid for a period shorter than specified period shall be rejected.
9	Prices	The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and

		rejected.
10	Deviation Clause	No Deviation from Specifications, Terms & Conditions of the tender is allowed. Quotations having deviation from our specifications, standard terms & conditions would be liable to be rejected.
11	Taxes and duties	The taxes and duties are to be clearly mentioned, if any.
12	Delivery schedule	As per customer tender; Customer tender will be shared on a later date
14	Payment Terms	a) Back to Back basis
15	Warranty / Annual Maintenance Contract (AMC)	*AMC for Year 1 include Phase I and Phase II post their respective Go-Live **AMC for Year 2 include Phase I and Phase II post their respective Go- Live
16	Liquidated Damages (LD)	Liquidated Damages and Penalty shall be levied on back- to-back basis i.e. ITI shall deduct from the payment on amount equal to the LD levied on ITI by the end customer.
17	Training	Sensitization of Departmental staff on the project, fully training on use of the Digital Platform and applications. Training trainers within individual Departments that can help internal users develop workflows and user interfaces as per requirements.
18	Acceptance Test Procedure (ATP)	a) Vendor have to conduct the Acceptance Test (AT) before handing over of the project(s) to ITI project executing division. b) End Customer will perform testing.
19	Damage to Properties	In case of any accident/damage to customer/end user properties by the vendor, full responsibility will be attributed to the vendor.
20	Contractual Period	ITI's Delivery date provided to ITI by customer. Delivery extension will be on back-to-back basis. The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to.

21	Extension of Contract	On back-to-back basis.
22	Inspection Authority	End Customer
23	Tender Award Criteria	Bidder Technical and Financial capabilities will be evaluated by a committee nominated comprising of internal stake holders of ITI Limited. The bidder offering best quality product with the handsome pricing shall be declared as the successful L1 bidder and the work shall be awarded to the successful declared (L1) bidder.
24	Tender Document Cost and Earnest Money Deposit (EMD)	<p>In case of bid submission: Tender Document Cost (Nonrefundable) and Earnest Money Deposit (EMD) (If Applicable) must be remitted through NEFT/RTGS/Net Banking. No interest shall be payable on the EMD.</p> <p>The Bank Details of ITI Limited for NEFT/RTGS/Net Banking is as below: Online RTGS/ NEFT Bank: Bank of Baroda, KG Marg MICR: 110012021 IFSC: BARB0CURZON Acc. No.: 06230500000010</p>
25	Performance Security Deposit	<ol style="list-style-type: none"> 1. 1.5% of Total contract value at Phase I in accordance with the Conditions of Contract given by any nationalized/ scheduled bank should be submitted within 21 days of the receipt of notification of award or Letter of Intent (LOI). The Performance Bank Guarantee (PBG) should be valid for 6 (Six) months beyond the contract period. 2. 1.5% of Total contract value at Phase II in accordance with the Conditions of Contract given by any nationalized/ scheduled bank should be submitted on completion of Phase 1 (go- live/provisional go-live). The Performance Bank Guarantee (PBG) should be valid for 6 (Six) months beyond the contract period. 3. The Performance Guarantee furnished by the successful Service Provider. The successful Service Provider shall ensure, the Performance Guarantee should always be valid during the Term of the subsequent contract (including any renewal) and beyond all contractual obligations, including warranty terms 4. The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Service Provider leading to termination for material breach.
26	Consortium Bidding	Not Allowed.
27	Signing of the Bids	The Bid must contain the name, residence and place of business of the person or persons making the Bid and having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a Power of Attorney, duly notarized by a Notary Public , indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.

28	Submission of Tender	The ‘ Technical Bid ’ and ‘ Commercial Bids ’ shall be submitted in ITI Limited Tender Wizard Portal
29	Opening of Tender	<p>Technical bid will be opened on due date of tender opening.</p> <p>Note 1: The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.</p> <p>Note 2: The technical bids will be opened and evaluated by a duly constituted committee. After evaluation of the technical bid, Price bids of only those bidders will be opened whose technical bids are found suitable. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee and will be intimated to technically qualified bidders.</p>
30	Rejection of Bid	<p>ITI reserves the right to reject any or all tenders/quotation/bids received or accept any or all tenders/quotation/bids wholly or in part. Further, ITI reserves the right to order a lesser quantity without assigning any reason(s) thereof. ITI also reserves the right to cancel any order placed on basis of this tender in case of strike, accident or any other unforeseen contingencies causing stoppage of production at ITI or to modify the order without liability for any compensation.</p>
31	Termination For Default	<p>ITI may terminate the contract in whole or in part for the following reasons:</p> <ul style="list-style-type: none"> • If the bidder fails to deliver any or all of the goods/services within the period(s) specified in the contract/purchase order, or within the extension time granted by ITI. • If the bidder fails to perform any other obligation(s) under the contract/purchase order. • If the bidder has engaged in corrupt/fraudulent practices in completing/executing the work assigned to him. • ITI may, without prejudice to any other right or remedy available to it, by a three days’ notice in writing, can terminate the contract as a whole or in part in default of the contract. ITI shall have the right to carry out the incomplete work by any means at the risk and cost of the bidder. <ul style="list-style-type: none"> • In addition to rights to forfeiture of PBG and application of LD charges, on the cancellation of the contract in full or in part, ITI shall determine what amount, if any, is recoverable from the contractor for completion of the work or part of the works or in case the works or part of works is not to be completed, the loss or damage suffered by ITI. In determining the amount, credit shall be given to the contractor for the value of the work executed by him up to the time of cancellation, the value of contractor’s material taken over and incorporated in work assigned as per the purchase order. • “Corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of public official in the procurement process or in contract execution.

		<p>“Fraudulent practices” a misinterpretation of facts in order to influence the action of a public official in the procurement process or in contract execution and includes collusive bidding among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels to hamper free and open competition.</p>
32	Force Majeure	<p>Neither party shall bear responsibility for the complete or partial non- performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earth Quake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party.</p> <p>In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user.</p> <p>Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to:</p> <ol style="list-style-type: none"> a) Prevent Force Majeure Events affecting the performance of the Company’s obligations under this agreement; b) Mitigate the effect of any Force Majeure Event; and c) Comply with its obligations under this agreement. d) Further if the period of Force Majeure event extends beyond three months the parties may consider the fore closure of the agreement. <p>* Period of three months may vary at the discretion of ITI as per the validity period of the contract.</p>

33	Arbitration	All disputes arising out of this contract shall be referred to the sole arbitration of MSP Head, ITI Limited, Delhi or his nominee as per the Provisions of Indian Arbitration and Reconciliation Act 1996. Decision of arbitrator shall be final and binding on both the parties.
34	Jurisdiction	This contract between the supplier and buyer shall be governed by the laws of India and this contract shall be taken up by the parties for Settlement and orders only in Delhi jurisdiction.
35	Other Terms and Conditions	
i.		The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.
ii.		The Bids/Offer of the Qualified bidders (who qualify the eligibility conditions) only would be subjected to the technical-evaluation.
iii.		The bidder is expected to go through the Scope of work and Specifications. The bidders are to quote only fully compliant solution.
iv.		The exact strategy to address and win the business opportunity would be shared / discussed with the Best-Rated qualified bidder in due course of time.
v.		The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation / Demonstration / Arranging site visits (if required) on "No-Cost No-commitment" basis.
vi.		Any clarification issued by ITI in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.
vii.		A clause-by-clause compliance statement to all Sections of the EoI/RFP/Tender document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to Eligibility Criteria of the EoI/RFP/Tender document, shall not be considered for evaluation and shall be summarily rejected.
viii.		The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.
ix.		The bidder has to consider the following major Cost Factors while arriving at a commercial decision: <ul style="list-style-type: none"> • Direct Cost (requisite IT Hardware and Application Software) • Fiscal Cost • Logistic-Cost • Taxes/ Duties • Services and Administrative Cost • Training and Documentation Cost • Contingencies
x.		The bidder should enclose the documents in their ' Technical Bid ' & ' Commercial Bid ' as specified in the tender documents.
xi.		Please note that if any document/authorization letter/testimonies are found fabricated /false/ fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.

xii.		All the required documents to establish the bidder's eligibility criteria should be enclosed with the original bid/offer (Technical-Bid) itself. The EoI/RFP/Tender will be evaluated on the basis of the documents enclosed with the original bid/offer only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However, it reserves its right to get them validated/verified at its own.
xiii.		Due to any breach of any condition by the bidder, the Bid Security (EMD) if any submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned person. The bidder or/and the person will also be debarred for further Participation in future EoI/RFP/Tenders.
xiv.		All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD.
xv.		The training shall be given to the end customer to ensure trouble free operations of the System/Equipment.
xvi.		The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure that all the documents are sealed and signed by authorized signatory.
xvii.		The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
viii.		Sealed offer/bid prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
xix.		ITI shall not be responsible for any postal delay about non-receipt / non- delivery of the bid/documents. This EoI/RFP/Tender Document is absolutely not transferable.
xx.		The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/RFP/Tender. In case of withdrawal after deadline of submission, EMD will be forfeited.

Special Terms and Conditions of RFP/EoI/Tender:

1. The requirement is meant for addressing a business opportunity which has emerged from some Govt. body.
2. The broad 'Scope of Work' would be as per the EoI/RFP/Tender Document. However, the exact Scope of Work will be intimated to the selected SI/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity.
3. The bidder is supposed to address the business opportunity jointly with ITI under "Sole Investment Business Model". This may include arranging Bid Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /SI also (in the event of the award of the business to ITI by the end-customer).
4. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD (if any) shall be forfeited and the bidder will be black-listed.
5. Consortium bidding is not allowed for this EoI/RFP/Tender.
6. All activities like Proof of concept on "No Cost No Commitment" (NCNC) basis wherever applicable will be the responsibility of agencies.
7. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.
8. Earnest Money Deposit (EMD) / Bid security required for submitting the bid will be borne by the selected agency.
9. All CVC circulars/ statutory guidelines as applicable needs to be followed.

Note: Bidders can sign NDA as per Annexure and collect Technical Specification from ITI Limited, Scope Minar, Core 1, 11th Floor, Laxmi Nagar, Delhi-110092 on 14-12-2021 to 22-12-2021; 10:00 a.m. to 05:00 p.m (during working days).

Representatives for coordination to get the technical specifications.

1. **Ms Kiran Rani, DGM MSP D, Contact: +91-88005-30411**
2. **Mr Prashant Kumar, CM NT, Contact: +91-99100-48364**

EoI/RFP/Tender Rejection Criteria:

The EoI/RFP/Tender/Bid will be rejected in case any one or more of the following conditions are observed:

1. Bids received without Proof of Purchase of EoI/RFP/Tender Document (if any) and EMD as per requirement.
2. Bids which are not substantially responsive to the Invitation for EoI/RFP/Tender.
3. Incomplete or conditional EoI/RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.
5. Misrepresentations in the bid proposal or any supporting documentation.
6. Bid proposal received after the last date and time specified in this document.
7. Unsigned bids, bids signed by unauthorized person (without a valid Power of Attorney).
8. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.
9. Bid shall remain valid for the specified period from the date of opening of EoI/RFP/Tender prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

Please Note

The business associate submitting the bid against this EoI/RFP/Tender must not have an alliance with other bidders / competitors of ITI for the same business opportunity. The bidder if selected as vendor/SI will not be allowed to address the opportunity directly/ extend the help to any other competitor of ITI Limited for the subject project.

Lowest-Bid (Best Qualified Bid) Evaluation Methodology:

1. This EoI/RFP/Tender would be subjected to a Two Stage (Technical & Commercial) Evaluation Process. All the Bidders are requested to note the entire evaluation process carefully.
2. Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each Bid to the EoI/RFP/Tender Document. For the purpose of ascertaining the eligibility,
3. A substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP/Tender Document without deviations.
4. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
5. ITI may waive any minor infirmity or non-conformity or irregularity in the bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder. The bids submitted by the Bidders would be subjected to a well-defined and transparent evaluation process.
6. The Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.
7. The Bidders who have submitted the EoI/RFP/Tender Document cost & EMD, only those bidder will be considered for Technical Evaluation.
8. In Technical Evaluation process, all the Technical Bids of the preliminary eligible bidders (as mentioned above) would be scrutinized thoroughly w.r.t. our EoI/RFP/Tender Document. The Bidders, who will qualify in the Technical Evaluation process, would be considered for Commercial Evaluation.
9. In Commercial Evaluation process, all the Commercial Bids of the technically qualified bidders (as mentioned above) would be scrutinized thoroughly w.r.t. our EoI/RFP/Tender Document.
10. The evaluation methodology will be distributed in two parameters.
 1. Technical Evaluation
 2. Financial Evaluation
 3. The best technical solution with best offered price will be declared to be L1
11. ITI reserves the right to reject any or all bids without assigning any reasons thereof.

Documents to be submitted along with the “Technical Bid”:

The Bidder/System Integrator (SI) must submit the following documents along with their Technical Bid:

- Bid covering Letter on the Letter-Head of the Bidder Company indicating Name and Address of the Authorized Signatory (with Contact telephone numbers and email ID) as per Annexure-A.
- Bidder’s Profile.
- Proof of Empanelment with ITI (If Empanelled) otherwise Board Resolution Certificate
- Case-Specific Power of Attorney authorizing the bidder to submit the Bid/EoI on behalf of the Bidder/Consortium.
- Tender-Document Cost (if any) of required amount.
- Bid Security declaration as per Annexure - G.
- Copy of PAN Card.
- No deviation certificate
- Insolvency certificate
- Detailed Methodology and technical work as per Annexure-H
- Certificate of warranty as per Annexure-I
- Certificate of Genuineness as per Annexure-J
- Certificate of Malicious Code as per Annexure-K
- GST Registration Certificate.
- Turnover Certificate(s)/Audited Balance-sheet(s) & Profit-Loss Account(s) of the Bidder for last three years.
- Declaration on the Letter-Head of the Bidder Company for Non-Black Listing as per Annexure
- Declaration / Undertaking on the Letter-Head of the Bidder Company as per Annexure(s).
- Compliance Statement of ‘Eligibility Criteria of the Bidder’ along with supporting documents (credentials, experience certificates, declarations & others)
- Integrity Pact /Non-Disclosure Agreement as per Annexure
- Tender Documents duly signed & accepted by the bidder

In case, the bidders do not submit any of the above mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP/Tender document would be classified as “Technically Non-Qualified/Non-Responsive” and Commercial bids of such bidders will not be opened and subsequently returned to the bidder. ***No relaxation would be given to any bidder on any of these conditions.***

Documents to be submitted along with the “Commercial Bid”:

The Bidder/System Integrator (SI) must submit the following documents along with their Commercial Bid:

1. Price Bid as per EoI/RFP/Tender Document format only. No other format will be accepted.

Brief Scope of Work:

ITI New Delhi, A Government of India undertaking invites e-bids from the manufacturers/their authorized distributors/Dealers on behalf of the State/ UT Government to participate in a tender for Development and Implementation of Data Lake for the UT/ State Governments per the technical specification given and as per the terms & condition of this tenderdocument.

1. Make in India

1.1 Make in India

- A Bidder whose proposed offered products are from OEMs who qualify as “Class-I local supplier” as per PPP-MII Order / any subsequent notification and the Total Value of all such products is greater than 50% of the overall equipment cost plus corresponding AMC cost for the contract duration as proposed by the Bidder in the Financial Bid Format
- A Bidder whose proposed offered products are from OEMs who qualify as “Class-I local supplier” or “Class-II Local supplier” per PPP-MII Order / any subsequent notification and the Total Value of all such products is between 20% to 50% of the overall equipment cost plus corresponding AMC cost for the contract duration as proposed by the Bidder in the Financial Bid Format will be awarded One point in Technical Evaluation Parameter.
- The Bidder to submit details of the proposed product as per Annexure as prescribed in this document along with the technical bid.
- The Bidder to ensure Annexures Z to be filled and submitted by all OEMs whose products.
- After the Commercial Bids are opened, the Department or its representative may validate the information provided in Annexure P along with required supporting documents/declarations/certificates which the Bidder shall make available to the Departmentas and when required.
- False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two yearsas per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- The policy of the Govt. of India to encourage “Make in India” and promote manufacturing andproduction of goods and services in India as per the revised “Public Procurement (Preference to Make in India), Order 2017”, circulated by the Department of Promotion of Industry and Internal trade (DPIIT), Ministry of Commerce & Industry, Govt. Of India vide Order No. P- 45021/2/2017-PP (BE II) dated 04.06.2020 and revised order dated 16.09.2020 will be applicable for this tender and in pursuant to Annexure - P
- Department reserves the right to Blacklist the Bidder and OEM for 2 years as per PPP-MII orderfor providing false and inappropriate information.
- All OEM claiming benefit under Make in India Policy to submit Forms / affidavits / certificatesas prescribed by PPP-MII order and subsequent notifications / orders from Nodal ministries. Note:
 1. All OEM claiming benefit under Make in India Policy to submit details as per Annexure P1.
 2. All OEM claiming benefit under Make in India Policy to submit Forms / affidavits / certificates as prescribed by PPP-MII order and subsequent notifications / orders from Nodal ministries.

