

Request for Proposal (RfP)  
for  
Selection of System Integrator (SI) for Supply,  
Installation, Testing & Commissioning (SITC)  
and Maintenance of City-wide Surveillance,  
Command & Control Centre in Sultanpur Lodhi  
Smart City of Punjab.

RFP NO. 01



## **Disclaimer**

- i. This Request for Proposal ("RFP") is issued by the Deputy Commissioner -cum- CEO, Sultanpur Lodhi Smart City, District Kapurthala.
- ii. The information contained in this Request for Proposal document ("RFP") or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Sultanpur Lodhi Smart City (Sultanpur Lodhi Smart City ) (henceforth referred to as "SLSC " in this document) or any of its employees or advisors, is provided to Bidders, on the terms and conditions set out in this RFP.
- iii. This RFP is not a Contract and is neither an offer nor invitation by the Purchaser to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at, by the Purchaser, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iv. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisers make no representation or warrants and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment,

assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

- v. The Purchaser also accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Purchaser may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for this project and the Purchaser reserves the right to reject all or any of the proposals, without assigning any reason whatsoever.
- vii. SLSC or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of the Successful Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the Project, without assigning reasons thereof.
- viii. The RFP Document does not address concerns relating to diverse investment objectives, financial situation and particular needs of each party. The RFP Document is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the Project. No person has been authorized by SLSC to give any information or to make any representation not contained in the RFP Document.
- ix. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation and expenses associated with any demonstrations, Proof of Concept (POC) or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses shall remain with the Bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder, in preparation for submission of the Proposal, regardless of the conduct or outcome of the selection process.

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**SECTION – I**

## 1.1 Notice Inviting Tender

The Deputy Commissioner, Kapurthala -cum- Chief Executive Officer, Sultanpur Lodhi Smart City invites tender through Punjab Government eProcurement System <https://eproc.punjab.gov.in> from eligible agencies as per Detail given below:-

**Name of work:** *Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab.*

### Key Date:

Sr. No.	Particular	Details
1.	NIT No. and date	NIT No. 01 & date: 29.01.2026
2.	Tender Document Cost (Rs.) Non refundable	INR 10,000/- (Rupees Ten Thousand only)
3.	Bid Security/ EMD (Rs.) for Contractor	Rs.32,00,000 (Rupees Thirty Two Lacs Only) <i>(to be deposited online on eproc portal)</i>
4.	Time Limit for completion of work	9 Months implementation period and 84 months O&M period
5.	Online Tender Purchase Start Date	29.01.2026 (Time: 09:00 AM)
6.	Online Tender Purchase End Date	23.02.2026 (Time: 05:00 PM)
7.	Online Tender Submission Start Date	29.01.2026 (Time: 09:00 AM)
8.	Online Tender Bid Submission End Date	23.02.2026 (Time: 05:00 PM)
9.	Venue and Date & Time of Pre-Bid Meeting	Venue: O/o E.O., Municipal Council, Sultanpur Lodhi, District Kapurthala, Punjab Date & Time: 05.02.2026 - Time:11:00 AM
10.	Last Date for Submission of Pre-Bid Queries	05.02.2026 (Time: 17:00 PM IST to be submitted via email as given at Sl. No.19 under Clause 1.1 Factsheet)
11.	Opening of Technical Proposal	24.02.2026 (Time: 11:00 AM)
12.	Financial Bid Opening Date (only of technically qualified bidders)	<i>Will be intimated after evaluation of Technical Proposals</i>
13.	Validity period of Proposal	180 Days

The Bidder can download the tender documents from the Punjab Government eProcurement System: <https://eproc.punjab.gov.in> The Bidders shall have to pay for the Tender

documents Fee online by using the service of secure electronic payment gateway. The secure electronic payments gateway is an online interface between contractors and online payment authorization networks. The Payment for Tender Document Fee can be made by eligible bidders/ contractors online directly through Debit Cards & Internet Banking Accounts and the Payment for Bid Security/ EMD can be made online directly on Punjab Government eProcurement System.

**Note: - If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.**

All tenders will be received through e-tendering. Tenders will be opened on the prescribed date as mentioned above in the presence of the agency or their representative who like to be present in the office of SULTANPUR LODHI SMART CITY.

Deputy Commissioner -cum-  
CEO, Sultanpur Lodhi Smart City,  
District Kapurthala, Punjab

