

Request for Proposal (RFP) for Installation & Upgradation of City CCTV Surveillance
(with 5 Years O&M) in Gwalior, Madhya Pradesh

Ref: ITI/CCTV-GWL/NSU/BPL/2025-26

Date: 02.05.2025



- Due Date of Bid Submission - 26-05-2025 of 05:30 PM
- Due Date (Customer RFP) of Bid Opening - 27-05-2025 of 05:30 PM
- Due Date Of (ITI EOI)- - 16-05-2025 Of 3:00 PM

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1. Introduction

ITI Limited, a Public Sector Undertaking under the Department of Telecommunications, Ministry of Communications, is a leading Telecom equipment manufacturer and solution provider in India. The major customers are BSNL, BBNL, MTNL, Defense, Paramilitary forces, Railways, Banks, Central & State Govt departments, Institutions and research organizations. ITI LTD has a pan India business footprint supported by the network of its Manufacturing units & MSP (Marketing, Services and Project) units at various locations.

ITI Limited has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom, ICT, Networking, e-Governance etc. ITI LTD has diversified its operation and has been executing projects in the field of Smart Infrastructure, Bharatnet etc. ITI LTD has been executing projects in latest technologies like GPON, OLT, ONT, OFC, HDPE, Solar, 4G LTE etc.

ITI LTD intends to **participate in the tender for** Selection of System Integrator Implementation Request for Proposal (RFP) for Installation & Upgradation of City CCTV Surveillance (with 5 Years O&M) in Gwalior, Madhya Pradesh

ITI LTD **invites Expression of Interest (EOI) from eligible bidders for the Selection of System Integrator(s) for addressing Tender.** Ref: GSCDCL/237/E- TENDERING/2025-26 Tender ID 2025_UAD_418598_1

Website: <https://mptenders.gov.in/>

ID **Ref: ITI/CCTV-GWL/NSU/BPL/2025-26**

2. Important Dates

Due Date for EOI Submission	26-05-2025 of 05:30 PM
Due Date of Bid Opening	27 -05-2025 of 05:30 PM
ITI LTD Contact Person	Shri Pankaj Sinha (DGM)
Mode of submission	The Bid shall be uploaded in e-procurement site of ITI Limited (https://itilimited.ewizard.in/). For submission of online bid and procedure to be followed, visit https://itilimited.ewizard.in/
EMD	4,23,560/ (Rupees Four Lakhs Twenty Three Thousand Five Hundred Sixty only)

Cost of Bid Document	Rs. 20,000/- (Rupees Twenty Thousand only) plus GST
Tender Value	84711845/- (Excluding GST)(Rupees Eight Crore forty Seven Lakh Eleven Thousand Eight Hundred Forty Five Only)

3. Scope of Work –

Request for Proposal (RFP) for Installation & Upgradation of City CCTV Surveillance (with 5 Years O&M) in Gwalior, Madhya Pradesh

Tender ID-2025_UAD_418598_1

4. Detailed Scope of Work

5. Scope of the Project Specifications and Scope of Work Gwalior Smart City Development Corporation Limited (GSCDCL) request proposal from the interested bidders to bid for the “CCTV Surveillance Project”. The System Integrator (SI) shall install CCTV system at identified locations across Gwalior city. The SI shall also be responsible to integrate the CCTV system which is being implemented under the scope of “CCTV Surveillance Project” with the multiple Command Control Centre including a centralized video management platform as per SLA requirements. The scope of work under this RFP is broadly divided into two parts. A mandatory product demonstration prior to the financial quote opening is introduced. This demonstration is essential for bidders to showcase the specification, functionality, quality, and performance of their offered products. This stage is critical in the technical evaluation process, and only those who successfully demonstrate their products and solutions will have their financial quotes considered. This clause ensures a fair and thorough assessment of the products before financial considerations. A. System Integration of CCTV Surveillance Network: Design, Supply, Installation, Commissioning of complete IP Based CCTV Surveillance System at identified locations across Gwalior city. All items procured under this contract shall be with 5 years of warranty support. B. Comprehensive Operation & Maintenance (O&M): Comprehensive Operation and Maintenance of entire CCTV Surveillance System installed at identified locations across Gwalior city as per the scope of work defined in this RFP. System Integration of CCTV Surveillance Network CCTV Surveillance System will be installed at multiple identified locations across Gwalior city. The list of locations will be provided by GSCDCL to SI. The scope of work of the project is as per below:
 1. Supply, Installation, Testing and Commissioning of end-to-end IP based CCTV systems with all related accessories including but not limited to following components i. IP Based CCTV Cameras. ii. Video Management Software. iii. Active and passive networking components including structured cabling and LAN iv. Data centre equipment’s i.e., Racks, Network Switch, Next Generation Firewall, Server, Storage etc. v. UPS and Battery banks for data centre. vi. Any other components like Poles, Field Junction Box, PVC Conduit, HDPE/DWC Pipes etc as per project requirements.
 2. Setup 24 X 7 surveillance of day to day activity with minimum 90 days backup/retention of video feeds at Full HD (1920 x 1080P) resolution at minimum 25 Frames Per Second (FPS).
 3. Bidder shall have to design their solution for CCTV system considering the bit rate of minimum 5 Mbps for each camera.

4. 4. Selected SI shall provide end to end solution for H.265 compression technology for proposed solution components (CCTV, NVR, VMS, etc.) for CCTV Surveillance Project.
5. 5. Conduct detailed feasibility study and site survey in accordance with scope of work as mentioned in this RFP document for implementing CCTV System.

The feasibility report shall clearly highlight following:

- i. Type and quantity of CCTV cameras at each Location.
 - ii. Video Management Software (VMS) including License requirements
 - iii. Video Management Software (VMS) including License requirements
 - iv. Storage requirements
 - v. Bandwidth Requirements at each Location etc.
 - vi. List of existing infrastructure (Cameras, make & model, technology, storage etc.) if any at each location. In this regard if any upgradation/replacement is required, the SI shall mention the same in the feasibility study report. Further, the bidder shall have to design their solution after considering the re-usability of existing available infrastructure
 - vii. Cabling, Trenching and last mile connectivity requirements with detailed drawings to be submitted as part of feasibility report
6. The SI shall prepare and submit the detailed feasibility study report including final Bill of Quantity (BoQ) within the time limit from the date of issuance of LoI. Any discrepancies noticed in the BOQ or sites, or if there is any requirement of extra items, or if there is a major excess of the quantity, bidder should immediately bring it to the notice of the GSCDCL in writing to take necessary action in time, failing which, the bidder will not get any extra payment or extension in timeline for such instances. However, if authority suggest any work which is not included in the tender and to be executed as an extra item / excess item, agency has to carry out the work as per tender terms and conditions and SI cannot deny to execute the same.
 7. Final Solution architecture design along with BoQ is required to be submitted for the approval from GSCDCL. SI will commence the installation work only after GSCDCL has approved the final design. Final design shall ensure high availability and maximum fault tolerance of the CCTV System.
 8. SI to ensure centralized monitoring, playback and storage of video feeds coming from CCTV cameras, which is being implemented at different field locations of GSCDCL premises as mentioned below:
 - i. Bus Stops.
 - ii. Roads and or Junctions.
 - iii. Public Parks.
 - iv. Infrastructure Construction Site.
 - v. Water Distribution Plants.
 - vi. Overloaded container spots
 - vii. Water logging spots.
 - viii. Others locations as instructed by GSCDCL
 9. SI to ensure local monitoring, playback and storage of video feeds coming from CCTV cameras which is being implemented at provided locations. The storage of video feeds should be made available locally (SD Card) as well as at Data Center. Offline or locally Recorded Data must have automatic data sync provision shall also be made available in case of network failure.
 10. Local Monitoring and Playback: • Each CCTV camera may be connected to a local monitoring system that enables real-time video feed observation.