2 Scope of Work

2.1 Summary of the Project

The Service Provider shall provide turn-key solution for all the components as envisaged by theUT Police Department and include any missing item(s) notwithstanding the detailed Bill of Material (BOM)given in Annexure – J of this RFP for the successful end to end implementation for a period of 3 years (9 months of implementation and 27 months of O&M).

Refer Annexure for details of functional and technical specifications for products and solutions.Listing of broad components of the scope of work of the Service Provider is given below for quick reference:

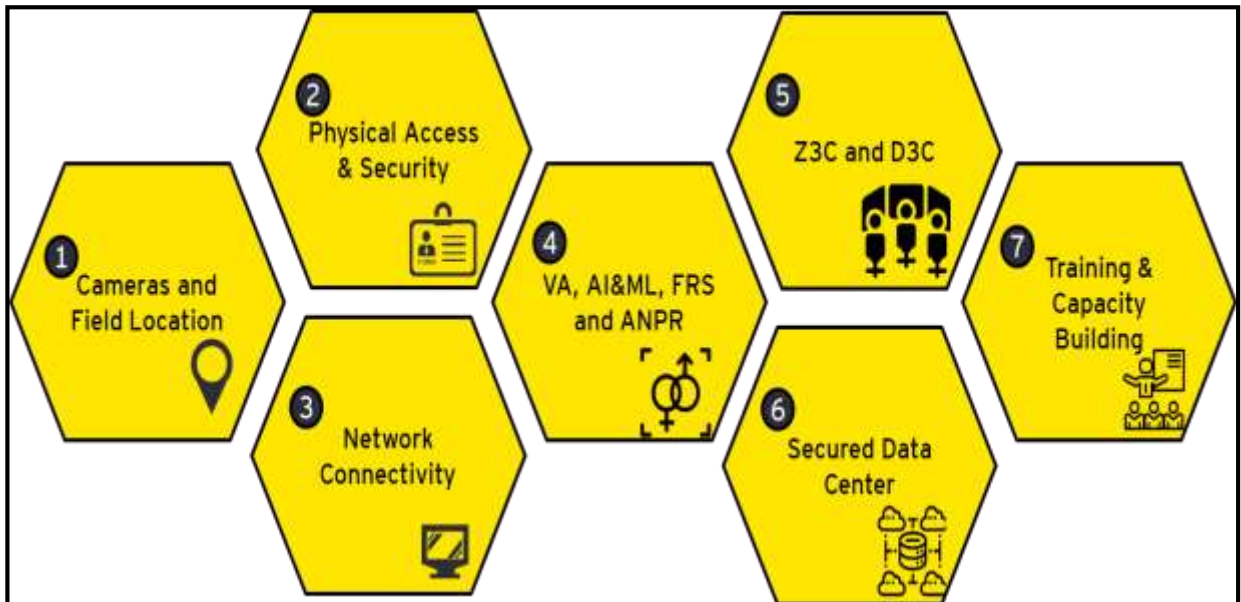
S.No.	Component type	Deliverable description
1	Camera	Implementation of CCTV surveillance system in the identified District Police Headquarters (DPHQs) <ul style="list-style-type: none"> • 1110 total number of cameras in 385 locations. • Fixed Camera: 730, PTZ Camera: 200, ANPR cameras: 180
2	Network	<ul style="list-style-type: none"> • Between field camera locations and Data Center • Between DC and Z3Cs • Between DC and respective viewing centres (D3Cs - 23) • From Camera to Data Centre - connectivity having Avg. 5 Mbps/Camera bandwidth as per the proposed camera solution. • From Data Centre to Command Centres (Z3Cs) – Dedicated connectivity – up-to 2 Gbps bandwidth depending on live view and analytics of number of cameras. • From Data Centre to Z3Cs (DPHQ/SSP Office - 19 Districts/Locations) – Dedicated connectivity – 19 No's of 160 Mbps bandwidth packet at each D3C location. • Between DC and other locations as needed • Note: The above bandwidth requirement is tentative. Service Provider can quote more or less than indicative bandwidth based on their actual solution requirements
3	Data Center	<ul style="list-style-type: none"> • Setting up of Data Center at SDC facility of Jammu on a co-location model. • Scope would include installation and commissioning of various Hardware Component's (Storage, security, Network and Compute) along with required Software applications.
4	Storage	<ul style="list-style-type: none"> • Centralized Architecture – Apart from the local storage of video feeds in storage card within Camera, the camera feeds will also be stored at the Data Centre • Regular data to be stored upto 30 days, alert videos for 90 days and critical incidents data will be stored upto 1 year in Data Centre.

5	Zonal Viewing Centers	<ul style="list-style-type: none"> • Z3C in Jammu, PCR Office • Z3C in Srinagar, PCR Office • Each Z3C (Z3Cs) will have simultaneous viewing capability for about 30% of all cameras • It will have workstations • It will have Video Wall comprising of video wall Panels
6	Video Analytics	<ul style="list-style-type: none"> - AI based Video Intelligence Platform - FRS (centralised) - ANPR (LPU based) - Video Analytics Use Cases (5 Nos) <ol style="list-style-type: none"> 1. Crowd Gathering 2. Object Identification (Colour) & Tracking 3. Object left behind / unidentified object 4. Object classification like Car, Motorcycle etc (Vehicle related only) 5. Stone Pelting - Video Synopsis/summary
7	Integration of the existing system	<ul style="list-style-type: none"> • Integration of existing cameras: Integration with existing surveillance systems and surveillance feeds (Viz 183 cameras in Kashmir region and 218 cameras in Jammu region as and when the feeds are made available for integration. • Service Provider shall provide VMS licences needed for viewing the feeds.
8	Field components	<ul style="list-style-type: none"> • Industrial Switch (for Outdoor Environment) • Industrial Router (for Outdoor Environment) • Voltage regulator • OFC (Optical Fibre Cable Network) • Self-supported tower – truss based, Poles with cantilevers/ arms/ Octagonal / Gantry etc. • UPS with 6-hour backup, a proper earthing, electrical grid supply and meter. • The Service Provider shall undertake the required underground cabling following the guideline of electricity department • Outdoor equipment enclosure to install all field level component • Camera housing with all accessories like heat sink, camera enclosure, monkey/ bird spikes etc. • Earthing, surge protector and other protective devices • GI/SS cage for cameras for physical protection (5 Sided) • Safety awareness stickers, signages

9	Training and SoPs	Preparation and training of SoPs for all relevant stakeholders in the project
10	Other Features	<p>A. Storage:</p> <ul style="list-style-type: none"> • Centralized Architecture – • storage of video feeds in storage card within Camera, the camera feeds will also be stored at the Data Centre for 30 Days at full HD resolution @18fps. • The camera feeds of flagged/evidence/incident case will be stored centrally in the Data Centre of all cameras in full HD for 60 days. • Critical incidents data will be stored for 365 days or permanently in Data Centre as per requirement <p>B. Video Intelligence platform:</p> <p>C. IT Equipment</p> <ul style="list-style-type: none"> • Servers, Network storage, Workstations, Switching and routers at Data Centre. Only Viewing Centre at every Z3Cs/DPHQ/SSP Office and additional viewing center • The surveillance data of each camera shall be stored in storage located at Data Centre, monitored and analyzed at the centralized Command and Control Centre (Z3Cs) to be established as part of this project.

2.2 Solution Overview

The overall project requirements have been classified into seven (7) main components for better understanding of the bidders. These components which would form an integrated solution for this project and have been diagrammatically represented in the figure below:



The Key components of the project are focused for the following prime purpose:

1. 24x7 CCTV monitoring of public areas frequently visited by Citizen of UT and susceptible to crime.

2. Integration of location-based services and crime and criminal databases with real time CCTV feeds for prompt and effective resolution of citizen safety issues at public places.
3. Analysis of real-time video and creation of actionable warnings/alerts for preventive and curative actions.
4. Training and Capacity Building of departmental staff

Integration of existing camera feeds into the system

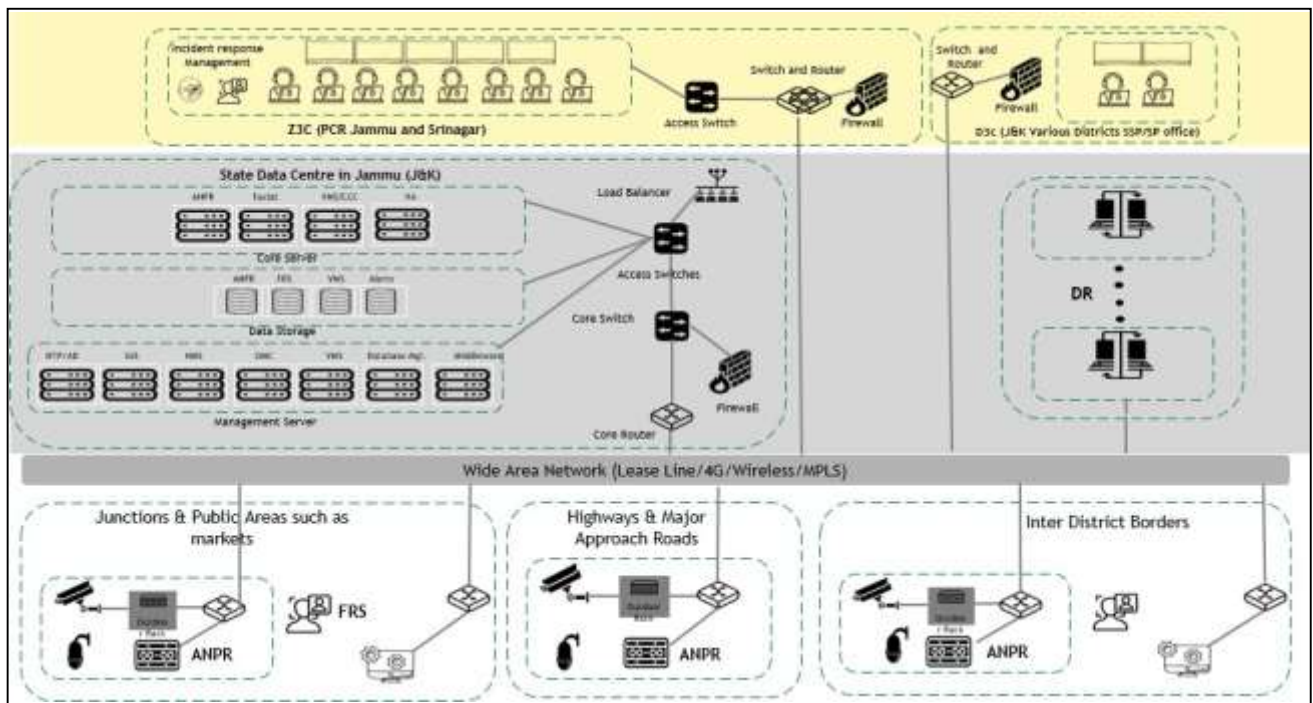
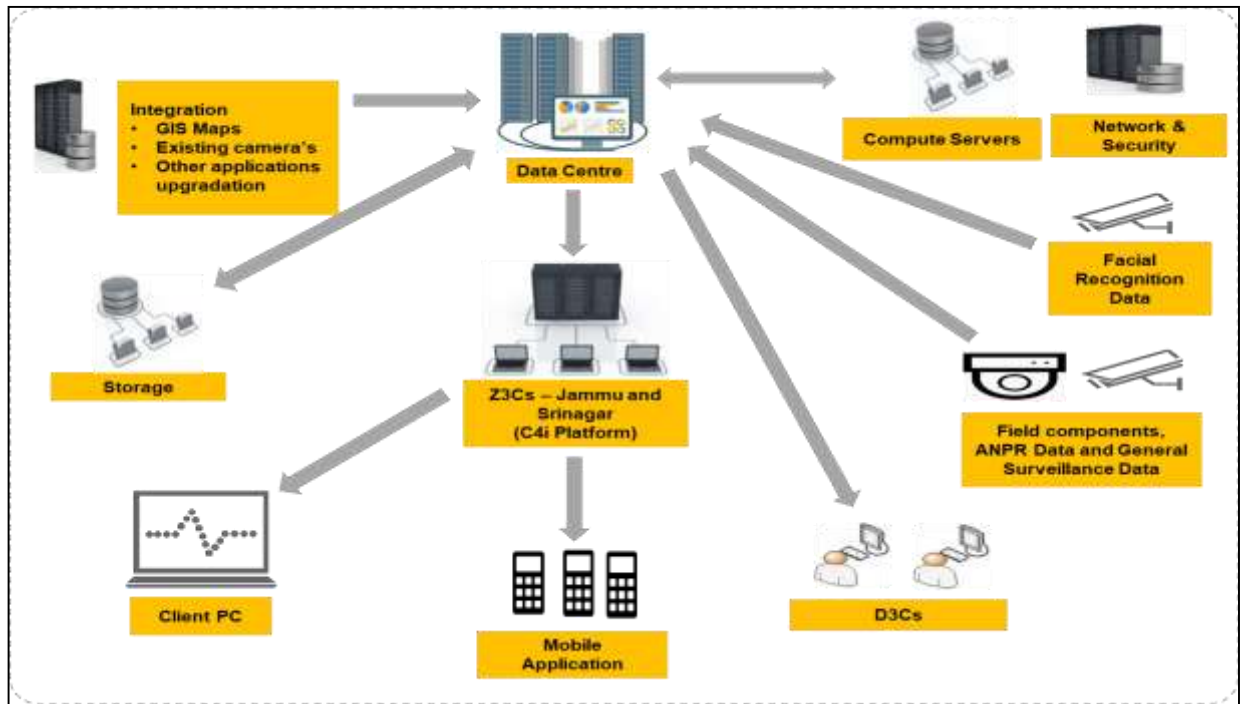
Service Provider shall integrate the existing cameras. There may be a variation of $\pm 10\%$ in the integration of cameras and location of sites. Bidder to cost for license and other support cost accordingly. (Details provided below) with the new system:

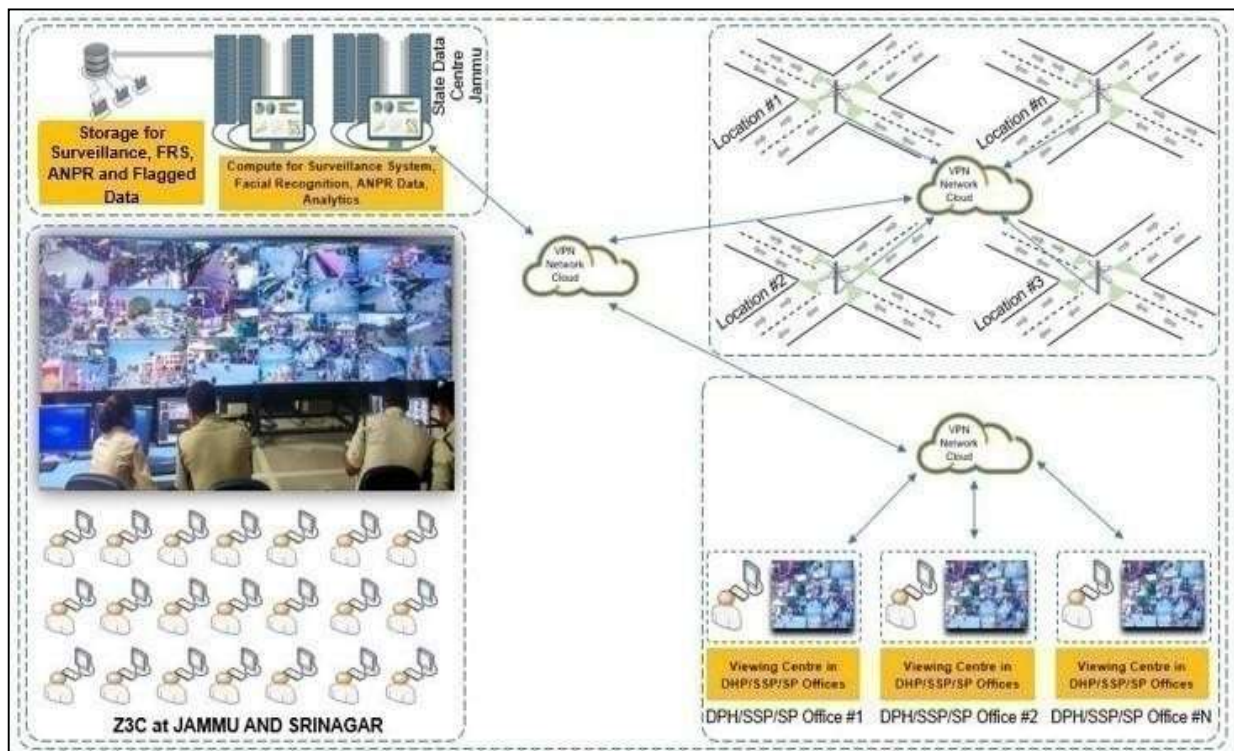
Sl. No.	Region	Location	Number of Sites	Camera				Analytic used
				Number of cameras	Type of camera			
					Fixed	PT Z	ANPR	
1		Srinagar (SP South)		87	66	21	-	-
2	Kashmir	Srinagar (SP North)	43	22	17	5	-	-
3		Srinagar (SP East)		42	32	10	-	-
4		Srinagar (SP West)		30	23	7	-	-
5		Hazratbal		3	2	1		
6	Jammu	Jammu	41	41	0	41	-	-
7		Doda	24	51	45	6	-	-
8		Kathua	3	14	6	0	8	Number plate detection
9		Rajouri	2	4	4	-	-	-
10		Ramban	2	4	4	-	-	-
11		Samba	4	6	1	1	4	Number plate detection
12		Kishtwar	19	40	30	6	4	Number plate detection
13		Udhampur	3	6	6	-	-	-
14	Poonch	21	52	52	-	-	-	
Total			162	402	288	98	16	

Solution Architecture

The solution should be designed considering the high-level architecture and design principles mentioned in this RFP. The following section presents the overall solution architecture and description of the

components shown in the design diagrams provided below. The Service Providers are required to propose a solution which best fits the requirements for UT Police Department department considering the following indicative architecture diagram.