## 1.2 - Factsheet

Sr. No.	Item	Description
1.	Tender Inviting Authority	<b>The Deputy Commissioner -cum- Chief Executive Officer, Sultanpur Lodhi Smart City, District Kapurthala, Punjab.</b>
2.	Name of Project Work	<i>Selection of System Integrator (SI) for Supply, Installation, Testing &amp; Commissioning (SITC) and Maintenance of City-wide Surveillance, Command &amp; Control Centre in Sultanpur Lodhi Smart City of Punjab.</i>
3.	Method of Selection	<p>The selection of the Bidder shall be based on the single stage with following two Covers (to be uploaded at e- procurement portal in separate Covers):</p> <p><b>a. Cover - I (Technical Bid)</b></p> <ul style="list-style-type: none"> <li>• Cover - I shall comprise of all the documents (in PDF format) mentioned in Clause 2.12.2 and uploaded on the Punjab Government eProcurement System (<a href="https://eproc.punjab.gov.in/nicgep/app">https://eproc.punjab.gov.in/nicgep/app</a>) and should not include any material financial information; failing which the bidder's bid will be considered non-responsive and summarily rejected and will not be evaluated further.</li> <li>• Evaluation of technical qualification and responsiveness.</li> </ul> <p><b>b. Cover - II (Commercial Bid)</b></p> <ul style="list-style-type: none"> <li>• Cover - II shall comprise of all the documents (in PDF format) mentioned in Clause 2.12.2 and uploaded on the Punjab Government eProcurement System (<a href="https://eproc.punjab.gov.in/nicgep/app">https://eproc.punjab.gov.in/nicgep/app</a>)</li> <li>• Cover - II shall be opened only for technically qualified bidders and shall consider the Total Evaluated Price, comprising the Project Cost (CAPEX) and the cost of Operation &amp; Maintenance / AMC (OPEX), for the purpose of financial bid evaluation and determination of the lowest evaluated bidder (L1).</li> </ul>

Sr. No.	Item	Description
		<b>Award Criteria:</b> The technically responsive Bid with the lowest evaluated price shall be selected for contract award.
4.	Availability of RFP Documents	RFP can be download from Punjab Government eProcurement System: <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>
5.	Tender Document (RFP)	Request for Proposal
6.	Date of RFP Issuance	29.01.2026 (Time: 09:00 AM)
7.	RFP Number	SLSC/DCKPT/CCC/2025-26/01
8.	Last Date and time for Bid/ Bid submission (On or before)	23.02.2026 (Time: 05:00 PM)
9.	Venue and Date & Time of Pre-Bid Meeting	Venue: O/o E.O., Municipal Council, Sultanpur Lodhi, District Kapurthala, Punjab Date & Time: 05.02.2026 - Time:11:00 AM)
10.	Last Date for Submission of Pre-Bid Queries	05.02.2026 (Time: 17:00 PM IST to be submitted via email as given at Sl. No.19. under Clause 1.1 Factsheet)
11.	Posting of responses to queries (on website)	<a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>
12.	Date, time and venue of opening of Technical Proposals received in response to the RFP notice	To be informed later
13.	Date, time and venue of opening of Financial Proposals received in response to the RFP notice	To be informed later
14.	Non- Refundable Tender Fee	INR 10,000/- (Indian Rupee) inclusive of tax to be paid at Punjab Government eProcurement System: <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>
15.	Non-Refundable e-Service Charges	INR 5900/- (INR In Figure) inclusive of tax to be paid at Punjab Government eProcurement System: <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>

Sr. No.	Item	Description
16.	Earnest Money Deposit (BID SECURITY / EMD ) (Refundable)	BID SECURITY / EMD of Rs.32,00,000/- shall be paid online at <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> A copy of online (eproc) receipt of Bid Security/ EMD , should be uploaded as part of the Technical Proposal on <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>
17.	Power of Attorney along with copy of Board Resolution if applicable	Bidder must submit the original hard copy of Power of Attorney or attested copy of Board Resolution to the Client before deadline for submission of bids. In case the original Power of Attorney or attested copy of Board Resolution are not received as per time and date mentioned above, the Bid will be treated as non-responsive. The scanned copy of the Power of Attorney and or attested copy of Board Resolution, should be uploaded as part of the Technical Proposal on <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a>
18.	Performance Security	5% of the total awarded cost in the form of irrevocable Demand Bank Guarantee (BG).
19.	Name and address for communication, seeking clarifications and submission of proposal	For clarification and communication purposes Bidders make contact: The Deputy Commissioner -cum- Chief Executive Officer, Sultanpur Lodhi Smart City, District Kapurthala, Punjab. Tel: 01828-222050 e-Mail ID: <a href="mailto:mcspl73@yahoo.in">mcspl73@yahoo.in</a>
20.	Bid validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
21.	Language	Proposals and all the supporting (i.e., work order/ agreement/ certificate) should be submitted in English only. (If supporting in other than English, bidder must submit the self-certified copy of all the related documents translated in English along with copy of original work order/ agreement/ certificate).
22.	Currency	Currency in which the Bidders may quote the price and shall receive payment is INR only.

Sr. No.	Item	Description
23.	Certificate issued by Chartered Accountant as supporting to the tender documents	All certificate(s) issued by Statutory Auditor /Chartered Accountant as supporting documents in the Bidder proposal should contain Unique Document Identification Number (UDIN).
24.	Payment Mode (Online/ Offline)	Tender Document fee along with applicable Tender processing fee to be paid Online on <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> .

### 1.3 Introduction

#### 1.3.1 Objective & Scope of Work

1.3.1.1 **Objective:** The Deputy Commissioner -cum- CEO, Sultanpur Lodhi Smart City, District Kapurthala aims to enhance public safety and security through a City-Wide Surveillance System. This initiative involves installing CCTV cameras at strategic locations across Sultanpur Lodhi City to deter and detect crime, ensuring swift action against offenders.

1.3.1.2 **Scope of Work:** The Sultanpur Lodhi Smart City (SLSC) has planned City Wide Surveillance system to be installed at various locations in Sultanpur Lodhi City including PTZ Camera & Box/ Bullet Cameras along with other standard accessories for reviewing, recording and storage of video feeds of CCTV Cameras including installation and hand-holding for satisfactory operation & maintenance for a period of 7 years from the date of final acceptance of the system i.e. Go-Live.