11. Local Storage: • Each CCTV camera will be equipped with an SD card for local storage of video feeds. The capacity of the SD card will be chosen based on the required days of storage, resolution, and recording bitrate. • The system will be designed to record on a loop, with new recordings automatically overwriting the oldest footage once the SD card is full. • The recording devices will support high-endurance SD cards suited for continuous

12. Central Storage at Data Center: • Video feeds will be transmitted in real-time to a central data center where the footage will be stored on redundant, high-capacity storage servers. • The data center will implement storage redundancy (e.g., RAID configurations) to prevent data loss. • A secure network will be established to ensure the encrypted transmission of video feeds from local sites to the data center.

13. Automatic Data Synchronization: • In the event of network failure, the system will be designed to continue recording on local storage uninterrupted. • Once the network is restored, the system will automatically sync the locally stored video footage with the central data center's storage. • The synchronization process will involve a check for any gaps in the data center's video footage timeline and will only transfer the missing footage to minimize bandwidth usage. • Timestamps and camera IDs will be used to accurately merge the footage from local storage into the central data center's timeline.

14. Fail-Safe and Network Failure Handling: • The system will be designed to detect network outages immediately and switch to a fail-safe recording mode, ensuring no interruption in the video surveillance process. • Notifications will be sent to system administrators in the event of a network failure, prompting a timely response to resolve any issues.

15. Network Topology Overview: • Core Layer: • The central command control center serves as the core of the network, housing the centralized video management platform and data storage servers. • High-capacity, redundant, and secure servers with virtualization capabilities to handle the video feed processing and storage. • High-speed backbone switch or router to manage data traffic. • Distribution Layer: • Multiple Command Control Centers located across the city, connected to the core layer through high-speed fiber optic links. • Intermediate distribution frames (IDFs) or switches that route traffic from the access layer to the core layer. • Access Layer: • IP-based CCTV cameras installed at identified locations throughout Gwalior city. • Each CCTV pole will be equipped with a VPN router that ensures a secure connection to the central system. • Local NVRs (Network Video Recorders) or edge storage devices at strategic locations for initial video feed collection and local storage.

16. Data Transmission and Security:

- Secure VPN Connection:

- A Virtual Private Network (VPN) router at each CCTV location will establish a secure tunnel to the central and multiple command control centers.

- All CCTV data feeds will be encrypted and transferred through this secured VPN connection. • Firewalls will be configured at each layer to ensure secure data transfer and to prevent unauthorized access.

- Encryption and Cybersecurity Measures: • Advanced encryption standards (AES) will be used for encrypting video feeds. • Continuous cybersecurity monitoring to protect against threats and vulnerabilities.

17. System Redundancy and Reliability at datacentre:

- Network Redundancy: •

Dual WAN connections and automatic failover to ensure continuous internet connectivity.

- Redundant power supplies and backup generators for each critical network component.
- Data Storage Redundancy: • Implementation of RAID configurations in data storage to prevent data loss.

- Regular backup schedules for long-term storage and disaster recovery plans.

18. Network Diagram: The SI will need to provide a detailed network diagram that includes all components of the CCTV Surveillance system, their interconnections, and the secure data flow between the CCTV poles and the command control centers. This diagram will be critical for understanding the entire network layout, troubleshooting issues, and planning future expansions.

19. Provision shall be made to integrate the CCTV system implement under CCTV Surveillance Project with existing infrastructure/ Project of GSCDCL /Police Department/ Gwalior Municipal Corporation (GMC)

i. SI shall be responsible to integrate the CCTV system implemented under the scope of “CCTV Surveillance Project” with existing video wall available at GSCDCL ICCC Center. ii. iii. SI shall be responsible to provide the feeds, if required to Police Command Control Center. The cameras feed shall be on demand or on real time basis. SI shall also be responsible to integrate the video feeds with Video Wall to be supplied under Integrated Command Control Center (ICCC). Moreover, SI is also responsible to provide support to ICCC service provider for the integration of CCTV Surveillance Project with ICCC software for incidents and event monitoring. iv. SI shall ensure to integrate existing cameras, if any at any locations wherever it is possible. The integration solution shall be clearly highlighted in feasibility report v. GMC has implemented CCTV system at some of the municipal locations. If the existing system is ONVIF compliant, the same should be integrated with CCTV Surveillance Project. If any upgradation/ replacement is required for integration, the SI has to mention the same in the feasibility study report. Further, the bidder shall have to design their solution after considering the re-usability of existing available infrastructure

20. Provision shall be made to monitor the real time feeds as well as playback of CCTV cameras implemented under the scope of “CCTV Surveillance Project” from multiple locations at the same time on demand

. 21. SI shall be responsible for Installation and Commissioning of the Software for Video Management System (VMS) including all features as mentioned in this RFP.

22. The selected bidder shall be responsible to provide the detailed requirement of bandwidth at each identified location with proper justification of the same considering the number of cameras and other factors. The network connectivity is not in the scope of the SI. GSCDCL shall provide network connectivity through their appointed Service Provider in the form of lease line/Dark fibre/Other Media at each identified location as per bandwidth requirement shared by SI after due validation. However, SI shall be responsible for the LAN cabling and last mile connectivity at each identified locations.

23. SI shall be responsible to coordinate with GSCDCL or its appointed service provider for network connectivity at respective site. The SI shall be responsible to provide infrastructure i.e. civil work, space in Junction box, etc., at the identified location for housing the equipment's or its appointed service provider for Broad Band/lease line/Dark Fibre connectivity. The provision of network connectivity is not in the scope of SI.

24. SI shall be responsible for cable laying, ducting, trenching etc. for CCTV system. SI is responsible for termination of LAN cable/ last mile connectivity of CCTV system to the existing network infrastructure at respective site to integrate the CCTV System with data centre, command centre etc.