Architecture Principles

- a. The proposed solution will ensure business continuity and capabilities by achieving the objectives of UT Police Department for the UT – Wide Surveillance Project.
- b. Each incident within the city at any emergency would be registered in the system, all feeds from installed cameras will be sent to Z3C Via DC, respective DPHQ/SSP Offices. Z3C will be the first responder to all emergent situation and responsible to coordinate with respective stakeholders including but not limiting to UT Police Department, Ambulance, Fire Brigades, QRTs, etc.
- c. There shall be no single point of failure in the system.
- d. Monitoring of all incidents during emergency will be on high priority to acknowledge, respond and resolve.
- e. IT solution will have the ability to scale-up quickly to meet the increasing number of incidents from various sources.
- f. All camera feeds would be stored for 30 days. In case of any judicial proceedings, the records would be maintained if the proceedings last for longer period. Easy data mining facilities would be available.
- g. System will have user friendly and easy to use features.
- h. Scalability, manageability must be present in the solution to handle huge data volumes.
- i. All the system components must follow open standards.

Security Principles

- a. All databases & video storage stores must be encrypted.
- b. Security in design will encompass security risk assessment on user specifications, secure information architecture, proper role-based access design and secure application and database design.

- c. The system will be secure at all the user touch points by using suitable security protocols and data protection methods.
- d. All types of network attacks must be identified, and counter measures must be put in place.
- e. All the ICT assets will be secured throughout their life cycle as they contain sensitive data using hardening, asset disposal and data disposal principles.
- f. Critical data stores will be minimized, and stored data always must be encrypted.
- g. The access to data will always be given through application layer (via an application).
- h. VPN and VLANs will be the principle of operations for remote access and isolation of internal traffic.

Proposed Technology eco- system Security

As per Ministry of Urban Development (MoUD), Govt. of India guidelines, and cyber security guidelines from CERT, some very important security plug-ins are needed to be incorporated to ensure smooth and secure application performance. Also, it is very critical for any surveillance project to:

1. make its infrastructure available for emergency response and;
2. ensure the data and infrastructure is well protected from the cyber attackers.

The requirement of technology infrastructure security at all layers is as below:

- ▶ **Data Collection or Front layer:** The surveillance infrastructure involves installation of various surveillance field devices such as CCTV, PTZ cameras, message signboards in the areas of interest (identified surveillance areas), Connecting Routers, POE Switches. All edge devices should undergo hardening process and it should be MAC bind access from backend gateway
- ▶ **Data in Transit or Network Layer:** Real Time feed travels from CCTV to backend, compute and storage infrastructure via secured MPLS network (or RF). The important requirement is to have secure video feed transfer; in such cases technology like MAC ID authentication via SSL VPN to be evaluated
- ▶ **Data at SDC (State Data Centre):** Once real time data at SDC is received, following are critical aspects to be considered in solution design:
 - a. Data Authenticity
 - b. Data accuracy
 - c. Data Security/encryption

As per Ministry of Urban Development (MoUD), Govt. of India guidelines, and cyber security guidelines from CERT some very important security plug-ins are needed to be incorporated to ensure smooth and secure application performance. Also, it is very critical for any surveillance project to

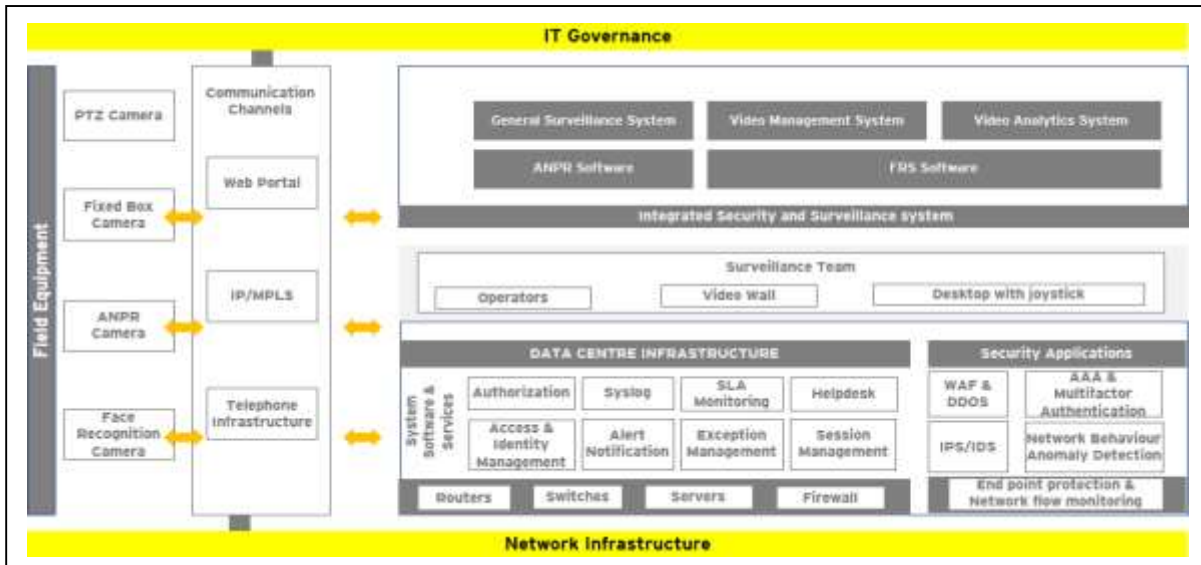
- make its infrastructure available for emergency response and
- ensure the data and infrastructure is well protected from the cyber attackers and therefore, the following solutions will be evaluated:

The following solutions shall be implemented to provide robust security to the infrastructure:

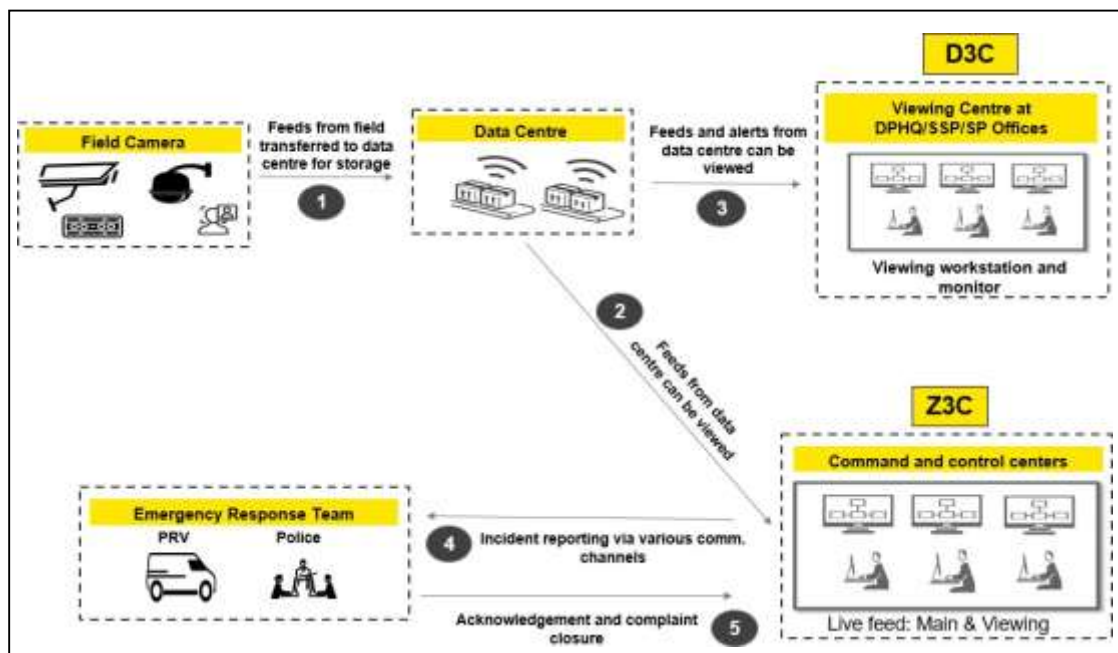
- ▶ SSL Interceptor

- ▶ Next-Generation Firewall (NGFW)
- ▶ Anti- DDOS
- ▶ Web Application Firewall
- ▶ AAA
- ▶ Multifactor authentication
- ▶ Load Balancer
- ▶ Network behaviour anomaly detection/recognition (NBAD/R)

Indicative Data Centre Security Architecture



Data Flow of field components to D3Cs and Z3Cs:

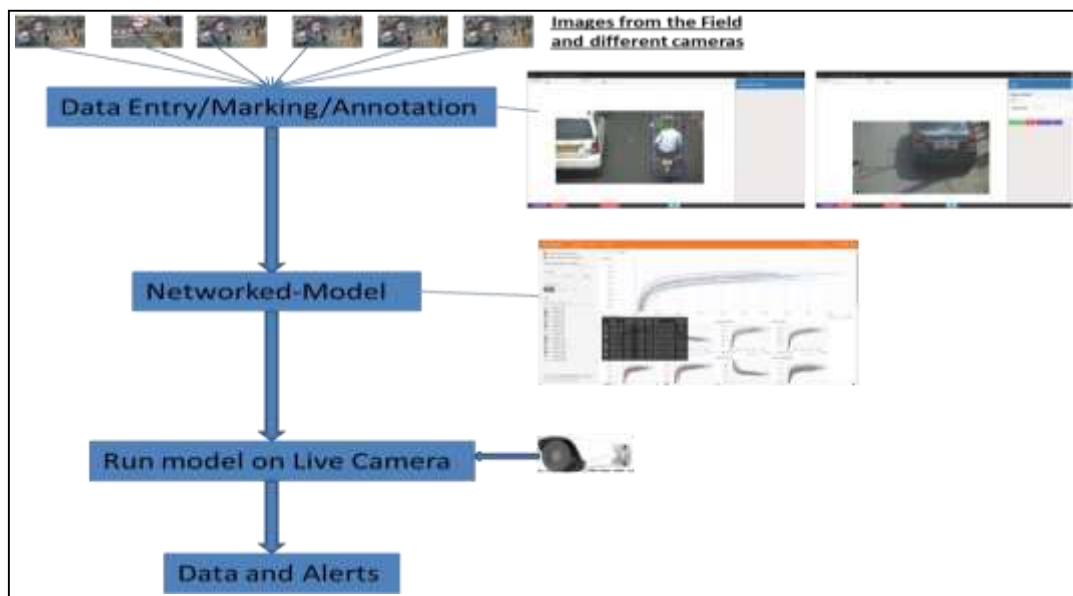


The process flow of the proposed solution is as follows:

- ▶ The architecture envisages the surveillance cameras installed at the strategic locations within the limits of UT, viewing centre at DPHQ/SSP/SP offices, Z3C will be connected to the Data Centre.
- ▶ The video feeds of the surveillance camera will be stored in the Data Centre.
- ▶ Simultaneously, video feeds of all the surveillance cameras will be viewed at Local Viewing Centre.
- ▶ The video feeds from Data Centre would then be fed to the Z3C for viewing, processing and video analytics.
- ▶ The Z3C system of the Z3C will be a fully integrated system with upgraded software for video analytics and generate actionable information and alerts.
- ▶ All analysed data and actionable information / alerts would then be passed on for necessary action from the Z3C to the Police Response Vehicle.
- ▶ Nearby Police Response Vehicle and Patrolling Vehicle would receive alerts / information from Z3Cs. The Police Response Vehicle acknowledge the incident and transmit the data back to the Z3C for verification.

2.3 AI based Video Analytics platform

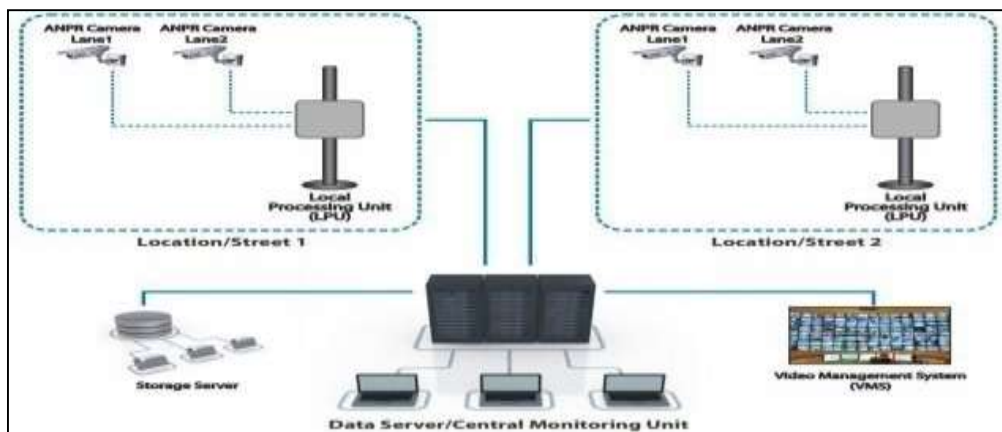
The requirement AI techniques is essential in framework for predictive analytics to address any crime is commenced by offenders. A key component in creating, launching, and implementing an analytics process is adopting a systemic approach to AI deployment. AI works on the given data sets and machine learning or deep learning technique.



Facial Recognition and Analytics: Diverse demographics, in terms of facial features, skin tone etc., pose a major challenge when it comes to face detection and recognition technologies. Based on AI techniques, proposed facial analytics will be a modern and robust solution that is envisaged to deliver an accurate performance under various demo-graphic conditions. It will be well-trained with a large database of faces representing diverse demographics. It aims to not only improve surveillance and security, but also enhance operations with actionable intelligence. Built on modular architecture, it can be integrated with other devices such as access control etc.

▪ Face Capture	▪ Facial Displacement Correction	▪ Person Re-identification
▪ Face Detection with Mask	▪ Recognition	▪ Age Group Detection
▪ Face Tracking & Indexing	▪ 1:1 Verification	▪ Gender Detection
▪ Facial Database Management	▪ 1:N Identification	▪ Emotion Detection

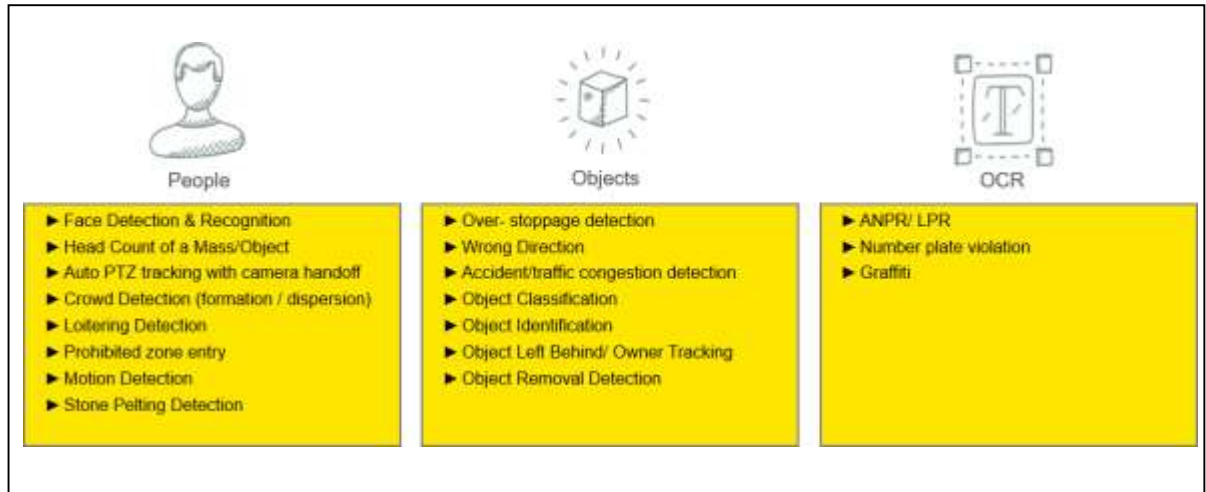
Automatic Number Plate Recognition (ANPR): ANPR automatically captures the license plates of any vehicle(s) in the field of view (FOV) of a camera and stores them in the database, so that details of the vehicles are available at any later point in time along with related video footage. If there is more than one vehicle in the camera FOV, then all of them are independently processed and their license plates are recognised irrespective of the type of vehicle – private car, taxi, bus, truck, auto rickshaw, motorcycle etc. The proposed system should support both single lane as well as multiple lane vehicle and license plate detection. It should be agnostic to the background and foreground colours of license plates. It should automatically generate alerts when any vehicle captured within the camera FOV is recognised as 'suspicious', 'wanted', or any other category tagged by the user. Vehicles can be searched on the basis of timestamp, number plate, colour or vehicle category.