1.3.1.3 Accordingly, bids are invited for “Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab” and its operations and maintenance for a period of 7 years.

1.3.1.4 Under this project CCTV Cameras will be installed on 62 identified locations of the city. The broad objectives of the integrated Video Surveillance system at each location are as follows;

- ❖ Security & Surveillance across City at Public places/traffic light crossing.
- ❖ Operational & Safety enhancements
- ❖ Crime Control & Monitoring
- ❖ Mitigation of threats, provide adequate alerts and alarms including auto recording during an alarm situation.
- ❖ Video Surveillance System is required to ensure effective security & surveillance of an area as well as create a tamper proof record for post event analysis.
- ❖ Video Surveillance system should be capable to raise alerts in case of camera up/down, Camera Tempering, Out of Focus. The alerts raised by the System will be automatically sent to administrator/end user via LAN/ e-mail immediately.

- ❖ It should facilitate viewing of live and recorded images and controlling of all cameras by the authorized users of LAN/Remotely.

- 1.3.1.5 System should provide interoperability of Hardware, OS, Software, and Networking, Database connectivity, reporting and communication protocols. System expansion should be possible through off-the-shelf available hardware. All the Camera's and Video Management system should be BIS & ONVIF Compliant.
- 1.3.1.6 The contract will cover the Design of IP Surveillance system, supply, delivery, testing & commissioning followed by 7-years onsite warranty period along with its operations and maintenance for a period of 7 years.
- 1.3.1.7 Successful Bidder must provide detail project execution plan with timelines. Implementation of project should be completed within 9 months from the date of award of contract.
- 1.3.1.8 The methodology of conducting & cabling an installation work, to be adopted, must ensure minimum damage to the existing finish and no loss to the aesthetic beauty of the city/traffic light crossing/round about. Any damage to the existing flooring / walls etc. shall be made good by the bidder.

*The Bidder shall, at its own cost and responsibility, carry out all necessary due diligence, including but not limited to site visits, surveys, and verification of local and ground conditions, to fully apprise itself of the requirements, constraints, and circumstances relevant to the Project prior to submission of the Bid.*

*The Purchaser shall not be liable or responsible for any misunderstanding, error, omission, or lapse on the part of the Bidder arising from failure to conduct such due diligence, and no claim for additional cost, compensation, time extension, or relief shall be entertained on this account.*

- 1.3.1.9 Design, Supply, and Installation on turn-key basis, conduct feasibility and submit feasibly report with technical bid along with Geo-coordinates, LOS detail, Air distance b/w links etc. Bidder should provide one technical expert in main server room for seven years during CAMC/warranty period. This is a Turn-key project vendor must incorporate all costs involved in the handing over complete solution to MC Sultanpur Lodhi.

#### **1.4 Proposed Locations for Surveillance**

- 1.4.1 The proposed sites are various traffic lights, crossing, entry and exit points, market area, and major public places in Sultanpur Lodhi City of Punjab State. The proposed sites under City-Wide IP Surveillance System will consists Outdoor day & night IP Based Full HD Box/Bullet type and PTZ cameras which will be connected through city wide Optical fiber network as back-bone, Industrial grade POE Switches, Outdoor Junction boxes with earthing and conical Heavy-duty Pole for Cameras. Centrally located Surveillance Room with High End Server with Video Management Software, Workstations for live viewing, NAS/ SAN & power backup etc. The System is designed that it should work in 24x7 environments. All the cameras should use POE functionality to avoid the conventional power cabling using UPS Systems at each site.