25. The IP Pool and network routing requirements are to be finalised by the SI in consultation with GSCDCL. It is to be noted that the range/class/IP pool may be different at different locations and hence SI should design their solution accordingly.

26. GSCDCL needs to be fully informed of the results of the feasibility survey and the amount and extent of the demolition and site clearance shall then be agreed with the GSCDCL. Selected bidder has to inform & take necessary approval from GSCDCL in advance (minimum 2 weeks) for the digging or excavation required wrt ROW/RI. The bidder is required to submit the detailed plan with drawing for approval. GSCDCL will facilitate such permissions and provide support wherever required. The restoration cost, if any shall be borne by SI and same shall be reimbursed by GSCDCL.

27. SI is responsible to carry out Civil Work (Supply, Erection and commissioning) of Non IT infrastructure like poles/frames/fixtures/housing etc. with proper electrical earthing (as per IS-3043) wherever required based on the feasibility study report.

28. The SI has to ensure that on completion of work, site has to be restored to its original condition as per site requirements.

29. The successful bidder has to provide structural safety certificate from qualified structural engineers approved/ certified by Government Agency for the approval of Pole design and foundations for CCTV system implemented under CCTV Surveillance (CCTV Network) Project.

30. The CCTV system implemented at Construction site shall be temporary installed. SI shall carry out shifting and or alignment of CCTV Cameras installed system installed at construction site within same premise for better monitoring. SI shall also carry out the relocation of CCTV System at another construction sites without any extra cost if the work at existing site has been completed. In this regard, SI shall carry out above said activities only after intimation and written permission from GSCDCL.

31. All equipment installed as part of CCTV system under the scope of “CCTV Surveillance (CCTV Network) Project” should be with 5-year replacement warranty / comprehensive warranty.

32. SI shall provide necessary training to end users to access the feeds pertaining to their site/department and other relevant technical training to manage the system.

33. SI is also responsible to design Standard Operating Procedure (SOP) for all incidents during Operation & Warranty support.

34. SI shall be responsible to integrate the CCTV system with the EMS and helpdesk software for SLA monitoring.

35. It is proposed that the SI shall provide the IT hardware infrastructure along with system software’s at the Data Center for successful operations of the systems. The Primary DC will be at GSCDCL ICC & Office where in space will be provided to the selected bidder to host the IT infrastructure pertaining to this project. SI has to ensure that redundancy is provided for all the key DC components to ensure that no single point of failure affects the performance of the overall system.

36. After the completion of contract duration, SI shall hand over the entire solution covering all the components in working condition to GSCDCL.

Feasibility Report-

After signing of agreement, the Systems Integrator (SI) needs to deploy local team of minimum three CCTV Technical persons (based at Gwalior) proposed for the project and ensure that a Project Inception Report is submitted to GSCDCL which should cover following aspects:

1. Project organization structure and escalation matrix
2. Approach and methodology to be adopted to implement the Project
3. Responsibility matrix for all stakeholders
4. Detailed project plan specifying dependencies between various project activities / sub activities and their timelines
5. Installation locations geo mapped preferably on google earth to visually identify the geographical area The SI as part of the feasibility study shall conduct below mentioned activities.

Based on below mentioned activities SI shall have to prepare detailed feasibility study report and submit the same to GSCDCL.

1. Conduct Survey of each identified location for implementing CCTV System including Data Centre and ICCC
2. Comprehensive As-Is study of the existing CCTV system which are identified for integration and upgradation if any.
3. Assess the reusability of the existing infrastructure (i.e., Junction Box, Switch, CCTV System etc.) wherever possible and will submit a reusability report to GSCDCL.
4. Assess the requirement of IT Infrastructure and Non IT Infrastructure including type and count of CCTV cameras at each identified locations, Video Management Software requirement, EMS software etc.
5. Assess the network connectivity and bandwidth requirement at each identified locations including Police Control Room Centre and ICCC covered under City CCTV Surveillance Project
6. Assess the storage requirement for CCTV system at data center and each identified location as per the scope of City CCTV Surveillance Project
7. Assessment of the cable laying requirement including trenching and ducting.
8. Assessment of integration requirement if any
9. Any other relevant information
10. Preparation and submission of Final BoQ for City CCTV Surveillance Project Additionally, the System Integrator should provide as part of feasibility report the detailed To be designs (layout plans) specifying the following
 1. Location of all field systems and components proposed at the identified locations, (KML /KMZ file plotted google earth etc.)
 2. Height and foundation of CCTV Camera Poles and other mounting structures for field devices.
 3. Design of pole, Junction box and other fabricated components
 4. Location of Junction Box.
 5. Location of Network Provider's Point of Presence (PoP)
 6. Design of Cables routing, Ducts routing, digging and trenching
 7. Electrical power provisioning, etc Detailed Functionalities of City CCTV Surveillance Project
 1. The Surveillance System shall offer centralized management of all devices, servers and users.

2. The Surveillance System shall not have any limit on the number of cameras to be connected for Surveillance, Monitoring and recording. The solution shall be scalable to accept any increase in no. of cameras by augmentation of Hardware components.
3. The Surveillance System shall have ability to knit the video streams from multiple cameras, based on the date/time stamp. Every video stream shall have date, time, source camera location, FPS etc. water-marked. These attributes shall be finalized at the System Design time. There shall be a centralized NTP server, from which all devices shall synchronize the date and time.
4. The Surveillance System shall support distributed viewing of any camera in the system using Video walls or big screen displays.
5. The Surveillance System shall support alarm management. The alarm management shall allow for the continuous monitoring of the operational status and event-triggered alarms from system servers, cameras and other external devices
- . 6. It should be possible to integrate the Surveillance System with 3rd-party software, to enable the users to develop customized applications for enhancing the use of video surveillance solution. For e.g., integrating alarm management to initiate SMS, E-Mail, VoIP call etc.
7. The Surveillance system shall store the overall network elements configuration in central database, either on the management server computer or on a separate DB Server on the network.
8. The Recording Server / System shall support camera (analogue and IP cameras) devices from various manufacturers.
9. The Recording Server / System shall support the PTZ protocols not limited to certain OEMs but in general all the PTZ cameras of the supported devices listed by the camera OEMs.
10. The system shall support full two-way audio between Client systems and remote devices. (Audio from certain set of cameras can be recorded in future).
11. The system shall support automatic failover for recording servers. This functionality shall be accomplished by failover server as a standby unit that shall take over in the event that one of a group of designated recording servers fails. Recordings shall be synchronized back to the original recording server once it is back online.
12. The system shall support multiple failover servers for a group of recording servers.
13. The system shall support Simple Network Management Protocol (SNMP) in order for third party software systems to monitor and configure the system.
14. The system shall act as an SNMP agent which can generate an SNMP trap as a result of rule activation in addition to other existing rule actions.
15. The System Administration Server shall provide a feature-rich administration client for system configuration and day-to-day administration of the system
16. The System Administration Server shall support different logs related to the Management Server
 - i. ii. iii. The System Log The Audit Log The Alert Log iv.
 - The Event Log
17. The system shall support the use of rules to determine when specific actions occur. Rules shall define what actions shall be carried out under specific conditions. The system shall support rule initiated actions such as: i. Start and stop recording ii. iii. Set non-default live frame rate Set non-

default recording rate iv. Start and stop PTZ patrolling v. Send notifications via email vi. Pop-up video on designated Client Monitor recipients