Proposed ANPR camera for UT UT wide surveillance project will be state of the art real time Optical Character Recognition (OCR) based vehicle monitoring system using automatic numberplate reading (ANPR) for tracking and identification of vehicles. The system analyses a video stream in real-time from the camera and processes the same analysed video stream for ANPR function. The processed vehicle license plates are stored in database and can be verified

against number of user-defined criteria. It can be deployed at Inter District Border check-posts, Toll Gates/Booths, Entry/Exit points and for Traffic law enforcement applications.

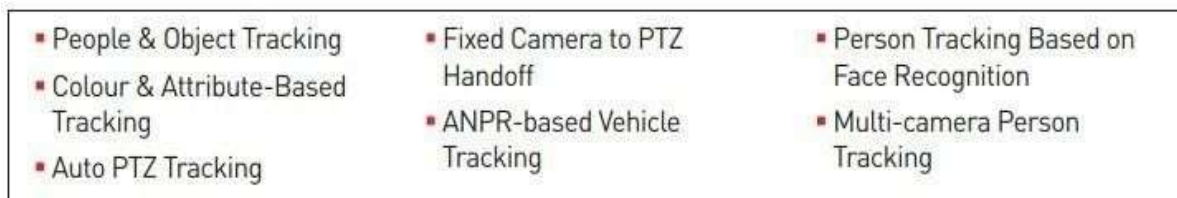
AI Based Analytics: AI-enabled Video Analytics will help users track and identify anomalies in a scene in real-time, whether they pertain to object, people, or crowd. These analytics are relevant and highly effective for diverse scenarios, be it a Govt infra, airport, street, or mall. The insights provided by the analytics software give unprecedented control to the operators, enabling them to handle a developing situation in a timely manner.



Other than FRS and ANPR, the following Use-Cases to be implemented on AI based VideoIntelligence Platform:

- ▶ Crowded Gathering
- ▶ Object Identification (Colour) & Tracking
- ▶ Object left behind / unidentified object
- ▶ Object classification like Car, Motorcycle etc (For vehicle only)
- ▶ Stone Pelting

Tracking Analytics: High security areas such as defence establishments, critical infrastructure, Govt establishments, etc. have a great need of tracking people movement in their premises. Proposed Tracking Analytics is the ideal solution for such establishments. By enabling PTZ tracking on perimeter tracks, it ensures that any intruding person can be captured in a close- up view, and also generates alerts at the command and control centre. Similarly, objects, people or vehicles can be tracked in a camera field of view, or they can be tracked across multiple cameras, based on attributes of the intruder, location and time.



2.4 Data Centre

Service Provider shall establish Data Centre at the State Data centre facility located at Jammu on a co-location model basis. Scope for Data Centre would include setting up of Server, Network and Storage Racks, IT hardware, software applications with required set of licenses as per specification mentioned in the RFP.

The surveillance data of each camera shall be stored in storage located at Data Centre and monitored and analysed at the Z3C. The Z3C / DPHQ/SSP/SP Offices / Police Stations shall have access remotely to the past recording of any incident available in installed system in Data Centre at any point of time.

Compute and storage shall be capable to serve 100% of the cameras installed (new and integrated). A redundancy for all the key component should be maintained to ensure that no single point of failure affects the performance of the overall system.

Dedicated Network terminal: The Network terminal shall be enabled with internet service and at least two sets of public IP address with redundancy shall be provided. The internet shall be distributed over the entire MPLS VPN cloud from Data Centre.

Video feed shall be stored for a period of 30 days in full HD @ 18 FPS (frames per second). Flagged Data is data identified by the department for aid in incidence investigation, probable evidence for court, data required for conducting further assessment/analysis at later stage. 90-days storage for all cameras and capacity of 20% of total storage should be provisioned for flagged Data. System shall be designed to handle scalability and manageability with increase in cameras and sensors in future. The Data Centre shall be planned according to prevalent industry standards.

Command Centre Platform

- a) Should have integrated basic map layer to plot cameras, tower locations and other strategic locations like DPHQs along with network connectivity points etc.
- b) Integration with GIS and other map Services: Devices, incidents and Status can be monitored on customized (customer provided) GIS maps, other map services or imported files and images
- c) Define SOPs (Standard Operating Procedures)
- d) Incident Management and Escalation Matrix: All events and alarms can be defined with escalation matrix. For example, In case of no response from operator, immediate SMS to higher Authorities
- e) Immediate Video Verification of Alarm: By integrating Alarm System, sensors and CCTV system, an operator can have better video view of the breach on each alarm or event and choose proper response mechanism.
- f) Customization and integration with third party devices: Z3Cs software platform should be fully customizable, it can be integrated with any kind of third-party devices and applications
- g) Reporting and Other Important System Functionalities: - Automatic and Manual reports generation of system status, incidents and health status, Alerts on branch connection failure: either CCTV, alarm system or sensor failure, Automatic logging of operator actions or response mechanism.

- h) Data Mining – The system will be integrated with the data mining services that connect to Criminal Dossier, CCTNS, Prisons, Courts or any similar database available from the Jammu & Kashmir police department. The data mining services running at the standard will provide information on:
- ▶ Match a suspect / criminal photograph of any person involved in any kind of crime or terror activity with help of Integrated databases.
 - ▶ Match a suspected Criminal face with Video Feeds of specific camera locations or with the feed received from private or other public organization's video feeds against UT history sheet record or any other criminal record databases.

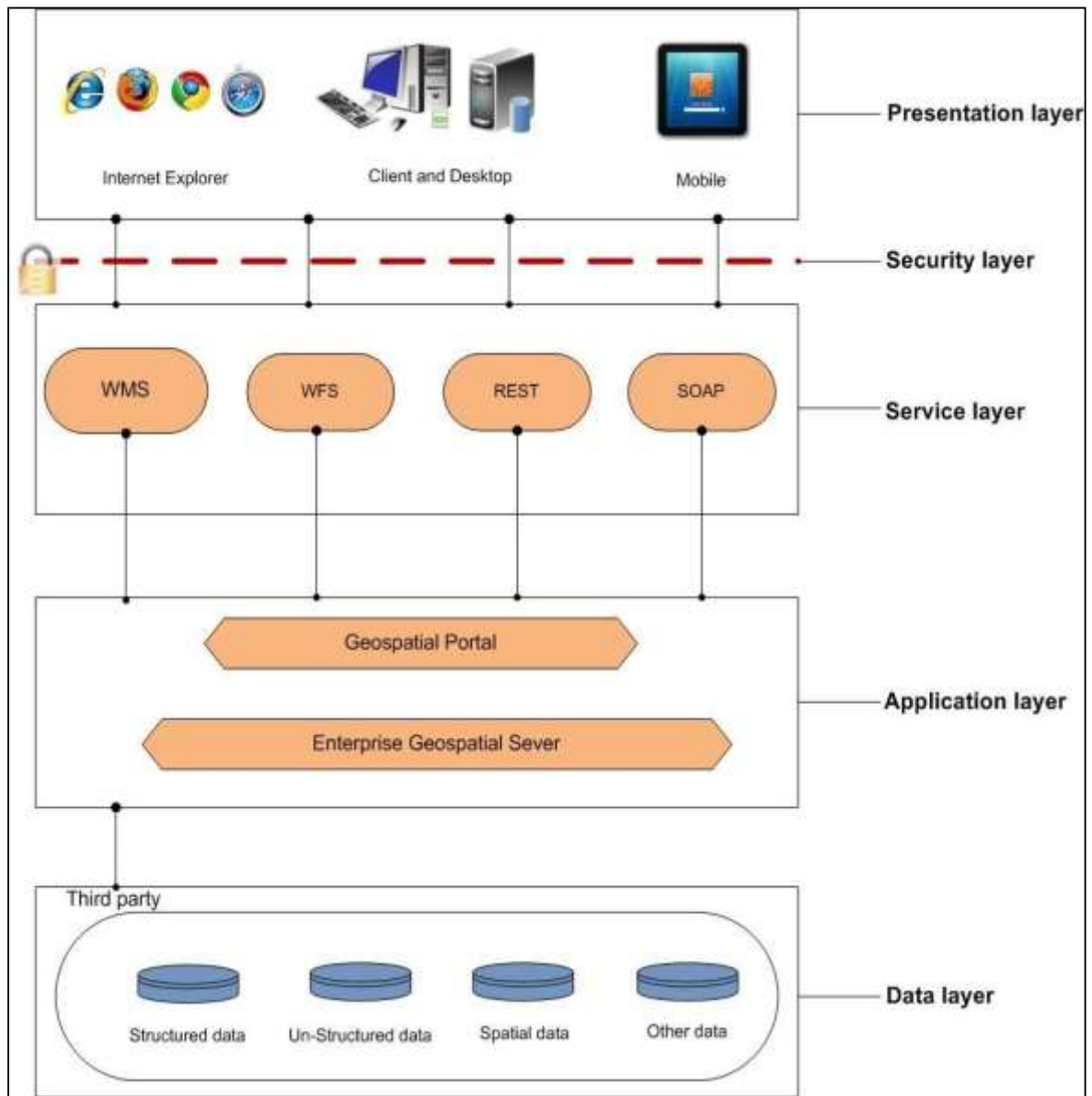
GIS Solution

The objective of GIS is for management, analysing and displaying data which are spatially referenced to earth for efficient and effective decision making and spatial planning required for management of crisis/disasters and for monitoring of normal circumstances, thus providing an important tool to respond faster to incidents or even avert certain incidents.

The proposed GIS solution is visualised as a powerful tool that will police to integrate the multiple data layers, query information contained within them and analyse the resulting information within a geographic context, enable quicker, efficient and efficient decision making

Users should be able to use, edit, print and analyze these geospatial datasets. It is envisaged that more systems may be added in the future and therefore the GIS application should be able to integrate with such applications through standards-based interfaces integrate with such applications through standards-based interfaces. Illustrative diagram below:

PHQ shall co-ordinate with the concerned Department to develop GIS based mapping of various data sets mentioned below based on vector maps on the existing GIS platform of UT Government. The same layers shall be available with Service Provider to integrate with Command Centre platform to view the locations and create camera locations layer on top of them. Service Provider will do provisioning of Basic map layer and map data.



Creation of Spatial Data Layers: UT Remote Sensing Department shall provide vector maps and GIS layers (Point 1 to 8) as per table mentioned below, However Service Provider shall create layers or plot locations for Point 9-12 on the map layer of Z3Cs Platform.

S. No	GIS Layers for Mapping	Attribute Data	To be provided by
Vector Representation as Polygon			
1.	DPHQ boundary	ID, Name	UT Municipal body – Remote sensing department of UT.
2.	Division /Zone	ID, Name, CommissionerateName,	UT Municipal body – Remote sensing department of UT.

S. No	GIS Layers for Mapping	Attribute Data	To be provided by
3.	Sub-Division Boundary	ID, Zone No, Zone Name	UT Municipal body – Remote sensing department of UT.
4.	Police station boundary	ID, Zone No and Zone Name, PS_Name, PS_Number	UT Municipal body – Remote sensing department of UT.
Vector Representation as line / multiline			
5.	Road Network	ID, Road ID, Type, Description, Width	UT Municipal body – Remote sensing department of UT.
6.	Bridges / Flyover	ID, Locality, Bridge type, Length, Width,	UT Municipal body – Remote sensing department of UT.
Vector Representation as point			
7.	Fire Stations	ID, Road ID, Capacity,	UT Municipal body – Remote sensing department of UT.
8.	Landmarks	ID, Locality, Type, Name, Description,	UT Municipal body – Remote sensing department of UT.
Location of the field devices as points			
9.	Fixed cameras	ID, Description, Date of installation, camera type, Locality.	Service Provider
10.	PTZ cameras	ID, Description, Date of installation, camera type, Locality	Service Provider
11.	Automatic number plate recognition cameras	ID, Description, Date of installation, camera type Locality	Service Provider
12.	Facial recognition System	ID, Description, Date of installation, camera type, Locality	Service Provider

EMS (Enterprise Management System)

- A. The IT asset (Devices, Servers & Networking Components) that are IP based and envisaged in the project can be monitored and managed by using Enterprise Management System (EMS). The Monitoring system shall be able to provide automated consolidated SLA reports.

Various key components of the EMS are:

- ▶ SLA & Contract management System
- ▶ Network Monitoring System
- ▶ Server Monitoring System

- ▶ Helpdesk System
- ▶ Application Performance Management
- ▶ Centralized Log Management
- ▶ Centralized and Unified Dashboard
- ▶ Centralized and Customizable Service Level Reporting

B. The Monitoring Solution should provide seamless common functions including but not limited to:

- ▶ Event and Alarm management,
- ▶ Auto-discovery of the IT environment,
- ▶ Availability and Performance monitoring
- ▶ Correlation and root cause analysis
- ▶ Service Level Management, notifications
- ▶ Reporting and analytics
- ▶ Automation and Customization

Asset Management

Service Provider shall provide an Asset Management module to tag and manage both IT and Non-IT infrastructure set up for the project. It will help the department to monitor and manage every asset in the eco-system using a systemized approach.

Asset Codification

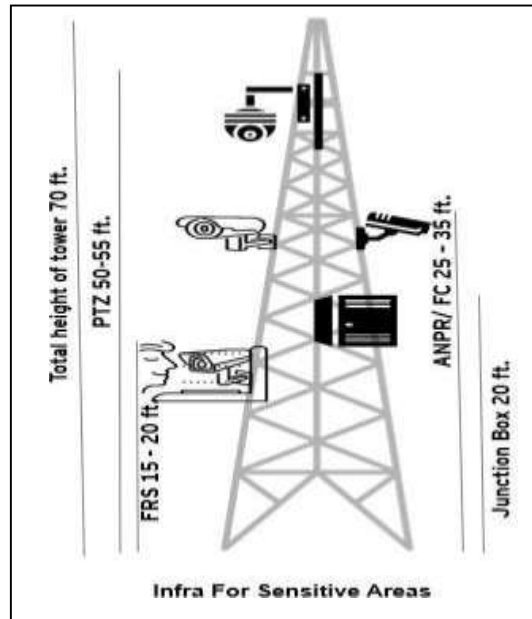
Each asset shall be installed, recorded and monitored using the following principles.

- ▶ Each asset is identified with a unique Id
- ▶ Each asset will be tagged to the pole
- ▶ Each asset installed in the pole will be identified with the Pole Id
- ▶ An Asset Id will be the combination of Pole Id and Asset Id. Example:
 - JKPSKP00001 is the pole Id
 - JKPSKP00001FXD01 is the camera Id
 - FXD in the camera Id represents that it is Fixed camera
 - PTZ in the camera Id represents that it is PTZ camera
 - 01 at the ending of camera Id represents that one fixed camera is installed in that pole.
 - If pole has multiple cameras of same type, then the number increases by 1.
- ▶ Similarly, each asset on the pole is uniquely identified for easy tracking.
- ▶ Details of the Asset codification for major components is given below.