## CITY CCTV SURVEILLANCE: ENHANCING URBAN SECURITY

### Objective

- Improve safety
- Monitor public spaces
- Deter crime

### Benefits

- Faster emergency response
- Traffic management

### Future Enhancements

- Smart integration with IoT
- Predictive analytics

### Infrastructure

- High-resolution cameras
- AI-based analytics
- Real-time monitoring

### Challenges

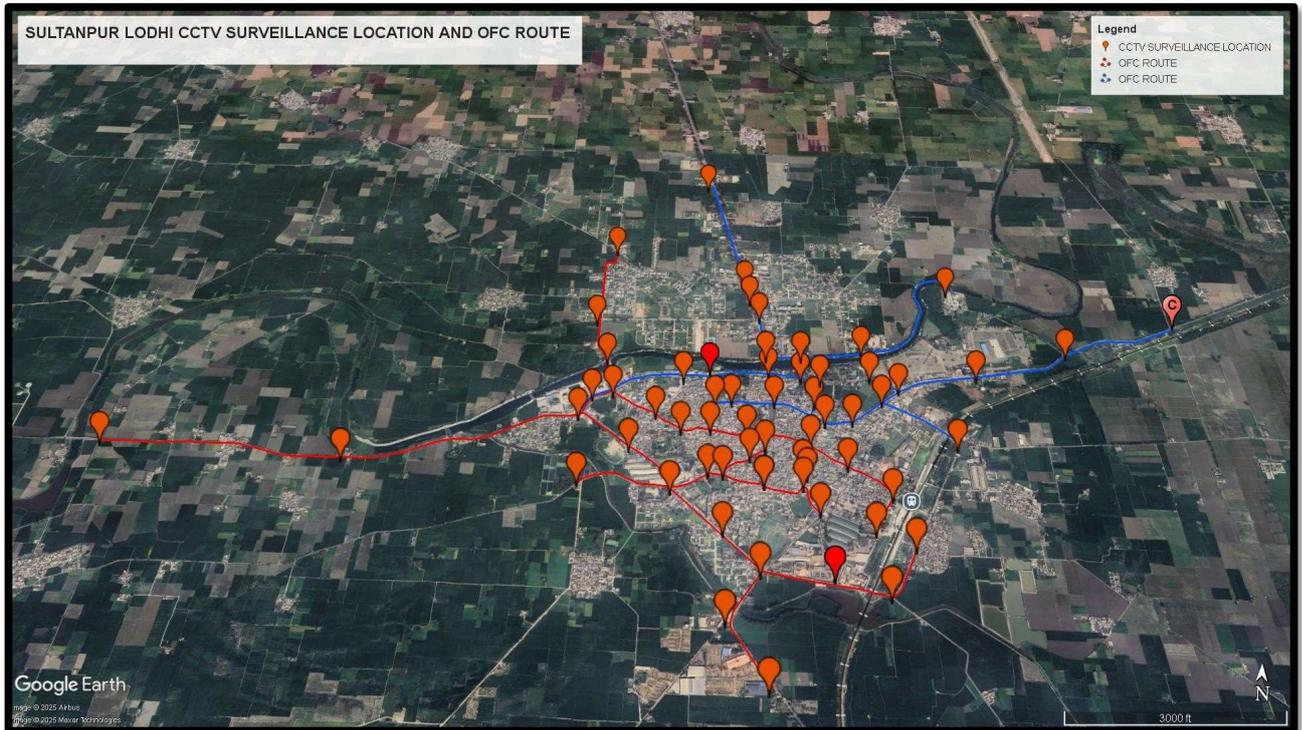
- Privacy concerns
- Data security
- Maintenance

DETAILS OF LOCATIONS			
Sr. No.	Junction Name	Latitude	Longitude
1	Swagati Gate, Kapurthala Road	31.222217	75.219159
2	Dinga Bridge, Gurudwara Santghaat Road	31.220211	75.212392
3	Bienyan Bridge, Gurudwara Santghaat Sahib	31.224167	75.206389
4	Main Gate, New Danamandi Market Committee Office	31.218611	75.207222
5	Shaheed Udham Singh Chowk	31.217222	75.202778
6	T" Point, Rest House Baba Nanake Hatt	31.218323	75.201423
7	T" Point, B.D.P.O Office	31.218333	75.195833
8	Talwandi Chowk	31.21829	75.195767
9	Garari Chowk	,	75.187567
10	Maachi Joa Bridge	31.219032	75.186982
11	Langar Hall Gate, Gurudwara Shri Ber Sahib	31.215556	75.185833
12	Pontoon Bridge (Both) Busowal Road	31.212778	75.173889
13	Busowal Bridge	31.213056	75.161111

<b>DETAILS OF LOCATIONS</b>			
<b>Sr. No.</b>	<b>Junction Name</b>	<b>Latitude</b>	<b>Longitude</b>
14	Swagati Gate, Talwandi Chowdarian Road	31.231667	75.1925
15	"T" Point Paramjit Pur	31.224167	75.194722
16	"T" Point, Ghazipur Road	31.223056	75.195
17	"T" Point PUDA Colony opposite Amandeep Hospital	31.221945	75.19552
18	Machijoa Chowk near Peera-di-Jagah	31.221434	75.18632
19	"T" Point Dera Amritsarian, PUDA colony, Jabbosudaar Road	31.226405	75.187105
20	Guru Nanak Dev Stadium	31.213889	75.188611
21	Bebe Nanake Chowk (Including Gurudwara Shri Halt Sahib)	31.211667	75.190833
22	Water Treatment Plant chowk, Bhago-araaian Road	31.211944	75.186111
23	Lohian Chungi	31.207778	75.195278
24	Swagati Gate, Lohian Chungi	31.202778	75.195556
25	T point Stabgarh, near Safri Palace	31.205556	75.193611
26	Purani Dana Mandi (Both gate and inside)	31.211944	75.1975
27	Railway Station Sultanpur Lodhi (Gates)	31.211667	75.201944
28	Gill Road, Chandigarh Basti	31.209444	75.202778
29	Under-bridge, Dalla Road	31.206944	75.201389
30	Under-bridge, Karamjitpur Road	31.214515	75.205602
31	Govt School for Girls, Mohalla Mehirian	31.2126	75.197744
32	Chowk Chelian	31.214427	75.1980223
33	Katra Bazar Morh, Sadar Bazar	31.214026	75.195656
34	Chatkaian Chowk, Sadar Bazar	31.214963	75.192814
35	Thana Chowk, Near Sangroor Studio	31.215894	75.191341
36	Singh Bhawani Mandir	31.215589	75.19882
37	Arya Samaaj Chowk	31.216654	75.196209
38	Thana Chowk, Near Gurudwara Antaryma Sahib	31.215775	75.18992
39	Bus Stand Entrance and Exit Gates	31.217956	75.191335
40	Veterinary Hospital (Front)	31.212603	75.192713