18. The Client system shall provide remote users with rich functionality and features as described below. i. ii. iii. Viewing live video from cameras on the surveillance system Browsing recordings from storage systems Creating and switching between multiple of views. iv. Viewing video from selected cameras in greater magnification and/or higher quality in a designated hotspot. v. Controlling PTZ cameras. vi. Using digital zoom on live as well as recorded video. vii. Using sound notifications for attracting attention to detected motion or events. viii. Getting quick overview of sequences with detected motion. ix. Getting quick overviews of detected alerts or events. x. Quickly searching selected areas of video recording for motion (also known as Smart Search).

19. The web-based remote client shall offer live view of up to 16 cameras, including PTZ control and event / output activation. The Playback function shall give the user concurrent playback of multiple recorded videos with date, alert sequence or time searching.

20. User Authentication – The Remote Client shall support logon using the user name and password credentials.

21. User role & right management – There should be provision to define access control depending upon different user roles. It should be possible to map the camera depending on location, type, etc.

22. Matrix Monitor – The Matrix Monitor feature shall allow distributed viewing of multiple camera on the system on any monitor. It shall be possible to define the viewing matrix like nXn covering maximum 16 cameras. The Matrix Monitor feature shall access the H.264/H.265/MJPEG/MPEG4 stream from the connected camera directly and not sourced through the recording server

23. The alarm management module shall allow for continuous monitoring of the operational status and event-triggered alarms from various system servers, cameras and other devices. The alarm management module shall provide a real-time overview of alarm status or technical problems while allowing for immediate visual verification and troubleshooting.

24. The alarm management module shall provide interface and navigational tools through the client including; i. Graphical overview of the operational status and alarms from servers, network cameras and external devices including motion detectors and access control systems. ii. Intuitive navigation using a map-based, hierarchical structure with hyperlinks to other maps, servers and devices or through a tree-view format.

25. The module shall include flexible access rights and allow each user to be assigned several roles where each shall define access rights to all or selected cameras. 26. Basic VMS should be capable to accept third party generated events / triggers. Based on alarms/alerts, customized/standard alert messages should be published on VMB/PA, after authorization by a supervisor/operator 27. System should have a facility to create CDs or other storage media for submission to Judiciary, which can be treated evidence for legal matters.

28. There should be functionality to convert Video clips into .AVI and other suitable formats as per requirement.

29. All the systems proposed and operationalization of Video Management System should comply with requirements of IT Acts

- . 30. Any hardware or software required to achieve the functional requirement and technical solution of the overall Project (may not be specified in the schedule) is to be proposed in the Bid and borne by the SI.
31. SI to provide the access of Surveillance system through mobile app for viewing of any video stream from Central VMS
32. There should be provision to group the set of cameras depending on the location or the departments, type, etc
33. There should be provision to set various camera related parameters like frame rate, compression rate, zoom, etc. from the centralized console for a specific camera or set of cameras.
34. The CCTV Surveillance System to be implemented will include an advanced two-way communication feature at each camera pole to facilitate audio interaction between the Integrated Command and Control Center (ICCC) operators and the specified locations across Gwalior city. This system will be composed of durable, weather-resistant microphones that are sensitive enough to capture a wide frequency range of sounds while being resistant to vandalism. Alongside these, high-definition loudspeakers will be installed, capable of delivering clear audio output suitable for the urban environment, Page 44 | 179 with adjustable volume to account for varying noise levels. The audio devices will be integrated into the IP network, using Power over Ethernet for efficient power management and reduced cabling needs.
35. Operators at the ICCC will be able to issue announcements to any individual location or broadcast to the entire city via a centralized management platform. This platform will facilitate not only the live audio feeds from various locations but also the archival of all communications, which will be time-stamped and stored in accordance with privacy and data retention laws. The audio transmission will be encrypted to safeguard against unauthorized listening, and access to the system will be strictly regulated to ensure that only authorized personnel can use it.
36. To align with the project's comprehensive approach, the audio communication devices will be under the same warranty as specified in this RFP for the CCTV system, with the vendor responsible for offering complete training on their operation. The entire system will adhere to national and international standards for audio communication, ensuring that the integration of the two-way communication setup complements the CCTV surveillance capabilities, thus enhancing both security measures and public service announcements in the smart city infrastructure.
37. CCTV Surveillance System shall mandate the inclusion of a Network Keyboard and Network Monitoring Software (NMS) as part of the system designed by the vendor. The Network Keyboard must be a high-performance, full-featured control device, a precise 4-axis joystick for comprehensive management of PTZ cameras. The keyboard is required to have flexible network configuration capabilities through an adaptive ethernet port and support WiFi connectivity for optimal placement and network integration. The keyboard should also possess USB ports for the connection of external devices, audio in/out connectors to facilitate two-way communication, and HDMI and DVI outputs for connecting to external monitoring displays. It must include a suite of serial interfaces including RS-232, RS-422, and RS-485 to ensure compatibility and control across the surveillance system.
38. The Network Monitoring Software (NMS) that is to be proposed must be capable of delivering full-stack monitoring and analytics, with the ability to monitor the entire gamut of network

components, from physical devices to cloud services and software applications. The software shall offer discovery and visualization tools to map network architecture effectively, and must include log indexing and event management features to record and search through network activities. The software shall facilitate full-stack analytics, ensuring visibility across all layers of the infrastructure, and include an alerting system to promptly notify network administrators of any potential issues to minimize response times and prevent downtime.

39. Vendors are required to include these specified features and facilities in their proposed system design to meet the RFP requirements. These components should be seamlessly integrated into the overall CCTV Surveillance System to ensure robust, secure, and efficient operations for the end-user, with all elements backed by a warranty and support agreement as specified in the RFP documentation.