Sl. No.	Component	Code	Details of the Code
1	Unique ID (Pole, FRS)	ABC DEF XXXXJKP SKP 00001	JKP- Jammu & Kashmir Police SKP- Safa Kadal Police Station 00001- Pole ID Series
2	Cantilever	ABC DEF XXXX GHIXX JKP SKP 00001 CTL01	JKPSKP00001- Pole ID CTL01-Cantilever Series
3	Power Meter	ABC DEF XXXX GHIXX JKP SKP 00001 MTR01	JKPSKP 00001- Pole ID MTR01-Energy Meter Series

4	Camera	ABC DEF XXXX GHIXXJKP SKP 00001 FXD01	JKPSKP00001-Pole ID FXD-Type of Camera 01- Series
		ABC DEF XXXX GHIXXJKP SKP 00001 PTZ01	JKPSKP00001-Pole ID PTZ-Type of Camera 01- Series
5	Junction Box	ABC DEF XXXX GHIXXJKP SKP 00001 JNB01	JKPSKP00001- Pole ID JNB-Junction Box 01-Series
6	UPS	ABC DEF XXXX GHIXX JKP SKP 00001 UPS01	JKPSKP00001-Pole ID UPS01- UPS Series
7	N/W Component	ABC DEF XXXX GHIXX	JKPSKP 00001-Pole ID
8		JKP SKP 00001 NWB01	NWB- Network Box
9	LPU	ABC DEF XXXX GHIXX JKP SKP 00001 LPU01	JKPSKP00001-Pole ID LPU01- LPU Series

An illustrative photograph of a tower installation is presented below:





In order to protect the camera from any damage, tower infra plays an important role. The maintenance of the tower / poles should be undertaken by the Service Provider irrespective of its height providing high-reach vehicles/equipment for maintenance as required. Poles should be heavy duty, galvanized metal and must be completely stable. Placement of camera need to be high enough to prevent tampering or physical damage without affecting FOV.

Non-IT Components (Furniture, AC & other components)

The Non-IT asset (Furniture, AC, etc.) that are Non-IP based and envisaged in the project can be managed by using unique codification.

Example:

- JKPPSSKPCHR001 is the Chair Id at Safakadal Police Station
- JKPZ3CCHR001 is the Chair Id at Command & Control Centre

Similarly, each Non-IT asset is uniquely identified for easy tracking, details of the Asset codification for major components is given below.

Component	Code	Details of the Code
Furniture (Chair)- Police Station	ABC DE FGH IJK XXXJKP PS SKP CHR 001	JKP- Jammu & Kashmir Police PS- Police Station
		ASH- Safakadal Police Station
		TAB- Chair 001- Chair series
Furniture (Chair)- Command & Control Centre	ABC DEF GHI XXXJKP Z3C CHR 001	JKP- Jammu & Kashmir Police Z3C- Command & Control Centre
		TAB- Chair 001- Chair series

2.5 Network

Network connectivity is one of the most important components of the project and needs detailed assessment, planning and implementation. It is important not only to ensure that the required connectivity is provisioned within the required timelines but also ensure that it is reliable, secure and supports the required SLA parameters.

The entire network connecting field locations to respective DPHQ/SSP/SP Offices, DPHQ/SSP/SP Offices to Z3C and Z3C to DC shall be provided by the Service Provider.

It is envisaged that the network connectivity shall be an optical fiber-based network through which feeds will be carried on a digital transmission network. The Service Provider will have to procure the IP/MPLS connectivity from a Telecom Service Provider with required redundancy and symmetrical bandwidth as per the proposed solution and there will be a tri-party agreement as per Department of Telecommunication (DoT) policy. The cameras will be connected to the system through a wired network. The video feeds from the cameras will be transported via secured IP / MPLS / Fiber Optic network to the respective District viewing centres, State Data Centre and Zonal Command & Control Centre. In cases / locations where there are genuine challenges in optical fiber-based connectivity, Service Provider should plan for RF based connectivity.

- a. The Service Provider shall conduct detailed study for connectivity of all field devices / cameras considering feasibility, design optimization and reliability. Towards this approach required wired / OFC or wireless RF solutions shall be designed and installed.
- b. Wherever required wireless RF (Radio Frequency) connectivity shall be used considering the site conditions, non-feasibility of laying cables, redundancy and time required to complete the overall connectivity.

Dedicated network terminal at each camera site.

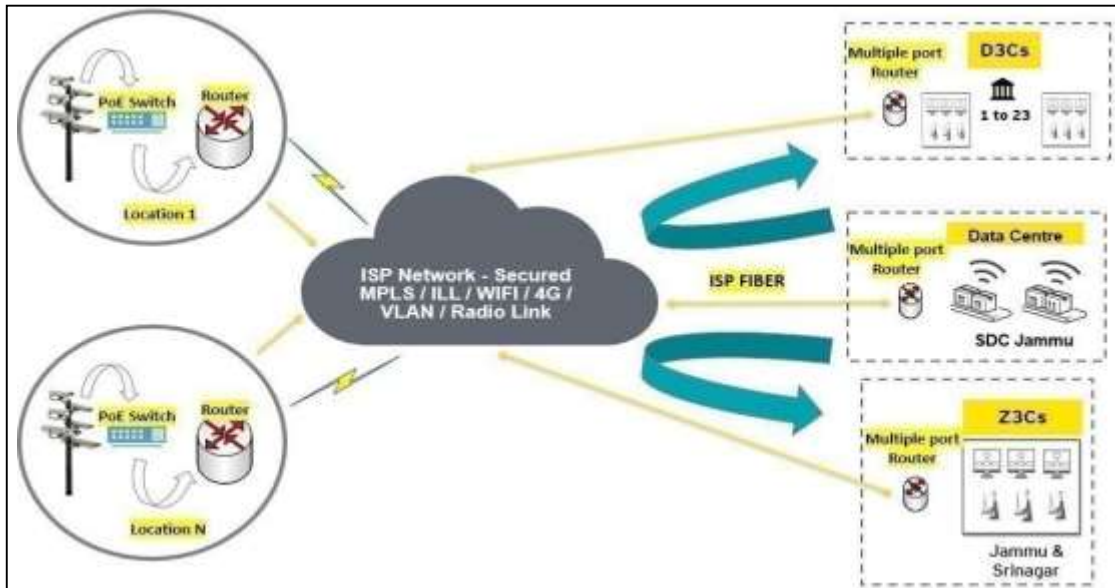
All District Offices will be connected to Data Center for viewing and retrieval of stored video footage as and when required for evidence, based on their right. Using IP/MPLS connectivity from an ISP with required redundancy and symmetrical bandwidth, the cameras shall be connected to the system through a wired network. The video feeds from the cameras will be transported via secured IP / MPLS / Fiber-Optic/RF network to the respective D3C, Data Center and Z3C.

There are two network set-up:

- a) Internal & External: Service Provider shall
 - ▶ Lay cable from Junction Box to Camera at site level.
 - ▶ Provide multi-cast enabled network setup from camera to servers.
 - ▶ Provide Storage through all security devices (Cameras) and connecting entire IT infrastructure as per project requirements.
 - ▶ Monitoring and maintaining the entire network.
- b) External – Last Mile connectivity: Service Provider shall
 - ▶ Provide multi cast enabled MPLS/ILL/RF Link/4G network of required bandwidth till Junction Boxes (Proximity of 100 meters from camera sites) and connect all the camera sites.

- Push all feeds from these locations to SDC in Jammu through a securedMPLS network and from SDC to respective D3Cs and Z3Cs

An illustrative field level Connectivity Architecture



The Purchaser will provide necessary details/documents and would provide assistance to the extent of writing letters to concerned agencies, for getting necessary approvals from civic agencies for various schemes both prior to execution and after completion. However, Service Provider will be responsible to apply for approvals/permissions from civic agencies, pursue and completing of all formalities with such civic agencies.

The amount of data moving through a connection determines the network capacity for that network segment. As a rule, capacity shall be highest in the central system, which require enough bandwidth to service requests from each DPHQ/SSP/SP Offices and be prepared to handle live and on-demand viewing.

S.No.	Key features
1	The network shall provide end to end connectivity which includes the last mile connectivity
2	All network equipment and types of connectivity shall provide robust security features and standards
3	Networks shall be designed such that it scalable for future growth to handle data traffic and expansion of services such as video data and other IoT sensors.

2.6 Field Components and Surveillance Cameras

This section of the RFP covers planning & implementation of the cameras and other field equipment at identified locations. Actual place for placement of pole & number of cameras at each location, type of cameras, fixation of height & angle for the cameras to ensure maximum coverage would be done in discussion with the UT Police Department.

A detailed survey shall be conducted by the Service Provider along with the team of UT Police Department at each of the strategic location. This survey shall finalize the orientation / field of view and the position of all field equipment. Appropriate field of view snapshot shall be taken by a handheld camera for future reference at the time of survey. The surveyors shall also finalize the approximate location of foundation for Outdoor Enclosure and camera poles. The route for all the underground cable laying shall be finalized during this survey. Every detail finalized during the survey, shall be demarcated on an AutoCAD drawing by the Service Provider and submitted to UT Police Department in the form of a detailed site survey report along with other details for its approval.

Service Provider shall prepare the detailed report for field level requirements e.g. Cameras (types & numbers), Camera Mounting requirements, Power Requirements, Connectivity Requirements, etc. for perusal of UT Police Department. Indicative list of the field level hardware to be provided by Service Provider is as follows:

- Cameras (Fixed Cameras, PTZ Cameras, High Resolution Cameras, etc.)
- IR Illuminators (based on requirement)
- Managed Switches
- Outdoor Cabinets
- Pole for cameras / Mast
- Junction Box / Enclosure
- UPS with 6 hours backup
- Networking and power cables and other related infrastructure

The Service Provider shall establish a comprehensive network of cameras be installed across UT (Union territory), including but not limited to:

- a) All markets and bazaars frequented by Local citizens and tourists
- b) Viewing capability across all roads in lonely, deserted roads based on people and vehicle movement in both day and night.
- c) Citizen safety & security layer of UT Police Department through CCTVs around all major schools/Universities, colleges, offices and public transport hubs.
- d) Viewing capability across all roads in sensitive areas.
- e) All borders of UT districts - Entry/ Exit points

- f) The indicative list of locations of the IP PTZ/ Fixed Cameras/ANPR Cameras are given in the RFP along with minimum technical requirements of associated hardware to make a complete surveillance system. However, Service Provider conduct a detail assessment of all locations and prepare a detail list of required components. The Service Provider shall submit the assessment report and equipment list to UT Police Department.

Installation of surveillance cameras

Service Provider should follow the industry best practice during the implementation w.r.t positioning and mounting the cameras. Some of the checkpoints which need to be adhered to by the Service Provider while installing / commissioning cameras are as follows:

1. Ensure surveillance objective is met while positioning the camera such that the required field of view is being captured as finalized in primary survey
2. Ensure camera is protected from the on-field challenges of weather, physical damage and theft
3. Make proper adjustments to have the best possible image / video captured
4. Ensure that the pole is well placed for vibration resistance adhering to the Road safety norms
5. Collusion preventive barriers around the Outdoor Enclosure & pole foundation in case its installed in collision prone place
6. GI/SS caging of cameras for protection against vandalism
7. Appropriate branding or color coding (UT Police Branding) of poles and Outdoor Enclosures, to warn mischief mongers against tampering with the equipment at the junction
8. Safety awareness stickers, signages shall be provided in every camera location to educate the citizens.

Installation of Poles/Cantilevers/Gantry

1. The Service Provider shall ensure that all the installations to be as per satisfaction of UT Police Department and to the satisfaction of Local Municipal bodies. The Service Provider to obtain applicable NOC from respective agencies / Municipal bodies.
2. For installation of various types of Surveillance Cameras, Service Provider shall provide appropriate poles & cantilevers and any supporting equipment.
3. Service Provider shall ensure that the poles erected to mount cameras are good, both qualitatively and aesthetically.
4. The poles shall be installed with base plate, pole door, pole distributor block and cover.
5. Base frames and screws shall be delivered together with poles and installed by the Service Provider.

6. Service Provider should ensure that poles should be heavy duty, galvanized metal and must be completely stable. Placement of camera need to be high enough to prevent tampering or physical damage without affecting FOV.
7. In case the cameras need to be installed besides or above the signal heads, suitable stainless-steel extensions for poles must be provided and installed by the Service Provider, so that there is clear line of sight.
8. Service Provider shall be responsible to perform the required structural analysis regarding the regulated load conditions and considering the respective wind velocity while installing the poles / cantilevers for surveillance cameras or related equipment.
9. Service Provider shall provide the structural calculations and drawings certified by registered designer for approval to UT Police Department. The design shall match with common design standards as applicable under the jurisdiction of UT Police Department, NHAI, BRO, Local Municipal bodies, etc.
10. Poles and cabinet shall be so designed that all elements of the field equipment can be easily installed and removed.
11. The Service Provider shall ensure the physical look of the installation area returns to neat & tidy conditions, after installation of the poles, cantilevers, etc. The placement shall be designed keeping in mind that the normal flow of vehicular traffic and pedestrian movement are not disturbed.
12. The maintenance of Poles / Tower should be undertaken by Service provider irrespective of its height providing high reach vehicles / equipment for maintenance.
13. Service Provider shall follow the industry best practice while positioning and mounting the cameras and ensure that the pole / mast implementation is vibration resistant. Arrangements for bird scare spikes on top of camera shall be made to prevent birds from sitting on top of camera box.
14. Service Provider shall coordinate with all stake holders / departments involved for installation.

Installation of sample site

The Service Provider shall complete the installation work at the first location in each category (traffic junction, marketplace, roadside, etc.) from all the aspects and then request ~~UT Police Department~~ to conduct a detailed assessment of all the quality parameters that it expects at the site.

Following aspects shall be assessed thoroughly:

- i. Quality of concrete foundation made for erecting Poles and Outdoor Enclosure
- ii. Quality of Poles and Outdoor Enclosure erected at site
- iii. Quality of resurfacing of the cut roads and pavements

- iv. Placement of relevant equipment like network switch, UPS, Telecom equipment inside the rack
- v. Electrical Earthing of the Outdoor Enclosure and Poles
- vi. Structured cabling standards inside the Outdoor Enclosure
- vii. Cabling from the Outdoor Enclosure to the poles to be completely covered
- viii. Labeling of the entire infrastructure inside the rack and all the poles and cameras at the junction site for ease of maintenance

A Site visit report shall be prepared and presented to the user covering all the observations. The same shall be vetted by UT Police Department or other stake holders involved in this project and changes if any suggested shall be highlighted.

Service Provider shall ensure the observations/ changes suggested by all stake holders of this project shall be incorporated for the first site and incorporated for all locations. Due verification of the same shall be done at the time of User Acceptance of the project.

Automatic Number Plate Reader system

Service Provider shall provide Automatic Number Plate Reader (ANPR) system at the identified intersections. Service Provider shall describe in detail the design, operational and physical requirements of the ANPR system to demonstrate compliance with all the specified requirements of RFP.

The placement of the camera (for ANPR functionality) shall ensure no blind spot is left on the lanes being covered, thus ensuring capture of details of all the vehicles, passing through the demarcated lanes. The placement and orientation of the cameras shall consider covering some distance on either side of the verge of the road as well.

The cameras will provide the feed to the Zonal Command & Control Centre through Data center. The system should be able to detect, normalize and enhance the image of the numberplate for detection of alpha numerical characters. System should be able to identify stolen/ suspected vehicles by cross checking the numbers with vehicle database. ANPR software should be integrated with video management system/Zonal Command control system software.

The ANPR system shall provide a user interface with live view of vehicle entry/exit points 24x7, event notification, image captured, number detection and recognition, event reports customized report generation, etc.

The analysis of the image captured should be done in real-time. The database so created from the images captured & analysis, shall store the following (minimum):

- Details of vehicle
- Number and time of entries and exits
- License plate numbers
- Validation/ Analysis results

UPS installation for field locations

- i. UPS shall serve as a backup for commercially available utility power at the intersections and shall ensure no-break functioning of all field components at each intersection in event of failure of utility power supply.
- ii. Service Provider shall install UPS at the defined intersections in secure, tamper-proof housing in corrosion resistant cabinets.
- iii. Service Provider shall ensure that the UPS is suitably protected against storms, power surges and lightning.
- iv. Service Provider shall supply and install the UPS for efficient heat dissipation without air conditioning. It should be able to withstand temperatures prevalent in outdoor condition throughout the year.

Outdoor Cabinets / Junction Box / Enclosure

- i. Each intersection shall be fitted with outdoor cabinets dimensioned to host all equipment necessary to operate enforcement systems and traffic surveillance systems as defined in this RFP.
- ii. The Service Provider shall reserve additional room availability in the intersection controller cabinet to accommodate the future system requirements
- iii. The size of outdoor cabinet / Enclosures shall be enough to accommodate all the system components, which might be installed at the intersection or nearby. The cabinet / Enclosures shall be dust proof and impermeable to splash-water. It must be suitable for outdoor environmental conditions. It shall have sections for:
 - Power cabinet: This cabinet will house all power supply and power management equipment.
 - Control cabinet: This cabinet will house all data processing and network field components at that location e.g. Switch, Telecom equipment, etc.
- iv. Internal cabling of cabinet shall be designed for an easy connection and disconnection of the equipment and power
- v. The cabinets shall be of robust construction and shall include security-locking mechanisms to prevent unauthorized access to the field equipment
- vi. Temperature and Humidity Control: All enclosure compartments shall be equipped with a natural convection air circulation system via the provision of air circulation filters which shall require no maintenance, and which shall allow the free circulation of air inside the enclosures, to prevent overheating as well as the build-up and effects of humidity and heat, without permitting the entry of elements which might endanger system operation.
- vii. Service Provider shall ensure all the hardware to be placed inside the outdoor enclosures can withstand temperatures prevalent in outdoor condition throughout the year.