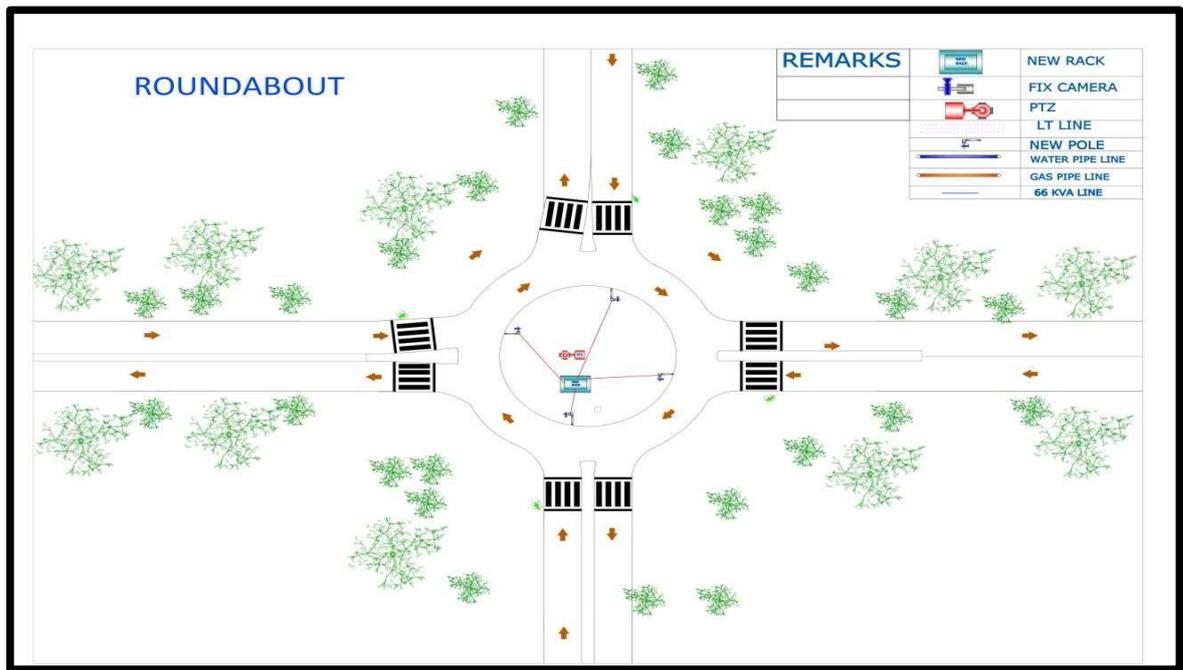
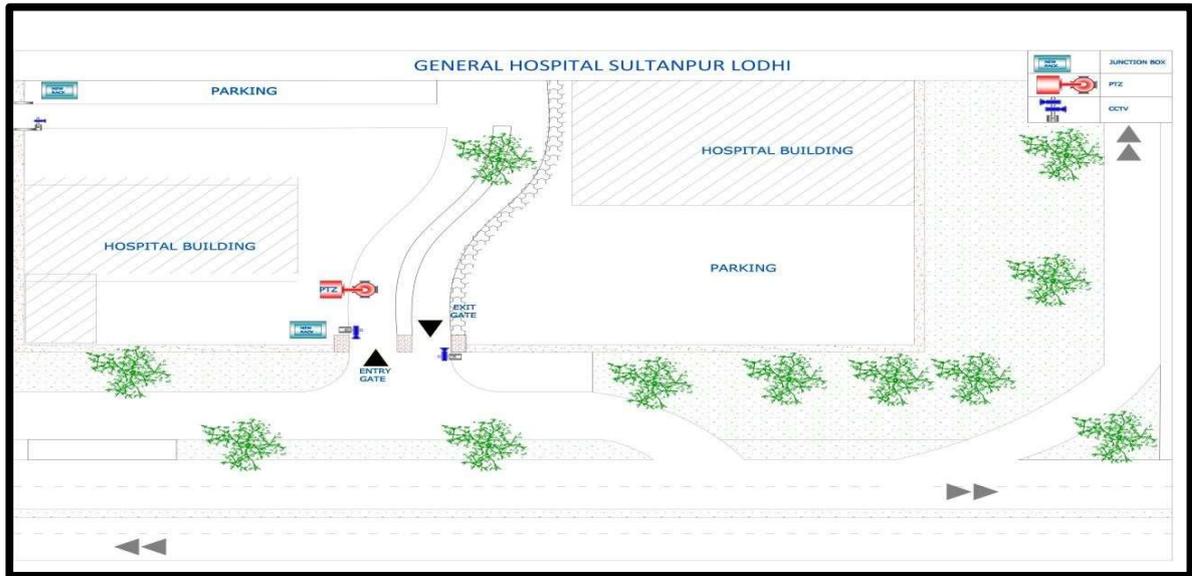
<b>DETAILS OF LOCATIONS</b>			
<b>Sr. No.</b>	<b>Junction Name</b>	<b>Latitude</b>	<b>Longitude</b>
41	Central Town Gate (Near veterinary Hospital)	31.21256	75.193479
42	Central Town Gate (Near Kabariya)	31.209683	75.193479
43	Bebe Nanake Ghar	31.212104	75.195549
44	Gurudwara Sehra Sahib	31.216667	75.198333
45	Arora Rasta Chowk near back-side Gate of Civil Hospital	31.216536	75.193056
46	Mori Muhalla Morh, near Kabariya (Cheema Complex)	31.21572	75.200277
47	Nori Mohalla Morh, Near Punjab Sind Bank	31.213203	75.199832
48	Gurudwara Santghaat to Gurudwara Sri Ber Sahib (walking path on the bank of Kali Bein) I	31.219444	75.195833
49	"T" Point Karamjitpur Road	31.216892	75.201932
50	Vadda Vehra Chowk (Near Om Halwai)	31.213028	75.197541
51	"T" Point, Jasbir Cinema	31.210797	75.1983
52	Sri Gurudwara Ber Sahib (Main Gate)	31.216699	75.186472
53	Sub-divisional Court Complex (Front)	31.218004	75.198719
54	Sr. Secondary School for Boys	31.216649	75.193934
55	Fhuwara Chowk	31.213553	75.194854
56	Katna Bazar	31.214842	75.19473
57	Gaushala chowk near Purana Dana Mandi gate	31.212104	75.195549
58	Railway station exit gate near food depot	31.209933	75.200964
59	Gurudwara Santghaat to Gurudwara Sri Ber Sahib (walking path on the bank of Kali Bein)	31.219476	75.197752
60	Gurudwara Santghat to Gurudwara Shri Ber sahib (walking path on the bank of Kali Bein)	31.21998	75.20112
61	T-Point between Civil Hospital & Boys School	31*13'5.52"N	75*11'33.70"E
62	T-Point near Railway underpass	31*12'26.52"N	75*11'55.49"E