Data Center -

Bidder is required to propose Data Center components within GSCDCL premises. SI shall submit the suitable design to meet the project requirements to GSCDCL for approval at design stage of the project. The space for installation of Racks shall be provided by GSCDCL. The successful bidder will be required to commission and integrate the underlying infrastructure required for running the applications and manage the entire system. The bidder as the part of overall solution should consider latest & innovative technologies and propose the most optimal solution. SI shall be responsible to integrate the CCTV system with the EMS and helpdesk software for SLA monitoring. As part of preparing the final bill of material for the physical Data Centre, the successful bidder will be required to list all passive & active components required in the Data Centers. The bill of material proposed by the successful bidder will be approved by GSCDCL for its supply and installation. Indicative equipment to be commissioned as part of Server Side infrastructure at Data Center are as under: 1. Servers i. Application Servers ii. Recording Server iii. Database Server iv. Management Server v. Antivirus Server vi. Any other Server required to cater to the scope of work mentioned in this RFP 2. Application & System Software i. Video Management System including Licenses ii. Network Management & SLA Management, Helpdesk Management iii. Anti-virus Software for Servers iv. Customized Software to cater to requirements of Project Requirements v. Any other software with all necessary licenses 3. Storage & Storage Management Solution 4. Switches 5. Next Generation Firewall 6. Racks 7. All required Passive Components The above are only indicative requirements of IT & Non-IT Infrastructure requirements at Data Centre. Benchmark specifications for various items mentioned above are given in this RFP document.

All the terms and conditions of customer tender documents, amendments & corrigendum will be applicable on fully back to back basis, without any deviation. An undertaking in this regard is to be submitted along with bid

6. Eligibility Criteria

4(i)	Eligibility Criteria of Applicants	
	A.	<p>Legal entity: ,</p> <p>A company incorporated under Companies Act, 2013 or 1956, amended till date; or</p> <p>A partnership firm registered under Partnership Act, 1932; or A Limited Liability Partnership Firm, incorporated under Limited Liability Partnerships Act, 2008 or or iv.</p> <p>A society, established under Societies Registration Act, 1860 or any analogous law enacted by a State Government in India;</p> <p>v. A Cooperative Society, established under Cooperative Societies Act, 1912, Multi-State Cooperative Societies Act, 1984 or any analogous law enacted by a State Government in India or</p> <p>vi. A Trust established under Indian Trusts Act, 1882 or Bombay Public Trusts Act, 1950, or any analogous law enacted by a State Government in India.</p> <p>(vii) A Proprietorship having relevant Certificate/license issued by the Municipal authorities under Shop & Establishment Act or licenses or registrations or certificates in the name of the Proprietor such as GST Certificate, PAN Card, etc.</p>

	<p>B. Turnover- Bidder should have a minimum average annual turnover of Rs. 2.5 crores from the business area of ICT / IT System Integration Services / ITES. business for last three financial years i.e. FY 2021-22, 2022-23, 2023-24</p> <p>Bidder should have supplied and installed any of the following in last 5 years from the date of publishing this RFP as below: At least one project with minimum 50% of project cost which includes minimum 400 CCTV Cameras along with network, data storage and server setup and with minimum 1-year O&M. OR Two Projects each with minimum 30% of project cost which includes minimum 200 CCTV camera along with network, data storage and server setup any one project with minimum 1-year O&M. OR Three Projects each with minimum 20% of project cost which includes minimum 140 CCTV Cameras along with network, data storage and server setup and any one project with minimum 1-year O&M. For running O&M projects, successful completion certificate of elapsed tenure should be attached (minimum elapsed tenure should be one year) Either of both partners should qualify the said experience criteria. Only Government project(s) shall be considered. The Completion Certificates should be issued by respective authority (Not below the rank of Executive Engineer) of client.</p>
	<p>C. Blacklisting – Bidder should not be blacklisted or debarred by any Government / PSU in India at the time of submission of the bid.</p>

	D	Netwoth : Bidder/ Consortium should have a positive net worth as on 31st March 2024
	E	<p>Experience: The bidder or consortium must possess the requisite experience strength and capabilities in providing services necessary to meet the requirements as described in RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder or consortium interested in undertaking the project. The bidder or consortium must also possess technical know-how and financial ability that would be required for comprehensive onsite warranty and O&M support services sought by the GSCDCL for the entire contract duration. The Bids must be completed in all respect and should cover entire scope of work as stipulated in bid document. This invitation to bid is open to all bidders or consortium who qualify the eligibility criteria as given below. In case of consortium.</p> <p>Note: For evaluation following definition is consider</p> <p>(i)-The completion/implemented project is defined as those projects that have been supplied and installed in last 5 years from the date of publishing of this RFP.</p> <p>(ii)-The total Project value shall be considered as Capex Cost + Opex Cost.</p> <p>OEM experience will not be considered for Eligibility Criteria and Technical Evaluation.</p> <p>(iii)- OEM experience will not be considered for Eligibility Criteria and Technical Evaluation</p>
	F	<p>A self-certificate with proper contact detail of customers(Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.) for the experience proof submitted along with PO reference and value of the project.</p> <p>The same should be issued by authorized signatory of bidder.</p> <p>ITI LTD reserves the right to verify the correctness of the client certificates (PO Copies/ Work orders) and any other information submitted by the bidder in his offer.</p> <p>In case of any wrong information submitted by bidder, the bid will be rejected and subsequently the bidder will be blacklisted from doing any business with ITI Limited.</p> <p>The experience details to be filled as per Annexure – IV</p>
4(ii) Checklist of documents/information to be submitted by sole bidder		
a.	Company Profile	
b.	Certificate of Incorporation	
c.	Memorandum & Articles of Association	
d.	Audited financial statements for the last 5 years (2018-19, 2019-20.2020-21, 2021-22 and 2022-23) by CA per clause 4(i) B	
e.	Auditors Net worth certificate assigned by the company's Auditors/ CA (2022-23) as per clause 4(i) C.	

f.	Satisfactory completion certificates including Purchase Order, Completion Certificates as per clause 4 (i) For completed project, satisfactory completion certificate need to be submitted. In case of ongoing work project completion status document from customer need to be submitted. <i>Experience/ Work Completion Certificate of the project execution issued & signed by the competent authority of the client entity along with the supporting documents such as Work order/Purchase order with the name of client contact person, address, email id and telephone numbers to be provided</i>
g.	GST certificate
h.	Copy of PAN Card
i	CIN (Corporate Identity Number), if applicable
j.	Authorization letter in the company letterhead authorizing the person signing the bid for this EOI and Power of Attorney (POA) on Rs.100/- stamp paper along with board of resolution
k.	List of Directors / CEO / COO including their name (s) and address(s) Director Identification Number [DIN] of all the Directors. Corporate Identity Number [CIN].
l	Undertakings (in Company letter head) for acceptance of terms and conditions as per Annexure I -Appendix I
m	Undertaking(in Company letter head) regarding not blacklisting as per Annexure I -Appendix II
n	Undertaking(in Company letter head) regarding no land border sharing as per Annexure I -Appendix III
o	Bidders Details as per Annexure II
p	Annexure III as per format for the Clause by clause compliance to all Terms & Conditions of all the Sections of this EOI (including its corrigendum/amendments), duly Signed and Stamped on the Letter Head of the Organization.
q	Experience Details as per Annexure IV
r	Pre-Contract Integrity Pact as per Annexure-V
s	Project Implementation Plan and capability (technical and financial) on how the customer EOI/tender implementation will be executed by the bidder as per clause 4(i)E
t	Manpower details as per clause 4(i) F