Civil and Electrical Works

- i. Service Provider shall carryout all the civil work required for setting up all the field component of the system including:
 - Preparation of concrete foundation for MS-Poles & cantilevers
 - Laying of GI Pipes (B Class) complete with GI fitting
 - Excavation of hard / soft soil and backfilling after cabling
 - Chambers with metal cover at every outdoor enclosure, pole and at road crossings
 - Concrete foundation from the Ground for junction box / enclosures
- ii. Service Provider shall provide electricity to the cameras through the electricity feeder aggregation point. Since this component has dependency on approval from local authorities, it is recommended that Service Provider plans this requirement well in advance & submits the application to the concerned electricity distribution agency with requisite fees if applicable.
- iii. The recurring Electricity charges and installation of electric meters will be borne by the Service Provider till the project go live stage.
- iv. Service Provider shall carry out study and identify locations to provide UPS backup, depending upon power situation across UT UT, to meet the camera uptime requirements.
- v. Service Provider is responsible for carrying out all the electrical work required for powering all the components of the system
- vi. Electrical installation and wiring shall conform to the electrical codes of India.
- vii. Registration of electrical connections at all field sites shall be done in the name of Service Provider /UT Police Department as agreed and finalized in the contract document.
- viii. Service Provider shall arrange for alternate or redundant power supply in form of UPS, etc. in case the primary source of power fails for all surveillance equipment as described in the RFP.

Earthing and Lightning Protection

- i. Service Provider shall comply with the technical specifications, considering lightning-proof and anti-interference measures for system structure, equipment type selection, equipment earthing, power and signal cable laying. Service Provider shall describe the planned lightning-proof and anti-interference measures in the bidding documents.
- ii. Corresponding lightning arrester shall be erected for the entrance cables of power line, video line, data transmission cables, etc.
- iii. All interface board and function board, interfaces of equipment shall adopt high speed photoelectric isolation to reduce the damage to Low Voltage devices due to the surge suppression.

- iv. Install the earthing devices for the equipment, including lightning earthing, protection earthing and shielded earthing. All earthing shall meet the industry standards.
- v. The earthing cable shall be installed in a secure manner to prevent theft and it shall be rust proof. The earthing down lead and the earthing electrode shall be galvanized, and the earthing value shall meet the requirements. Earthing test report shall be produced by the Service Provider.

Miscellaneous:

- i. UT Police will only assist in obtaining all necessary & legal permissions, NOC (No Objection Certificate) from various departments to execute UT wide Surveillance project. However, Service Provider will have to identify and obtain necessary legal / statutory clearances for erecting the poles and installing cameras, for provisioning of the required power, etc. Service Provider should provide & manage all necessary paperwork to grant said permission from respective authorities. No commercial/legal fees will be applicable to UT Police Department in assisting the Service Provider for obtaining the necessary permissions.
- ii. Service Provider shall provide all material required for mounting of components such as cameras and other field equipment. All mounting accessories such as brackets for installation of surveillance cameras to enable pan and tilt capabilities, shall be included in the costs of the respective component. The same concerns crossheads and cross arms, mounting brackets, stainless steel bands, screws and other accessories.
- iii. Excavation, earthing, filling and ensuring to make the site to its original state will be the responsibility of the Service Provider including supply and installation of poles, housing and any additional fixtures.
- iv. The Service Provider shall also get comprehensive insurance from reputed insurance company for the project duration for all the equipment / component installed in this project.
- v. To safeguard the theft/ accidental damage/ vandalism of any sort. The Service Provider would be needed to keep security measures in his own interest and the cost of same shall be kept in mind while quoting the rates.
- vi. The Service Provider shall provision sufficient storage bank for all the equipment installed in the outdoor locations, Command & Control Centre and in case the equipment's get damaged/ stolen for reasons whatsoever, Service Provider should repair/replace the same as per the specified time defined in SLAs at no extra cost to the Purchaser. All such costs to be included in the comprehensive insurance of field equipment for the duration of the contract.
- vii. The storage bank of all equipment should be kept ready to replace items in case of vandalism/ theft/ accident etc. The storage bank should be replenished regularly. A "Storage bank adequately full" certificate shall be enclosed by the Service Provider at the time of bill payment. The certificate shall be certified by designated official of UT Police Department.

- viii. The Service Provider shall offer maintenance of the various equipment, components and installations to a high level of operational integrity for a defined period following the issuance of the Go-Live from client.
- ix. In addition to maintenance during the defined period, the Service Provider shall be fully responsible for all maintenance activities for the period between installation of equipment and roll-out of the system.
- x. During implementation, if observed that any camera / field equipment requires change or realignment in the field of view / orientation, it should be done by Service Provider without any extra cost.
- xi. In case of request for change in location of field equipment post installation beyond 5% of total location, the same would be borne by Purchaser at either a unit rate as per commercials or a mutually agreed cost.
- xii. In case of determination of the agreement, Purchaser shall be free to further implement/ operate/ maintain on its own or by help of any other party/ agency it deems fit.
- xiii. In case of any trivial thing missing in the BoQ but required to ensure the functional requirement of any system/ sub-system/ element shall be considered by the Service Provider.

Security Levels

The following security features are enabled by default and shouldn't be disabled by the user.

Features	Products	Default
Multimedia file system and database architecture	All	Mandatory
Password Encryption	All	Mandatory
Information and Configuration File Encryption	All	Mandatory
Closed Network with Separated Subnet	IP camera, NVR	Mandatory
Certificate-Based Mutual Authentication	IP camera and NVR	Mandatory
Backdoor Free Architecture	All	Mandatory
Restricted Network Port Access	All	Mandatory
Video Clip Management and Security	As relevant	Mandatory

Each security feature can be set depending on the required security level. The following table shows illustrative configuration of each security feature based on security level.

Features	Products	Level 1 (Low)	Level 2 (Middle)	Level 3 (High)
Edge Encryption Recording	All	Off	On	On
Extracted Data Encryption	All	On	On	On

TLS/SSL Option for IP Camera and NVR

Option	Operation
Unavailable	Disable SSL/TLS encryption (default)
Low	Encrypt non-multimedia data
Medium	Encrypt non-multimedia data and only some areas of the multimedia data such as audio and video data
High	Encrypt all data including multimedia data

2.7 District Command and control centres - D3Cs

- i. D3C are set-up at SP/SSP office in each District to view feeds from cameras in their respective Districts.
- ii. The live video or recorded video file in real time shall be accessed from any DPHQ/SSP/SPOffices/ D3C as and when the concerned authorities intend to view the live video
- iii. Viewing Centre with all IT/Non-IT component shall be deployed at every DPHQ/SSP office as per solution requirement and scope of work.
- iv. Two monitor workstations and two display screens shall be installed at every DPHQ/SSP office as per specification.
- v. 6U / 9U network equipment rack with all required accessories shall be installed as per specification.
- vi. One UPS of required capacity shall be installed with proper cabling and earthing.
- vii. All indoor cabling shall be done in structured manner.
- viii. MPLS cloud terminal shall be installed to connect the Viewing Centre with DC and Z3Cs.
- ix. Any other active or passive component require to be installed to make the system complete and fully operational as per scope of work.

2.8 Zonal Command Centres – Z3Cs

Zonal Command & Control Centre would be the central location where all inputs from various field devices would converge and it would send out the information to all the output devices. The data once received at the Zonal command & Control Centre will be analyzed and managed through applications for analysis, reporting and decision making.

It is to be noted that a Zonal Command & Control Centre already exists in Srinagar and is functional from the Srinagar PCR office. While a shift to a new bigger Zonal Command & Control Centre (Z3C) is planned by UT Police Department for Srinagar and Jammu Locations, the operations of UT Police Department will be currently managed from the existing set-up.

The Service Provider shall undertake detailed design of the requirement of Z3Cs including IT and non-IT infrastructure and carry out the civil/ electrical work as required.

UT Police Department shall review the proposed design including all associated components such as server room, operators seating arrangement, helpdesk facility, conference rooms, common areas, video-wall set-up, office space, supervisors seating arrangement, visitors' gallery, reception area, etc. on the parameters of overall Design, Safety & Security, aesthetics and reserves it right to accept, reject or suggest for modifications on the proposed solution. Service Provider shall also deploy services of a professional architect to prepare the interior design of the Command Centre premises and carry out the required minimum civil / electrical / furniture work.

Service Provider shall be responsible for the overall architectural design, aesthetic considerations, and optimal utilization of allotted space to ensure that the Z3Cs are state-of-the-art facilities in line with the importance of the project.

The upkeep, maintenance, repairs, etc. of the non-IT infrastructure and items associated with Command Centre commissioned by the Service Provider as part of site preparation shall be the responsibility of Service Provider for the period of contract. At no point during the contract period, the facilities and infrastructure should be rendered unrepaired or damaged.

Service Providers are advised to visit the sites and ascertain the scope of work and activities to be carried out at these locations for site preparation. All necessary costs involved in site preparation to be included in the financial proposal.

The overall Scope of Work (SoW) for the Service Provider is summarized below:

- I. Zonal Command Centre consisting of operator area, Supervisors, Network Operation Area (NOC), Server Room, associated reception area, visitor's area, material handling room, conference rooms, pantry and utility areas, etc.
- II. Design, supply, installation and setting up of the necessary basic infrastructure at Zonal Command Centre in terms of minimum civil, interior, electrical and Air-Conditioning System, Fire Prevention, Detection and Suppression System, Lighting system, physical security infrastructure like access-control system, CCTV/ surveillance systems, etc.
- III. Service Provider shall take consultation and approval of Purchaser for the interior layout. The Service Provider shall follow the specification of material to be used for these establishments.
- IV. Service Provider shall complete site preparation, installation and commissioning of Command Centre as per the requirement in consultation with the Purchaser.
- V. The scope for minimum civil work is to furnish the Command Centre, in all aspects. The furnishing includes but not limited to furniture & fixtures (tables, chairs, Sofa, Desk, etc.), cutting and chipping of floors, trench works, masonry works, hardware and metals, glazing, paint work, false flooring & ceiling (if required), storage space, partitioning & partitioning, doors and locks wherever required, painting, fire proofing all surfaces, cement concrete works, insulation works etc. All material to be used shall be of fine quality as mentioned in the technical specification.

- VI. The Service Provider shall install the top false ceiling if required with 18” (typically) of space from the actual room ceiling. This false ceiling shall house A/C ducts (if required) and cables of electrical lighting, firefighting and CCTV. Appropriate pest control measures shall be taken to keep pests at bay.
- VII. The Service Provider shall be responsible for raised flooring if required and provide for suitable pedestal and under structure designed to withstand various static and rolling loads subjected to it in server racks. The entire raised floor shall have suitable laminated floor covering and beadings on all sides of the panel.
- VIII. Components details of Z3Cs:
 - a) The floor area of the proposed Z3C shall be of 2000-2500 Sq. ft. (Srinagar) and 1900-2000 Sq. ft. (Jammu) each covering main command centre, meeting room, investigation room, waiting lobby, etc.
 - b) A video wall to be installed to view multiple cameras
 - c) Each workstation should have two monitors out of which one is for location map and incident management and second monitor is for surveillance monitoring
 - d) The proposed Z3C will have full redundant power back up system, stand by diesel power generator
 - e) 20-seater set up for Srinagar (approx. 5 desks for Analytics and 15 desks for general surveillance)
 - f) 15-seater set up for Jammu (approx. 5 desks for Analytics and 10 desks for general surveillance)
 - g) The proposed Z3C shall also have the associated infra of meeting room used for data investigation and waiting lobby

Note: The building constructed may have additional floors and facilities as per the requirement of the UT Police Department. For the purpose of the scope of work of this project, only the portion/floor of the building which is associated with Command Control Centre set-up will be under the scope of the Service Provider.

The Zonal Command Centre would primarily be divided into three areas;

a) Command Centre Operation area

Zonal Command Centre will have operators with control desk along with video walls and officers' cabin.

b) Server room

This room will host all active and passive component required in the solution like servers, networking component (routers, switches, etc.) and telecom terminals etc. The approximate size of the server room shall be based on the space availability of the facility. Access to this area where the surveillance project IT infrastructure is hosted should be demarcated, and physical access to the place would be restricted for unauthorized access.

Only designated officials of UT Police Department and Service Provider will have the access based on their role. Indoor Surveillance Cameras and Access Control System shall be installed to monitor and restrict the physical access of this area.

c) Electrical and utilities room

This area shall accommodate all the Un-Interrupted Power Supply units, Grid Power Distribution Units (PDUs) to feed the components such as UPS, lighting, fixtures, Power Switch Gears, etc. This shall also accommodate all the batteries accompanying the UPS component.

Diesel Generator set

The Service Provider shall be responsible for provisioning, commissioning and regular operations maintenance of the DG set.

The Service Provider shall be responsible for but not limited to:

- Preventive maintenance
- Corrective maintenance
- AMC, if any
- Replacement of any parts etc.

Air Conditioning and Natural

Convection

Precision air conditioning system shall be exclusively installed to maintain the required temperature at Z3C. The AC should be capable of providing sensible cooling capacities at ambient temperature and humidity with adequate air flow.

The task of the Service Provider shall include (but not limited to):

- Connecting the indoor unit with the mains electrical point
- Connecting indoor and outdoor units mechanically (with appropriate size of hard gauge copper piping)
- Connecting indoor and outdoor unit electrically

The air conditioner should be linked to secondary power supply as well to prevent them from shutting down in case of power outage.

The AC Units should have high sensible heat ratios, to match high sensible loads of Computer/Server Rooms/ Switch room/UPS. A Microprocessor controlled Precision package AC system with R-410a refrigerant shall be suitable to take thermal and air quantity inputs from the server and adjust its operation accordingly so as to achieve highest levels of performance and efficiency.

The Indoor unit shall comprise of Variable capacity Digital Scroll Compressor, EC fans, Evaporator DX Cooling Coil with hydrophilic coating, Microprocessor controllers, Thermostatic valves, Driers, Filter, Suction and Discharge piping, Internal power and Control wiring,

Crankcase heaters, Humidifier, Heaters, HP/LP Cutouts, Power and Control contactors, water leak detectors and Other Electrical accessories.

Fixed capacity compressor technology like multiple scrolls or tandem scrolls are strictly not allowed. Systems should be having variable capacity compressors and performance as per above specifications.

Units should be able to provide 1 SHR at part load

- Monitoring

Suitable provision to be made for SNMP/ModBus connectivity.

- Humidifier

The unit to be fitted with a canister type steam humidifier suitable for use with water of varying degrees of hardness, provided that the water is not treated or demineralized (Conductivity range 125-500S/cm). The humidifier is complete with a water inlet valve, water outlet valve and a maximum water level sensor, disposable cylinder, steam distributor and electronic controls. Humidifier control is of the ON-OFF type, can be also disabled by remote contact.

Fire Detection and Suppression System

Z3Cs shall be equipped with adequate and advanced Fire Detection and Suppression system. The system should raise an alarm in the event of smoke detection. The system should have proper signage, response indicators and hooters in case of an emergency. The system should be based as per NFPA standards.

The system shall include but not be limited to, a Control Panel with Display, Detector Assembly and properly designed sampling pipe network.

Access control system

The Biometric / Proximity card-based Access Control System shall be deployed with the objective of allowing entry and exit to and from the premises to authorized personnel only with appropriate door locks and controller assemble connected. The system deployed shall be based on proximity as well as biometric technology for critical areas and proximity technology for non-critical areas.

Indoor surveillance system

Indoor surveillance system shall be installed within the Z3Cs on 24X7 basis. All important areas along with the non-critical areas like locations for DG sets, entry and exit of Z3Cs, Entry and Exit of building premises need to be under constant video surveillance. Monitoring cameras shall be installed strategically to cover all the critical areas of all the respective locations.