## 1.5 Proposed OFC Route for Backbone Connectivity



## 1.6 Routing, Ducting, Trenching and Boring

- 1.6.1 In this process, the path of ducting and trenching is decided. The route is defined based on the shortest path. It is always taken care to minimize the number of roads to be trenched. There should be enough space between data and power cabling and there should not be any cross wiring of the two, in order to avoid any interference, or corruption of data. A sample of routing is shown in the image as below.
- 1.6.2 The type of trenching used depends on the environmental / geographical condition of the site location. During the ducting, HDPE (High density polyethylene (HDPE), pipe is used as a conduit for the cables. Once the HDPE pipes are placed in the duct, the sub-contractor shall close both ends of HDPE pipe with covers to avoid soiling or water entry.
- 1.6.3 Reinforced concrete foundation M25 is used for steel monopoles. Steel anchor bolts are embedded in the foundation. Base plate is welded at bottom of pole shaft and pole is fixed to foundation through base plate to anchor bolts connection.
- 1.6.4 The process of installation of Junction Box involves pit excavation, civil foundation and earthing as per the requirement defined in RFP. All consumables required for installation and the civil foundation of structure like sand, concrete, any other accessories required shall be in the scope of SI.
- 1.6.5 Earthing should be done for the entire power system, UPS systems, Power distribution units, AC units, etc. so as to avoid a ground differential. All metallic objects on the field that are likely to be energized by electric currents should be effectively grounded.