4(iii) General	Please provide compliance for the following clauses	Compliance
1	ITI LTD reserves the right to quote & supply ITI LTD manufactured products (in full or partial quantity) if BOM of Tender/Project contains ITI LTD manufactured products.	
2	ITI LTD reserves the right to undertake services likes installation and commissioning activities, Annual Maintenance Contract (AMC) etc. up to 50%(proportionate to the scope of work)	
3	All activities like Proof of concept/demo on “No Cost No Commitment” (NCNC) basis wherever applicable will be the responsibility of bidders	

4	Bidder should be willing to impart required training to ITI LTD engineers (proportionate to the scope of work) for undertaking services & execution of project	
5	Bidder will be responsible for any shortcoming in the BOM (proportionate to the scope of work) and the same should be rectified free of cost	
6	Bidder should be willing to sign an exclusive agreement with ITI LTD for smooth execution of the project (proportionate to the scope of work)	
7	All commercial terms (proportionate to the scope of work) will be as per the customer Tender/PO.	
8	<p>Earnest Money Deposit (EMD) / Bid Security in the form of Bank Guarantee as per customer RFP to be provided while submitting the customer tender and PBG on back to back basis as per customer tender will be borne by the selected bidder</p> <p>If the selected partner does not submit the required Bid security to ITI LTD before the customer tender due date, the partner will not be considered for the future tenders.</p> <p>Note: ITI LTD reserves the right to verify the genuineness of the BG with the bidder's bank.</p>	
9	<p>Delivery Schedule:</p> <ul style="list-style-type: none"> • Delivery Schedule as per the end customer Tender/ PO on back to back basis (proportionate to the scope of work) • Period of execution shall be in line with the end customer • The project I&C will be considered as completed after obtaining NOC/Commissioning Certificate from the end customer. Further Warranty/AMC shall be supported as per end customer. 	
10	<p>LD Clause: LD (proportionate to the scope of work) shall be as per ITI LTD Clauses (<i>@ 0.5% of order value per week or part thereof subject to a maximum of 10% of the undelivered portion/ the order value (if the item(s) cannot be used unless full supply is made) or to cancel the order and purchase the materials from alternative source at the risk and cost of the bidder</i>) OR as per the end customer PO/tender clause whichever is higher.</p>	
11	<p>Payment Terms:</p> <ol style="list-style-type: none"> a. Payment terms will be as per end customer tender/PO (detailed in EPC agreement) and will be done through an Escrow account on back-to-back basis preferably. b. Payment to the partner shall be done after deduction of all <ol style="list-style-type: none"> i. LD/recoveries imposed by end customer (if any) (proportionate to the scope of work), and ii. ITI LTD's margin & statutory dues 	

	If the partner is in disagreement with the deductions, the partner will have to write to ITI LTD with all the explanation & supporting documents	
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5. Evaluation:

- a. **The process of evaluation will be as below:** All the bids will be scrutinized for technical and financial eligibilities, undertakings and compliance to EOI terms and conditions. The PO copies/experience certificates submitted by the bidders will be cross verified with the issuing authorities/clients. Based on the technical evaluation, the bidders will be called for technical presentation.
- b. Based on the technical capability and presentation, the bidders will be empaneled for each category. The financial bids of the technically qualified bidders will be asked separately.
- c. Partner selection will be based on bidders technical and financial strength to be decided solely by ITI, based on the bid submitted.
- d. Responsibility matrix, commercials and work execution strategy will be mutually decided at the time of bid submission to Railway.

6. Note:

- a. The Bidding (For Technical Part of the Bid) would be subjected to an Online / e-Tendering process. The prospective Bidders are requested to go through <https://itilimited.ewizard.in/> to understand the entire e-Tendering Process and follow the Registration and Bidding Process on <https://itilimited.ewizard.in/> as defined in the document. In case of any clarifications on e-tender portal, bidders may contact the portal helpdesk of <https://itilimited.ewizard.in/>.
- b. The Technical Bid shall be uploaded in e-procurement site of ITI Limited (<https://itilimited.ewizard.in/>). For submission of online bid and procedure to be followed, visit <https://itilimited.ewizard.in/>.
- c. ITI's Tender document can be downloaded from ITI web site www.itilttd.in or CPP portal www.eprocure.gov.in. For uploading the bid proposal, all bidders have to register in our eProcurement portal (<https://itilimited.ewizard.in/>). When submitting the bid please state the tender ID.
- d. Any clarifications regarding the tender can be obtained from- , Mr. Pankaj Sinha (DGM) MSP Office, ITI Limited, MSP Bhopal E-7/647 1st floor Arera colony Bhopal– 462016 email: :

Pankajsinha_nsu@itilttd.co.in Mob: 7651914221, / 9450061839 and R S Jagat (DGM) MSP Office, ITI Limited, MSP Bhopal E-7/647 1st floor Arera colony Bhopal– 462016 email: :rsjagat_bpl@itilttd.co.in, Mobile No:9663624723.

e. Technical bids will be opened at.....

- f. All the bids will be scrutinized as per eligibility conditions and compliance to the EOI terms & conditions.
- g. Financial Bid, after the evaluation of Technical bid (Only for technically qualified bidders), will be asked in a later stage.
- h. Any Liquidated Damage (LD) imposed by Railway for delayed deliveries or services as per the terms and conditions of Railway LTE Tender, the same will be passed on to the partner in proportion of their responsibility and cause of LD. An appropriate mechanism and frame work shall however be decided before taking up the roll out so as to decide the clear line of responsibility in cases of overlapping responsibilities.
- i. The Transfer of Technology to ITI Ltd by the selected Partner through OEM for RAN equipment has to be mutually discussed and agreed upon in case of winning the contract for which the terms and conditions can be dealt separately.
- j. Bid offered should be valid for a period of 180 Days from the date of opening of EOI response.
- k. Conditional offers are liable for rejection.
- m. Consortium is not allowed to bid in this EOI
- n. The Bidders should give Clause by clause compliance (as per annexure III) of EOI with references to supporting documents; otherwise the offers are liable for rejection.
- o. The bidder to indemnify ITI LTD from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
- p. In the event that ITI LTD is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the bidder at latter's cost and expenditure.
- q. ITI LTD reserves the right to suspend or cancel the EOI process at any stage, to accept, or reject any, or all offers at any stage of the process and / or to modify the process, or any part thereof, at any time without assigning any reason, without any obligation or liability whatsoever.
- r. Bidders, whose Purchase Order(s) for any Project of ITI LTD was/were cancelled on risk & cost basis for nonperformance or non-submission of performance guarantee in last 2 years, are not eligible to participate in this tender.
- s. Any existing vendor/partner of ITI Ltd. willing to participate in this EOI/RFP must have a good track record with ITI or submit a Performance Clearance Certificate from the respective concerned ITI unit/office.
- t. **Cost of EOI:** The bidder shall bear all costs associated with the preparation and submission of his offer against this EOI, including cost of presentation for the purposes of clarification of the offer, if so desired by ITI LTD. ITI LTD will, in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.