Water leak detection system

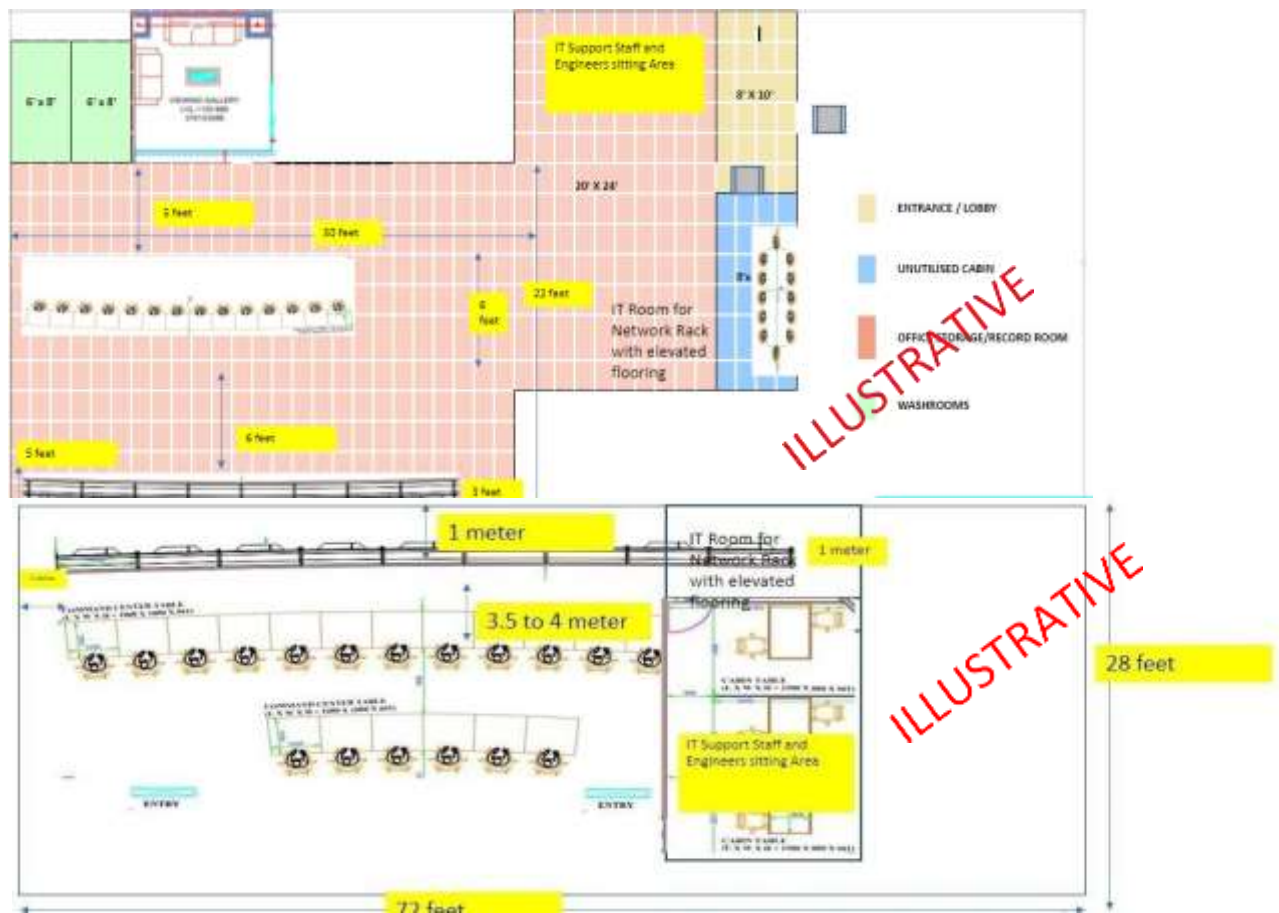
The Water Leak Detection System shall be installed to detect any seepage of water into the critical area and alert the security control room for such leakage. It shall consist of water leak detection cable and alarm module. The cable shall be installed in the ceiling and floor areas around the periphery.

Rodent Repellent

The entry of rodents and other unwanted pests shall be controlled using non-chemical, non-toxic devices. Ultrasonic pest repellents shall be provided in the false flooring and ceiling to repel the pests without killing them. However, the Service Provider shall conduct periodic pest control using chemical spray once in a quarter as a contingency measure to effectively fight pests.

Layout of Z3C

An indicative layout of Z3C is presented below. Bidder to visit the locations to get better understanding of the layout.



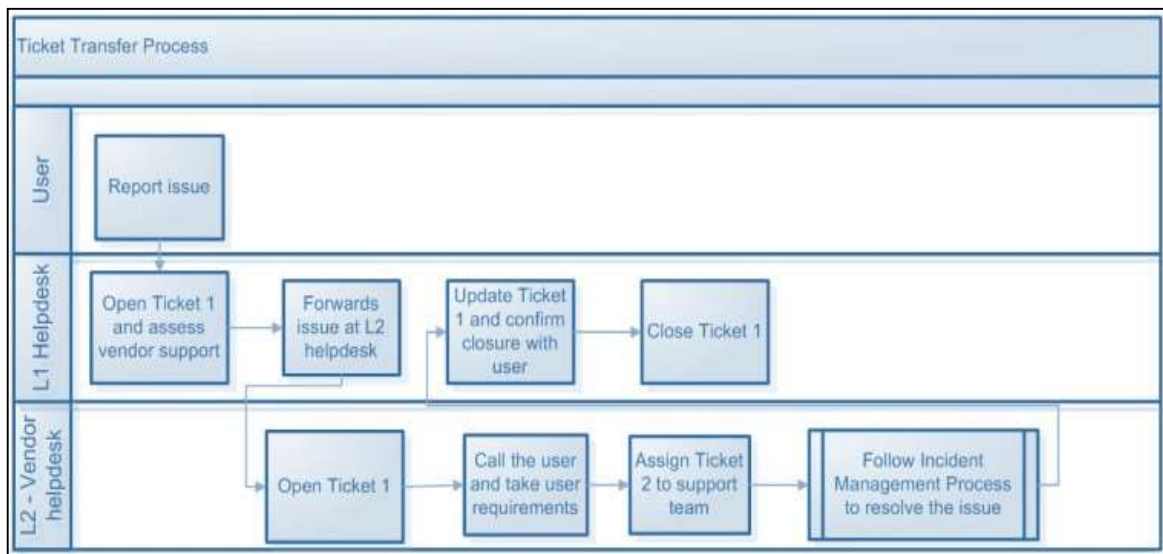
2.9 Help Desk Management

It is envisaged that the centralized helpdesk, functioning as proposed below, would be managed by the Systems Integrator and shall serve following objectives:

- i. Service Provider shall set up a helpdesk at Z3C to support field users/D3Cs/PHQ etc. in resolving concerns and challenges related to IT and non-IT infrastructure.
- ii. The Service Provider shall create a support matrix including establishment of Helpdesk at Z3Cs for all hardware, software, third party services or any other external support for seamless operation of complete solution.

- iii. The Service Provider shall establish a Support Centre (Helpdesk Support) which shall handle fault reporting by 24 x 7 x 365 based, Trouble Ticketing and related enquiries during this contract.
- iv. Act as the Point of Contact for the users of Surveillance System
- v. Own an Incident throughout its Lifecycle
- vi. Communicate effectively with Police Dept. Officers and IT support teams.
- vii. Maintain high user satisfaction levels
- viii. Maintain the SLA statistics & submit quarterly report to UT Police Department Department.

A general process flow for the helpdesk management is depicted in the flowchart given as follows. Systems Integrator shall prepare a detailed Help-Desk Policy in consultation with UT Police Department Department & its authorized representatives prior to the Go Live date.



System Integrator shall deploy a State-of-Art Enterprise Management System to handle the complexity of Operations & SLA Management defined in the RFP.

2.10 Mobile Application

Service Provider shall be required to provide a customised Mobile Application (Android and iOS) to integrate smart phones and tablets for 2-way communication with the Video Management System in a secure manner. Video stream viewing and provision to capture and upload of live video to the Video Management System in a secure manner, along with location information. It will be responsibility of Service Provider to host the application as required and configure the same on defined tablets / smartphone.

The application will offer following key services, but not limited to:

- ▶ SOS alerts / notifications for Field Team and nearby posts in case of an incident
- ▶ SMS based alert for regular users.
- ▶ Application shall have provision to send multiple alert at the same time.
- ▶ Real time situational awareness alert / notification for posts near to the incident site
- ▶ Incident closure acknowledgement to Z3Cs teams by Field Team once the incident is attended and closed.

On Field Incident Management App module

In order to have a unified Command and Control operations, the provision of Mobile applicationbased alert module has been envisaged that will support field officers, Police and CRPF Posts etc.with a location-based incident data for better decision-making and situational awareness.

The mobile application module will offer an easiest and fastest way to make connection betweenfield teams, police posts and army camps, whenever any incident occurs or is reported. the fieldteam will get automated notifications (for app users) and messages (for regular users - not having app). The field team can also upload photos of incidents and forward to the respective Z3Cs sites for appropriate actions. The Service Provider shall develop the Mobile Application asper the requirements ofUT Police Department for approximately 100-120 users for the Stage I.

2.11 Training and Capacity Building

The Service Provider shall conduct training programs periodically throughout the contract tenure for different stakeholders ofUT Police Department. These training programs may be conducted at UT PHQor any other locations identified byUT Police Department. The Service Provider shall also prepare and submit the yearly training plan.UT Police Department expects the SI to undertake it in a very professional manner.SI must conduct a proper Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. For all these training programs thebidder has to provide necessary course material and reference manuals (user/maintenance/ administration).

Trainings would be of three types:

1. **Functional Training:** This training would focus on the use of the surveillance software at Command & Control Rooms, so that the users are aware of all the operations of the surveillance systems and are able to implement the overall process defined by the Police Department for optimum use of the system. Broad training requirement defined for the purpose of calculation of effort is as follows –
 - a. Initial training of approx. 312 (Approx.) police personnel, i.e. about 12 batches of 26 personnel each

	Personnel / operator per shift	Extra Trainee	Additional operator to be trained/shift (D3Cs)	Shift / Day	Total Manpower
Z3C Srinagar	20	10	26	3	168
Z3C Jammu	15	10	20	3	135
Total Manpower to be trained (min.)			303		

- b. Expected training time for above mentioned personnel's to be provided by SI at the time of training schedule submission.
- c. Service Provider shall also provision for refresher training on every 6-month basis for newly joined/deployedUT Police Department personnel's (1 batch of 30 personnel).

2. **Administrative Training:** This training would focus on the administration of Surveillance System and Server Infrastructure and would be imparted to about 4 – 6 staff identified by the UT Police Department for Administration of the System. SI shall also provide additional training Programme of 1 batch (of 4 - 6 personnel) of 2 days every 6 months. Expected training time would be 16 hrs. (2 days of 8 hrs. each).
3. **Senior Management Training:** This training would focus on how to use the surveillance system for day-to-day monitoring by the Sr. Management and access various exception reports. Broad training requirement defined for the purpose of calculation of effort is as follows –
 - a. Initial Training of approx. 40 police officers (i.e. about 4 batches of 10 officers each)
 - b. Additional training programme of 1 batch (of 10 personnel) of 2 days every 3 months
 - c. Expected training time of 8 hrs

Note: Additional Training requirements will be assessed by UT Police Department along with SI when such requirements arise.

Other requirements to be fulfilled by the Successful Bidder with respect to Training are as follows:

- a. Prepare the training material in consultation with UT Police Department & its Consultant. Detailed Training manuals would be prepared by the Systems Integrator prior to the start of the training.
- b. One Hard Copy & One Soft Copy of the training material shall be given by the Systems Integrator to all the trainees.
- c. Functional training shall be delivered at each of the Zonal Command Control Centres, while location for the Administrative & Sr. Management Training would be decided subsequently
- d. Successful Bidder should ensure that the knowledge transfer to the UT Police Department staff happens effectively post training.

2.12 Technical manpower requirement during implementation phase (Duration – 9 months)

Service Provider to provide the following minimum resources during the implementation phase

SL. NO.	DESCRIPTION	NUMBER OF RESOURCES	MINIMUM QUALIFICATION AND EXPERIENCE	PERSON MONTHS
1.	Project Manager	1	B.E./ B. Tech in CS/IT/E&C or equivalent with 12 years of experience or ME/M.Tech in CS / IT or equivalent with 10 years of experience of handling IT/ICT / Surveillance/ Networking large project. Preference shall be given to candidates having an additional degree/diploma in Management	Full time

SL. NO.	DESCRIPTION	NUMBER OF RESOURCES	MINIMUM QUALIFICATION AND EXPERIENCE	PERSON MONTHS
2.	Surveillance Solution Architect	1	B. Tech/B.E./Diploma with 10 years of experience or M.E / M.Tech in CS /IT with 7 years experience in Surveillance / ICT Projects / Data Centre solution	For 6 Months
3.	Network Engineer	2	B. Tech/B.E in CS /IT/E&C with 6 years of experience or Master's degree in CS/IT or Diploma in electronics & communication /Computer Science with 4 years of experience in Network design /solution	For 6 Months
4.	Field Staff	38	Diploma in electronics and communication or higher degree in CS/IT/E&C with relevant experience of 4 year with Certification / training in OEM products	Full time
5.	Help desk Engineer	12	B. Tech / B.E in CS/IT/E&C with 3 years of experience or Masters degree in CS/IT with 2 years of experience or Diploma with 3 years of experience in system maintenance /admin/helpdesk	Full time
6.	Documentation Specialist	2	Graduation or higher degree with relevant experience of 6 year of large -scale project Documentation.	Full time

2.13 Technical Manpower requirement during O&M phase

In this phase, Service Provider would be responsible for operations and maintenance of the entire solution for the contract period. This shall be applicable after Go-Live. The following services should be provided by Service Provider:

- i. O&M phase planning and monitoring
- ii. Ongoing Administration and Maintenance requirements
- iii. Operation of Monitoring Centre (including Help Desk)
- iv. Support at DC sites
- v. Support for NOC and SOC sites (Z3Cs & D3Cs)
- vi. Maintenance of Solution (hardware, applications, network, security etc.)
- vii. Technology refresh documents
- viii. Security audits
- ix. Quality audit

- x. MIS Reports and Incident Reporting
- xi. Other integrations as and when required by the Purchaser

Service Provider to provide the following minimum resources during the O&M phase. Service Provider to provide additional resources to meet project requirements and adhere to SLAs.

SL. NO.	DESCRIPTION	NUMBER OF RESOURCES	MINIMUM QUALIFICATION AND EXPERIENCE	PERSON MONTHS
1.	Project Manager	1	B.E./ B. Tech in CS/IT/E&C or equivalent with 12 years of experience or ME/M.Tech in CS / IT or equivalent with 10 years of experience of handling IT/ICT / Surveillance/ Networking large project. Preference shall be given to candidates having an additional degree/diploma in Management	Full time
2.	Network Engineer	2	B. Tech/B.E in CS /IT/E&C with 6 years of experience or Master's degree in CS/IT or Diploma in electronics & communication / Computer Science with 4 years of experience in Network design /solution.	For 3 Months
3.	Field Engineer (surveillance)	19	Diploma in electronics & communication or higher degree in CS/IT/E&C with relevant experience of 6 year in Surveillance / ICT Projects.	Full time
4.	Documentation Specialist	2	Graduation or higher degree with relevant experience of 6 year of large - scale project Documentation.	For 6 Months
5.	Helpdesk Engineers	6	B. Tech / B.E in CS/IT/E&C with 3 years of experience or Masters degree in CS/IT with 2 years of experience or Diploma with 3 years of experience in system maintenance /admin/helpdesk	2 resources per shift, 3 shifts per day (24x7)/Z3C

2.14 Deliverables and Timelines

The project would be executed under the following time frame:

S.no	Item	Timelines	Payment % of Total Contract value
1	Phase 1: Setting up of Z3Cs and Data Centre		25%
1A	Submission of Project Inception Report including implementation plan	D + 15 days	
1B	Submission of key documents: <ul style="list-style-type: none"> • Design documents (FRS, SRS) • Technical Architecture documents (SDD, HLD, LLD etc.) including Network, IT Infrastructure and Security Architecture for Z3Cs and DC set up in SDC (State Data Centre) • Design Basis Report (DBR) including physical layouts for Z3Cs 	T + 2 months	10% of total contract value
1C	Setting up of Z3Cs and Data Centre in SDC: <ol style="list-style-type: none"> 1. Non-IT Infrastructure including civil work 2. IT Infrastructure including networking/ cabling 	T + 5 months	15% of total contract value
2	Supply, Installation and Commissioning of components (Phase 1+Phase 2)		
2A	Phase 1 - At identified Districts		27%
2A.1	Site survey reports	T + 2 months	6% of total contract value
2A.2	Delivery of all hardware and other equipment required to commission the identified sites in the District	T + 5 months	13% of total contract value
2A.3	Installation and commissioning of hardware and network at identified sites in the Districts		
2A.4	Testing and Quality assurance		
2A.5	Phase 1 Go-Live of identified Districts		
2A.6	Capacity building activities	T + 6 months	8% of total contract value
2B	Phase 2 - At identified Districts		24.25%
2B.1	Site survey reports	T + 4 months	6.25% of total contract value
2B.2	Delivery of all hardware and other equipment required to commission the identified sites in the Districts	T + 9 months	13.5% of total contract value
2B.3	Installation and commissioning of hardware and network at identified sites in the Districts		

S.no	Item	Timelines	Payment % of Total Contract value
2B.4	Testing and Quality assurance		
2B.5	Phase 2 Go-Live of identified Districts		
2B.6	Capacity building activities	T + 9 months	4.5% of total contract value
3	Operation & Maintenance (O&M)		23.75%
3A.1	Operation & Maintenance (O&M) for Phase 1		12.5% in equated quarterly instalments (10 Quarters)
3A.2	Operation & Maintenance (O&M) for Phase 2		11.25% in equated quarterly instalments (9 Quarters)

Where 'T' is the date of signing of contract or acceptance to the notification of award

Bidder to Note: -

Any delay in implementation period (Phase I or Phase II) does not mean deduction in O&M period. For Phase I: - The O&M support will remain for 30 months irrespective of any delay in implementation beyond 6 months.