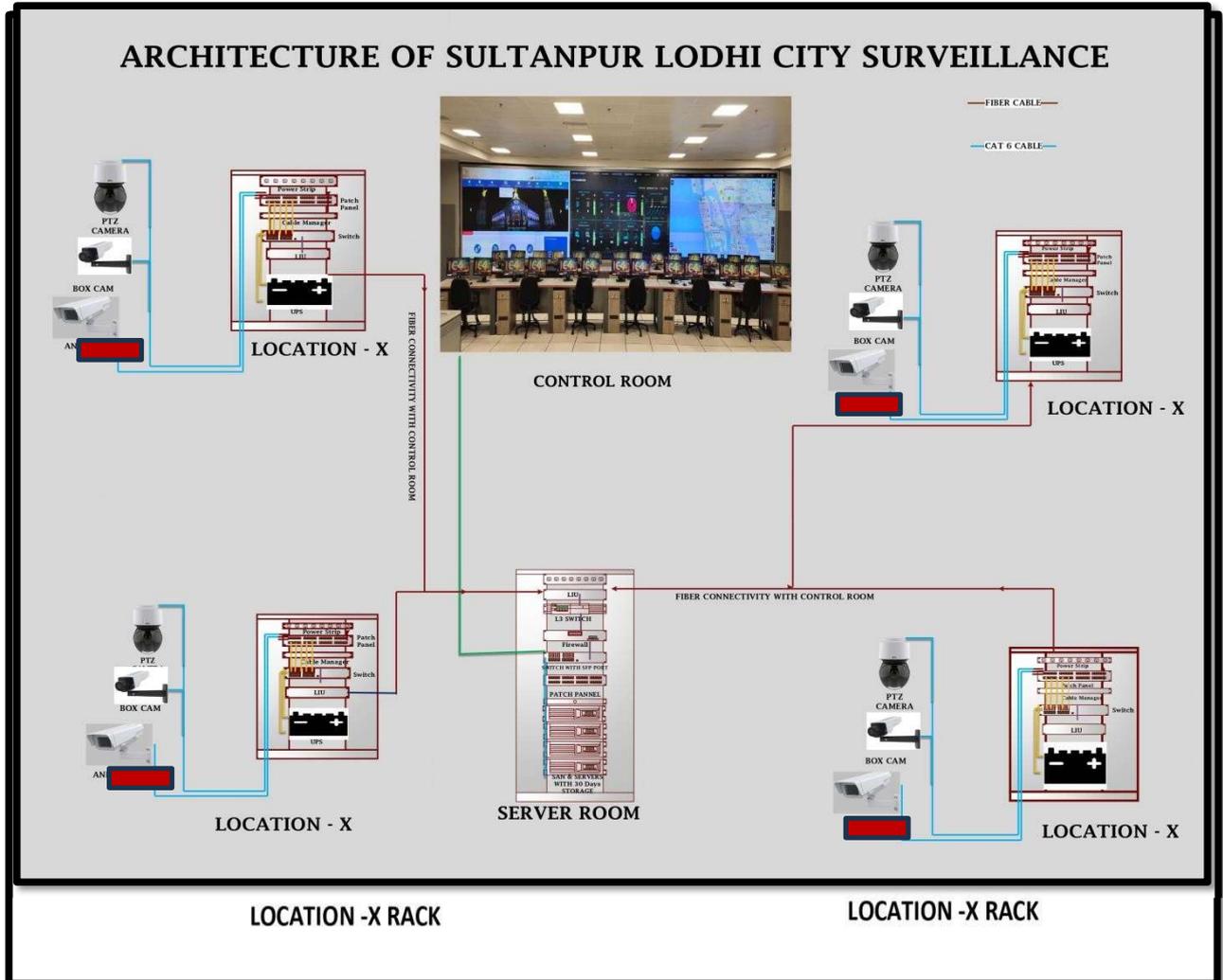


**1.7 Interconnections Of The Elements In The Junction Box**

1.7.1 SI shall design the Field junction box as per the requirements defined in RFP. SI shall get the Field junction box design approved from Dept. Field junction box design shall include earthing mechanism for the complete structure. Field junction box shall be of suitable size as per site requirements to house the field Equipment Field junction box design shall ensure to keep the temperature inside the box within the suitable range for equipment operation and should also avoid intentional water and splash intake. Field junction box form factor shall be Rack mount / DIN Rail.

1.7.2 All wiring must be hidden, through tubes/pipes. No wires shall be visible from outside. SI shall install all the elements inside the Junction box like Ruggedized network switch, patch panel, UPS, Battery etc. SI shall make required connections as per approved design inside junction box to make it functional. SI shall interconnect the elements as defined in table.

1.8 Proposed Architecture of Solution



## **SECTION-II**

## **2 Instructions to Bidders**

### **2.1 Instructions for Online Bid Submission**

2.1.1 This RFP has been published on the Punjab Government eProcurement System; (URL: <https://eproc.punjab.gov.in/nicgep/app>). The Bidders are required to submit soft copies of their bids electronically on the Punjab Government eProcurement System, using valid Digital Signature Certificate. The instructions given below are meant to assist the Bidders in registering on the e-Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Punjab Government eProcurement System.

2.1.2 Bidders are advised to refer “Bidders Manual Kit” thoroughly on <https://eproc.punjab.gov.in> for detailed information on Registration and submission of the Bids.

### **2.2 Registration**

2.2.1 The Bidders can login to Punjab Government eProcurement System in secure mode only by signing through the Digital certificates.

2.2.2 Bidders are required to enroll on the Punjab Government eProcurement System; (URL: <https://eproc.punjab.gov.in/nicgep/app>) by clicking on the link “Online Bidder enrolment”. Enrolment on the Punjab Government eProcurement System is free of charge.

2.2.3 As part of the enrolment process, the Bidders shall be required to choose a unique username and assign a password for their accounts.

2.2.4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the Punjab Government eProcurement System.

2.2.5 Upon enrolment, the bidders shall be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudhra etc.), with their profile.

2.2.6 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

2.2.7 Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/eToken.

### **2.3 Searching for Documents**

2.3.1 There are various search options built in the Punjab Government eProcurement System to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the

Punjab Government eProcurement System.

2.3.2 The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification/help from the Helpdesk / DC Kapurthala -Cum- CEO SLSC.

## **2.4 Preparation of Bids**

2.4.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids

2.4.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

2.4.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/XLS/RAR/DWF formats. Bid documents may be scanned with 100 dots per inch (dpi) with black and white option

## **2.5 Submission of Bids**

2.5.1 Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder shall be responsible for any delay due to other issues.

2.5.2 Bidder shall digitally sign and upload the required bid documents one by one as indicated in the RFP

2.5.3 Bidder shall select the payment option as “offline” to pay the Tender Cost / BID SECURITY / EMD as applicable and enter details of the instrument

2.5.4 Standard formats have been provided in the RFP to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their bids in the format provided and no other format is acceptable.

2.5.5 The Commercial Bid Template/s has been provided in the RFP to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their commercial bids in the format provided and no other format is acceptable.

2.5.6 The server time (which is displayed on the bidders' dashboard) shall be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

2.5.7 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the

secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done.