- u. **Amendment of EOI:** At any time prior to the last date for receipt of offers, ITI LTD, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI LTD may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for EOI.
- v. ITI LTD will not consider any or all of the bids if they are not meeting EOI requirements.
- w. ITI LTD may at its discretion reject any offers received for selection without assigning any reasons.
- x. This EOI will be available on Govt & ITI Ltd website: “<http://www.itiltld.in/> ” under its Tender/EOI Section.

8. Other Terms and conditions:

I. Confidentiality

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the customer to the bidder, in connection with the customer PO, whether such information has been furnished before, during or following completion or termination of the customer PO are confidential.

If advised by the Customer, all copies of such information in original shall be returned on completion of the bidder's performance and obligations under this customer PO.

II. Transparency

All customers are responsible and accountable to ensure transparency, fairness, equality, competition and appeal rights. This involves simultaneous, symmetric and unrestricted dissemination of information to all likely bidders, sufficient for them to know and understand the availability of bidding opportunities and actual means, processes and time limits prescribed for completion of registration of bidders, bidding, evaluation, grievance redressal, award and management of contracts.

It implies that such officers must ensure that there is consistency, predictability, clarity, openness, and equal opportunities in processes.

III. Indemnity: Bidder to indemnify ITI LTD from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer. LD/ Penalties incurred on account of delay in supply, product failure during warranty if any and deficiency in Warranty and AMC services shall be borne by the bidder

IV. Arbitration:

In case amicable settlement is not reached in the event of any dispute of difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the bidder in any manner touching upon the contract, such dispute or difference shall (Except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration of the arbitrator appointed by ITI LTD.

- The award of the arbitrator shall be binding upon the parties to the dispute.
- Subject as aforesaid, the provisions of Arbitration and reconciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to arbitration proceedings under this clause. The cost of arbitration shall be borne equally by both the parties.
- Work under the contract shall be continued during the arbitration proceedings.
- Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by ITI LTD and future blacklisting of the bidder.
- The arbitration location will be at Bengaluru

V. **Set Off:** Any Sum of money due and payable to the bidder under this customer PO may be appropriated by the customer or any other person contracting through the ITI LTD and set off the same against any claim of the customer for payment of a sum of money arising out of this EOI or under any other EOI/contract made by the bidder with the customer.

VI. The interested bidder may like to discuss the customer tender related information, EOI Bidding Conditions, Bidding **Process and clarifications, if any with the DGM Marketing.**

VII. Intellectual Property Rights:

- All deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the bidder under this customer PO shall become and remain the property of the customer and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without: the customer's prior written consent.
- The bidder shall, not later than upon termination or expiration of this customer PO, deliver all such documents and software to the customer, together with a detailed inventory thereof.
- The bidder may retain a copy of such documents and software but shall not use it for any commercial purpose.

VIII. **Language of offers:** The offers prepared by the Company and all the correspondences and documents relating to the offers exchanged by the companies shall be written in English language.

IX. Liquidated Damage (LD) may be included, i.e if any imposed on ITI for the reasons related to the bidder shall be carry forwarded to bidder

X. In the event that ITI LTD is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the bidder at latter's cost and expenditure.

XI. PROGRESS REPORT:

Selected partner shall, compile, prepare and submit on time, periodical progress reports (monthly or as required by ITI LTD) on the progress of Business orders, delivery and implementation of services on related projects where ITI LTD products & services are to be utilized.

XII. TERMINATION FOR DEFAULT:

Any of the following events shall constitute an event of default by the bidder entitling the Competent Authority to terminate the contract.

- If the bidder fails to perform any obligation(s) under the Contract
- If bidder, does not remedy his failure within a period of 30 days (or such longer period as the ITI LTD may authorize in writing) after receipt of the default notice from the ITI LTD
- If selected bidder fails to fulfill its part of the work to the satisfaction of ITI LTD, then ITI LTD shall have the right to terminate the contract.

The contract shall not be terminated for failure to discharge responsibilities due to force majeure situations or failure by ITI LTD to meet conditions precedent.

XIII. FORCE MAJEURE:

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this and contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the ITI LTD as to whether the deliveries have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at its option terminate the contract.

XIV. TERMINATION FOR INSOLVENCY:

ITI LTD may at any time terminate the contract by giving written notice to the bidder, without compensation if the bidder becomes unwilling, bankrupt or otherwise insolvent

- XV. **ITI's Right to accept any bid and to reject any or All Bids or to cancel the EOI:** ITI LTD reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of ITI's action.
- XVI. **Amendment of EOI:** At any time prior to the last date for receipt of offers, ITI LTD, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI LTD may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for EOI.
- XVII. **Disclaimer:** ITI LTD and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of ITI LTD and/or any of its officers, employees.

**Annexure-I
Appendix I**

Undertakings (To be in Bidder's Letter Head)

M/s..... do here by undertake the following

1. to work exclusively with ITI complying to the EOI and Customer Tender terms and conditions including corrigenda, amendments, prebid clarifications, agreements etc. Also, we agree to implement the project (scope of work as per Customer Tender terms and conditions including investment) covering Warranty & post-warranty services, maintenance etc, in the event of ITI LTD winning the contract on back-to- back basis.
2. Submit Earnest Money Deposit (EMD) / Bid Security required for submitting the customer tender and PBG to be borne by the selected bidder at the time of placement of order as per customer tender terms. In cases where ITI LTD is exempted from providing EMD & PBG or

allowed to submit Corporate Guarantee in place of Bank Guarantee to customer, bidder shall provide EMD (while submitting the bid to the customer) & PBG as per customer terms to ITI LTD.