For Phase II: - The O&M support will remain for 27 months irrespective of any delay in implementation beyond 9 months.

(Bid Covering Letter / Annexure-A)

To
ITI Limited, MSP-
Delhi
Core-1 Floor-11
Scope Minar
Laxmi Nagar
New Delhi-92

Subject: Bid Covering Letter against Expression of Interest (EoI) for Design, Supply, Implement & Maintain “UT Wide CCTV Surveillance System”

Ref: Tender no. dated

Dear Sir,

Having examined the EoI/RFP/Tender document, we hereby submit our bid for the subject requirement which has emerged from some Government body to implement the above captioned project.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI/RFP/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this

connection.

We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this Day of **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead

Bidder's Profile

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with Designation, Telephone Number, FAX, E- mail and Web site)			
3.	Area of Business			
4.	Annual Turnover in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
5.	IT Turnover in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
6.	Profit / Loss in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
7.	Net-worth in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
8.	Date of Incorporation			
9.	GST Registration number			
10.	PAN Number			
11.	CIN Number, if applicable			
12.	Number of technical manpower in company's rolls			

Dated this Day of **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead

To
ITI Limited, MSP-
Delhi
Rohit House, 3
Tolstoy Marg New
Delhi- 110001

Subject: Undertaking towards Non-Black Listing of our firm by any Govt. Body

Dear Sir,

We hereby declare that we have not been BLACK LISTED by any Govt. department/ PSU (State or Central)/ Autonomous Institution against our performance obligation in India and there has been no litigation with any government department on account of similar services for the last 5 years.

This declaration is being submitted as per the requirement of your EoI/RFP/Tender.

Dated this Day of **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in+ Company Letterhead

(Declarations / Annexure-D)

To
ITI Limited, MSP-
Delhi
Rohit House, 3
Tolstoy Marg New
Delhi- 110001

Subject: Declarations against Expression of Interest (EoI) for Design, Supply, Implement & Maintain “UT Wide CCTV Surveillance System”

Tender no. dated

Dear Sir,

We hereby declare / undertake the following.

We hereby declare that we will work with ITI as per EOI/RFP/Tender terms and conditions of ITI as well as end customer including warranty & post-warranty services and implementation of the project in the event of ITI winning the contract on back-to-back basis.

We hereby declare that we will submit the Tender Fee & EMD (while submitting the bid to the end customer in the form of Bank Guarantee / Demand Draft / Online Payment from any Nationalized / Scheduled Bank) & Performance Bank Guarantee to end customer or ITI (as decided by ITI) as per EoI/RFP/Tender terms & conditions. We also undertake that we will provide EMD & PBG to ITI as per the end-customer’s EoI/RFP/Tender terms even if ITI is exempted to submit the same to end- customer because of its PSU status.

We hereby declare that we have ‘No Objection/ No Claim/ No Compensation’ from ITI Limited if this EoI/RFP/Tender is cancelled at any stage of evaluation process by ITI or the main EoI/RFP/Tender is cancelled by the end customer.

We hereby undertake that we will be equipped with the required manpower with qualifications, certifications and experience as required in the end customer’s EoI/RFP/Tender.

We hereby undertake that we will be able to give the proposed solution as required in the end customer’s EoI/RFP/Tender.

We hereby undertake that we will arrange required certificate & support (warranty & post-warranty/maintenance) in the name of ITI Limited from the OEM as per end customer’s requirement.

We hereby undertake that we will obtain relevant statutory licenses for operational activities.

We hereby undertake that we will sign Consortium Agreement /Teaming Agreement / Integrity Pact with ITI for addressing the end customer’s EoI/RFP/Tender if required.

We indemnify ITI Limited from any claims / penalties / statutory charges / liquidated damages / legal expenses if any etc. as charged by the end customer.

We hereby undertake to make arrangement for signing of agreement between OEM and ITI as per end customer’s EoI/RFP/Tender requirements.

We hereby undertake that the OEMs who meet the eligibility and other conditions as per end customer's EoI/RFP/Tender requirement will be finalized by us and produce the required eligibility documents and other related documents of the OEM for final bid submission.

We hereby agree to take the responsibilities covered in the agreement (on back-to-back basis) to be signed between ITI & OEM (if required) as per end customer's EoI/RFP/Tender terms&conditions.

We hereby declare to supply equipment/components which are brand new, first hand and contain no previously used, recycled or refurbished components.

We hereby declare not to partner with any other organization for addressing this EoI/RFP/Tender.

We hereby declare to accept payment terms on back-to-back basis. Penalties, if any, will be borne by us.

We hereby declare to provide Bank Guarantee (110% of value for the period till the advance is settled) for getting the advance payment if any on back-to-back basis.

We hereby agree that ITI may take any punitive action as deemed fit, including forfeiture of EMD / Security submitted by us, if it is found that any of the documents / information provided by us (to meet the tender requirement including eligibility) is wrong/ forged/ misleading at any stage of tender processing / evaluation. The decision of ITI regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances

Dated this Day of **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead

Compliance Statement of Eligibility Criteria

Ref: Tender no. dated

Sl. No.	Clause No.	Clause	Compliance (Complied/Not Complied)	Remarks with Documentary Reference

Dated this Day of **2021**

Authorized Signatory

Name:
Designation:
(Company Seal)

INTEGRITY PACT

PURCHASE ORDER No.

THIS Integrity Pact is made on.....day of..... 21 .

BETWEEN:

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall also include its successors and assigns) ON THE ONE PART

AND:

..... represented by Chief Executive Officer (hereinafter called the Contractor(s), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the contractor ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for of ITI Limited. The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will **monitor** the tender process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the Tender Documents and contract between the parties.

NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITNESSETH AS UNDER:

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

- 1.1 The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.
 - b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- 1.2 If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Actor if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER/CONTRACTOR

- 2.1 The Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the tender process and during the execution of the contract.
 - a. The contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The contractor(s) will not enter with other contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The contractor(s) will not commit any offence under IPC/PC Act, further the contractor(s) will not use improperly, for purposes of competition of personal

gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d. The Contractor(s) of foreign origin shall disclose the name and address of the agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. The Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.
- g. The Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM TENDER PROCESS & EXCLUSION FROM FUTURE CONTRACTS

- 3.1 If the Contractor(s), during tender process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Contractor(s) from the tender process.
- 3.2 If the Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
- 3.3 The Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.

- 3.4 A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.
- 3.5 The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- 3.6 On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.
- 3.7 subject to full satisfaction of the Principal, the exclusion of the Contractor(s) could be revoked by the Principal if the Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

- 4.1 The Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.
- 4.2 If the Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

- 5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.
- 5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS

- 6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.
- 6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its sub- contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its sub-contractors/sub- vendors/associates.
- 6.3 The Principal will disqualify from the tender process all bidders who do not sign this Integrity Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING BIDDER(S)/ CONTRACTOR(S)

- 7.1 If the Principal receives any information of conduct of a Contractor(s) or sub- contractor/sub-vendor/associates of the Contractor(s) which constitutes corruption or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

- 8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
- 8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.
- 8.3 The Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

- 8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within a reasonable time from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the Principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 8.7 The word '**Monitor**' would include both singular and plural.

Any changes to the same as required / desired by statutory authorities is applicable.

SECTION 9 – FACILITATION OF INVESTIGATION

- 9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s)/Contractor(s) and the Bidder(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

SECTION 10 – LAW AND JURISDICTION

- 10.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall be the seat of the Principal.
- 10.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

- 11.1 This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/guarantee period of the project / work awarded, to the fullest satisfaction of the Principal.
- 11.2 If the Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Contractor(s).
- 11.3 If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 12 – OTHER PROVISIONS

- 12.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate Office of the Principal at Bengaluru.
- 12.2 Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.
- 12.3 If the Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.
- 12.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 12.5 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
- 12.5 The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place and date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For CONTRACTOR(S)

.....
(Name & Designation)

.....
(Name & Designation)

Witness

Witness

1)1).....

2) 2).....

Bid Security Declaration Form

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Sir/Madam,

I/we understand that according to your conditions, bid must be supported by a Bid Security Declaration.

I/we accept that /we may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I/we are in a breach of any obligation under the bid conditions, because I/we Have withdrawn/ modified/amended, impairs or derogate from the tender, my/our bid during the period of bid validity specified in the form of Bid

Having been notified of the acceptance of our bid by the purchaser during the period of bid validity (1) fail or refuse to execute the contract, if required, or (2) fail or refuses to furnish the performance security, in accordance with the instructions to bidders.

I/we understand this bid securing declaration shall cease to be valid if I am/we are not the successful bidder, upon the earlier of (1) the receipt of your notification of the name of the successful bidder or (2) thirty days after the expiration of the validity of my/our bid.

Authorized Signature [in full and initials]

Name of Authorized Signatory

(In the Capacity of):

Corporate Seal-

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

SUB: CERTIFICATE IN SUPPORT OF WARRANTY AND ANNUAL MAINTENANCE

We [Insert:xxxxx name of Bidder] who are established and reputed manufacturers of [insert: name and/or description of the equipment or other goods / services] having production/development facilities at [Insert:xxxxx address of factory] do hereby commit that we shall provide full Technical and Warranty support for the period as mentioned in the RFP after the complete installation and integration of goods/services as asked in the tender and acceptance test. We are also hereby undertaking to provide support in terms of provision of spares and repair/replacement of faulty equipment during period as mentioned in the RFP for warranty from acceptance test.

We, the Manufacturer or Producer, will make our Technical and Engineering staffs fully available to the Technical and Engineering staffs of the Bidder to assist that Bidder, on a reasonable and Best effort basis, in the performance of all its obligations to assist the Bidder, on a reasonable basis and best effort basis, in the performance of all its obligation to the Purchaser under the contract, in case the captioned contract is awarded to Lead Bidder.

For and on behalf of the Bidder

(Signature).....

(Place):

.....
.....

(Printed Name).....

.....

(Designation).....

.....

(Official Seal).....

.....

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

SUB: UNDERTAKING FOR ORIGINAL AND GENUINENESS OF SOFTWARE AND HARDWARE COMPONENTS

Dear Sir,

We _____ , a Company within the meaning of Section 3 of the Companies Act, 1956 and having its registered office_____do hereby undertake that that all the components/parts/assembly/software used in the Infrastructure shall be original, new components/parts/assembly/software and that no refurbished/ duplicate/ second hand components/ parts/ assembly/software are being used or shall be used.

For and on behalf of the Bidder

(Signature).....

(Place):

.....
.....

(Printed Name).....
.....

(Designation).....
.....

(Official Seal).....

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

SUB: UNDERTAKING HARDWARE/SOFTWARE TO BE FREE FROM MALICIOUS CODES
We, (*Name of the Bidder*), a Company within the meaning of Section 3 of the Companies Act, 1956 and having its registered office at (*Address*) do hereby undertake that all the hardware/ software supplied under the contract shall not contain any embedded malicious codes that could inhibit the desired functions of the equipment or cause the network to malfunction in any manner.

For and on behalf of the Bidder

(Signature).....

(Place):

.....
.....

(Printed Name).....
.....

(Designation).....
.....

(Common Seal).....
.....

Annexure – L: Anti-Collusion Certificate

{Certificate should be provided by Service Provider on company’s letter head}

Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of our Proposal for “Selection of Service Provider(s) for Design, Supply, Installation, Commissioning & Maintenance of UT Wide CCTV Surveillance System” against the RFP, we have not acted in concert or in collusion with any other Service Provider or other person (s) and not done any act, deed or thing, which is or could be regarded as anti- competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

(Signature of the Authorized Service Provider)

Name Designation

Seal

Annexure-M Template for Undertaking of Authenticity

Date:

To,

Subject: RFP for Selection of Service Provider for Design, Supply, Installation, Commissioning & Maintenance of “UT Wide CCTV Surveillance System”

With reference to UT -Wide CCTV Surveillance Project being implemented/ quoted to you vide our invoice no. / Quotation no. /order no. cited above.

We hereby undertake that all equipment and other items shall be original new components/parts/ assembly only, from respective OEMs of the products and that no refurbished/duplicate/second hand Hardware equipment and other items are being used or shall be used.

In case of default and we are unable to comply with above at the time of delivery or during installation, we agree to take back the items without demur, if already supplied and return the money if any paid to us by your in this regard.

We (IT Company/ Integrators name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/Reseller/Sl. etc.

Authorized Signatory:

Name:

Designation:

Seal:

Annexure-O; Declaration by Bidder on Make in India

(To be submitted with Technical bid)

{should be provided by Service Provider on company's
letter head}

To,
DGM MSP Delhi
ITI Limited

dated << 202X>

Reference: Submission of the Financial bid for "Selection of Service Provider(s) for Design, Supply, Installation, Commissioning & Maintenance of "UT Wide CCTV Surveillance System"

I, _____ S/o, D/O, W/O _____, Resident
of _____ do hereby solemnly
affirm and declare as under:

{Point No.1 as applicable }

1 . That the Total Value of all products mentioned below claiming to qualify as "Class-I local supplier" as per PPP-MII Order / any subsequent notification is greater than 50% of the overall equipment cost plus corresponding AMC cost for the contract duration as proposed by the

<Name of Bidder> in the Financial Bid

Format OR

That the Total Value of all products mentioned below claiming to qualify as "Class-I local supplier" or "Class-II Local supplier" as per PPP-MII Order / any subsequent notification is between 20% to 50% of the overall equipment cost plus corresponding AMC cost for the contract duration as proposed by the <Name of Bidder> in the Financial Bid Format

2. That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any other authority so nominated/instructed by the Jammu & Kashmir Police, for the purpose of assessing the Local Content (LC) / validating the information provided herein.

3. That the LC for all inputs which constitute the said Product/Services/Works has been verified by me and I am responsible for the correctness of the claims made therein.

4. That in the event of the LC of the Product/Services/Works mentioned or any information provided herein is found to be incorrect, the Jammu & Kashmir Police reserves the right to Blacklist <Name of the Bidder> for 2 years.

Annexure- P Format for affidavit for OEM claiming benefit under Make in India Policy

Date:

I, _____ S/o, D/O, W/O, _____, Resident
of _____ do hereby solemnly affirm and declare as
under:

That I agree to abide by the terms and conditions of <Name of Nodal Ministry / Department >
of Government of India, issued vide Notification No: _____ dated

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any other authority so nominated by the <Name of Nodal Ministry / Department >, Government of India, for the purpose of assessing the Local Content (LC).

That the LC for all inputs which constitute the said Product/Services/Works has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the LC of the Product/Services/Works mentioned herein is found to be incorrect and not meeting the prescribed LC norms, based on the assessment of an authority so nominated by the <Name of Nodal Ministry / Department >, Government of India and I will be liable as under clause 9 (I) of Public Procurement (Preference to Make in India) Order 2017.

I agree to maintain all information regarding my claim for LC in the Company's record for a period of 2 years from the date of bidding and shall make this available for verification to any statutory authorities.

- I. Name and details of the Local supplier (Registered Office, Manufacturing unit location, nature of legal entity)
- II. Date on which this certificate is issued
- III. Product/Services/Works for which the certificate is produced
- IV. Procuring agency to whom the certificate is furnished
- V. Percentage of LC claimed
- VI. Name and contact details of the unit of the manufacturer
- VII. Sale Price of the product
- VIII. Ex-Factory Price of the product
- IX. Freight, insurance and handling
- X. Total Bill of Material
- XI. List and total cost value of inputs used for manufacture of the Product/Services/Works
- XII. List and total cost of inputs which are locally sourced. Please attach LC certificates from local suppliers. if the input is not in-house.

- XIII. List and cost of inputs which are imported, directly or indirectly
- XIV. I hereby certify and confirm that the Product/Services/Works and its components proposed in this Tender are being Manufactured at <Name and address of facility> in India and is currently underproduction and not being simply assembled.

For and on behalf of (Name of firm/entity) Authorized signatory (To be duly authorized by the Board of Directors)

Seal

<Insert Name, Designation and Contact No. and Date>