3. To support ITI LTD for preparation of the EOI/tender, post bid clarifications, technical presentations and any other requirements as per end customer requirement.
4. To submit OEM MAF and other OEM related certificates as per customer RFP formats and all other technical documents/certificates/data sheets/solution as per customer tender requirement
5. To submit local content certificate and auditors certificate as per customer tender requirement
6. that we will be equipped with the required manpower with qualifications, certifications and experience as mentioned in the customer tender.
7. The Bidder to bring OEM for different equipment who meets the OEM eligibility criteria as per customer RFP/tender requirement.
8. to comply with all the end customer EOI/tender requirements including technical specifications
9. to get required certificate& support (warranty & post-warranty/maintenance) in the name of ITI LTD from the OEM as per customer tender requirement.
10. we do also hereby irrevocably and unconditionally agree and undertake to save and keep ITI Ltd, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against ITI Ltd by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory / regulatory requirements and / or any other law for the time being in force.
11. should not be insolvent, in receivership, bankrupt or being wound up, not have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing.
12. should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
13. To make all arrangements and carry out Proof of Concept (PoC) at bidder's cost
14. to obtain relevant statutory licenses for operational activities at own cost.
15. to sign MoU/Teaming Agreement, Integrity Pact with ITI LTD for addressing the customer tender as per customer's tender terms and conditions.
16. to indemnify ITI LTD from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

17. to support the offered equipment for the period including warranty and AMC as per customer tender conditions.
18. to supply equipment/components which conform to the latest year of manufacture.
19. certify 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.
20. We declare that the information and documents submitted along with the EOI/customer tender are correct and we are fully responsible for the correctness of the information and documents, submitted by us.
21. We understand that if the contents of the certificate submitted by us are found to be forged/false at any time during process for evaluation of EOI/tenders, it shall lead to forfeiture of the Bid Security and may also lead to any other action provided in the contract including banning of business for a period of upto two years. Further, we and all our constituents understand that our offer shall be summarily rejected.

(Signature and Stamp of the Bidder)

Annexure-I
Appendix II

Undertaking regarding not Blacklisted certificate (To be in Bidder's Letter Head)

1. We,....., hereby declare that,..... the bidder or any of the promoters/directors/partner or member not blacklisted/ banned/ debarred/ suspended by the Central/ any other States/ Union Territories Government/ Quasi- Govt/ Govt. undertaking/Banks/Railways/ Financial Institution or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade or for any other reasons or bad performance/ delayed delivery / Bank NPA, CDR (Corporate Debt Restructuring), SDR (Special Debt Restructuring), NCLT or for any other defaulting reason as on date of issue of this EOI.
2. that we the, bidder is/are not blacklisted or debarred by Railways or any other Ministry / Department of Govt. of India from participation in the customer tender on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/LLP/JV/Society/Trust.

(Signature and Stamp of the Bidder)

Annexure-I
Appendix III

Undertaking regarding No Land border Sharing (To be in Bidder's Letter Head)

We, M/s.....hereby understands and comply the following conditions

1. We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India and certify that I am/We are not from such a country or, if from such a country, have been registered with the competent Authority. I/We hereby certify that I/we fulfil all the requirements in this regard and am/are eligible to be considered (evidence of valid registration by the competent authority is enclosed)
2. Bidder from a country which shares land border with India will be eligible to bid if the bidder is registered with the competent authority as specified Department of Expenditure, Ministry of Finance, Government of India letter F.No.6/18/2019-PPD dated 23/07/2020.

(Signature and Stamp of the Bidder)

Annexure-II

Bidders 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.	Date of Incorporation			
	Annual Turnover for 5 financial years (Rs in Cr)	2020-21	2021-22	2022-23

5.				
6.	Net worth for the year 2022-23 (Rs in Crs)			
7.	GST Registration number			
8.	PAN Number			
9.	CIN Number, if applicable			
10.	Number of technical manpower in company's rolls			

(Signature and Stamp of the Bidder)

Compliance Statement

S.No	Clause No.	Clause	Compliance (Complied/ Not Complied)	Remarks with Documentary Reference
1.				
2.				
3.				
4.				
5.				

Note: Bidders are requested to comply every clause as per EOI, Corrigendum, Addenda which is published along with the EOI. The relevant supporting documents need to be referred with respective clauses mentioned.

(Signature and Stamp of the Bidder)

Work Experience Details – project wise

Sl. No	Information Required	Details
1	Name & Scope of work of the project	
2	Entity for which the project was Constructed (Customer Name & Contact Details including email ID, Contact number	
3	Project Cost	
4	PO No & Date	
5	Date of commencement	
6	Commissioning Date	
7	Role of bidder	
8	Brief Description of the project	
9	Commissioning Date	
10	Role of bidder	
11	Brief Description of the project	

(Signature and Stamp of the Bidder)

PRE-CONTRACT INTEGRITY PACT

(To be executed on plain paper and submitted along with Technical Bid/ EOI Documents. To be signed by the bidder and same signatory Competent/ Authorized to sign the relevant contract on behalf of the ITI Ltd).

EOI No.....

This Integrity Pact is made onday of 2024

BETWEEN:

ITI Limited,having its Registered & corporate office at ITI Bhavan, Dooravani Nagar, Bangalore – 560016 India, and established under the Ministry of Communications & IT, 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 include its successors and assigns) ON THE ONE PART
AND

M/s represented byChief Executive Officer (hereinafter called the bidder(s)/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 bidder/contract ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to enter into an MOU of partnering business opportunities of common interest and able to generate synergies in execution of such business for (name of the Stores / equipment / items). 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 Bidder(s)/ Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will monitor the EOI 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 EOI 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

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 EOI 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 person is not legally entitled to.
- b. The Principal will, during the EOI process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the EOI 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 EOI process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons. If the principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act 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 Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the EOI process and during the execution of the contract.
 - a. The bidder(s)/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 EOI 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 EOI process or during the execution of the contract).

- b. The bidder(s)/contractor(s) will not enter with other bidders/ 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 bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/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 Bidder(s)/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 Bidder(s) f 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 Bidder(s)/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 Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

If the Bidder(s)/Contractor(s), during EOI 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 Bidder(s)/Contractor(s) from the EOI process.

If the Bidder(s)/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 EOI/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 Bidder(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.

The Bidder(s)/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.

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.

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.

On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not be entitled for any compensation on this account.

Subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/Contractor(s) could be revoked by the Principal if the Bidder(s)/ 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 Bidder(s)/ 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 EOI process.

4.2 If the Bidder(s)/ Contractor(s) makes incorrect statement on this subject, he can be disqualified from the EOI 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 EOI 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 equivalent 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 subcontractor(s)/sub-empaneled partner(s)/ associate(s), if any, and to submit the same to the Principal along with the EOI 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 subcontractors/ sub-empaneled partners / associates.

6.3 The Principal will disqualify from the EOI process all bidders who do not sign this Integrity Pact or violate its provisions.

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

7.1 If the Principal receives any information of conduct of a Bidder(s)/Contractor(s) or subcontractor/ sub-empaneled partner/associates of the Bidder(s)/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.

Details of IEM appointed by ITI are as under:

Shri Atul Jundall, IFS (Retd.)

3/10 Vishesh Khand Opp. Little Friend School Gomti Nagar, Lucknow-226010(UP)

- 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 Bidder(s)/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 Bidder(s)/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 Bidder(s)/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 Bidder(s)/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 to weeks 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.

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.

1.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

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.

If the Bidder(s)/Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Bidder(s)/Contractor(s).

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 Bidder(s)/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.

12.3 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with interpretation thereof shall not be subject to any Arbitration.

12.4 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 date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For BIDDER(S)/CONTRACTOR(S)

.....

.....

Name Designation

Name Designation

Witness

1.

1.

2.

2.