2.5.8 The uploaded bid documents become readable only after the tender opening by the authorized bid openers

2.5.9 Upon the successful and timely submission of bids, the portal shall give a successful bid submission message & a bid summary shall be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

2.5.10 The bid summary should be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **2.6 Assistance of Bidders**

2.6.1 Any queries relating to the RFP and the terms and conditions contained therein should be addressed to the DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY at address mentioned in the Section 1.1 - Fact Sheet

2.6.2 Any queries relating to the process of online bid submission or queries relating to Punjab Government eProcurement System in general may be directed to the 24x7 Portal Helpdesk. The contact numbers for the helpdesk are .....

For any portal related technical queries please call the Helpdesk. The contact numbers for the Helpdesk are ..... (On all Government Working days from 09:00 am to 05:00 pm)

## **2.7 Cost of Bid**

2.7.1 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 the DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City. The DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

## **2.8 Contents of RFP**

2.8.1 The Bidder is expected to examine all Sections and Annexures in the RFP and furnish all information as stipulated therein

## **2.9 Clarification of RFP**

2.9.1 **Pre-Bid meeting:** A Pre-Bid Meeting shall be conducted to clarify issues and respond to questions on any matter that may be raised at that stage relating to this RFP. The details of the Pre-Bid Meeting shall be as follows:

Date & Time: As specified in the RFP Factsheet

Venue / Mode: As specified in the RFP Factsheet (Physical / Virtual / Hybrid)

Prospective Bidders are requested to submit their queries, if any, in writing and/or by e-mail, in the prescribed format, to the address indicated in the RFP Factsheet, within the timelines specified therein. Queries submitted after the stipulated deadline may not be considered.

The minutes of the Pre-Bid Meeting, including clarifications and amendments, if any, shall be issued by the Purchaser and shall form an integral part of the RFP. Any modification, clarification, or change to the RFP shall be made only through a written addendum/corrigendum issued by the Purchaser. No verbal clarification given during the Pre-Bid Meeting shall be binding on the Purchaser.

Attendance at the Pre-Bid Meeting is optional. The non-attendance of a Bidder at the Pre-Bid Meeting shall not be a cause for disqualification.

2.9.2 A prospective Bidder requiring any clarification on the RFP may submit his queries to DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City through email: [dc.kpr@punjab.gov.in](mailto:dc.kpr@punjab.gov.in) Queries must be submitted in the format mentioned in Clause 6.8 of Section VI of RFP with the subject line of the email as “**Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab**”<Name of the Bidder>”

2.9.3 The Purchaser shall not respond to any queries not adhering as per the format mentioned in RFP for Implementation and Maintenance of Smart Solutions in Sultanpur Lodhi.

2.9.4 All queries on the RFP should be received on or before as prescribed by the Purchaser in Section 1.1 - Fact Sheet

*Note: The purchaser shall prepare a response to queries, and circulate to the Bidders and upload the same on the websites listed under Section 1.1- Fact Sheet.*

## **2.10 Amendment of the RFP**

2.10.1 At any time prior to the last date and time for bid submission, the purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment. The amendment shall be notified on Punjab Government eProcurement System (<https://eproc.punjab.gov.in> ) and should be taken into consideration by the prospective agencies while preparing their bids.

2.10.2 In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the last date for the receipt of Bids

2.10.3 Bidders are advised to visit this website regularly to keep themselves updated as any change/modification in the RFP shall be intimated through eProcurement portal only.

## **2.11 Language of Bids**

2.11.1 The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern

## **2.12 Procedure for Submission of bids**

2.12.1 The bid prepared by the Bidder shall comprise of the following Covers (to be uploaded at e-procurement portal in separate Covers):

**a. Cover - I (Technical Bid)**

- Cover - I shall comprise of all the documents (in PDF format) mentioned in Clause 2.12.2 and uploaded on the Punjab Government eProcurement System (<https://eproc.punjab.gov.in/nicgep/app>)

**b. Cover - II (Commercial Bid)**

- Cover - II shall comprise of all the documents (in PDF format) mentioned in Clause 2.12.2 and uploaded on the Punjab Government eProcurement System (<https://eproc.punjab.gov.in/nicgep/app>)

**Note: Cover-1 containing Eligibility Criteria and Technical Bid should not include any material financial information; failing which the bidder's bid will be considered non-responsive and summarily rejected and will not be evaluated further.**

## **2.12.2 Documents Comprising the Bids**

The bid prepared by the Bidder shall comprise of the following components:

### **Cover-1 : Technical Bid comprising of:**

**A. Eligibility Criteria-** The Eligibility Criteria shall comprise of the following:

1. Form A.1: Bid Submission Checklist
2. Form A.2: Eligibility Criteria Covering Letter
3. Form A.3: Non-Disclosure Agreement
4. Form A.4: Company Profile
5. Form A.5: Turnover and Net Worth Certificate
6. Form A.6: Affidavit
7. Form A.7: Undertaking of non-blacklisting
8. Form A.8: Power of Attorney
9. Form A.9: Total Responsibility Certificate
10. Form A.10: Undertaking for NIL Deviation
11. Form A.11: Conflict of Interest
12. Form A.12: Disclosure of Court Cases

13. Form A.13: Self-declaration by the Bidder

**B. Technical Bid** - The Technical Bid shall comprise of the following:

1. Form A.1: Technical Bid Cover Letter
2. Form A.2: Project Citation / Case Studies
3. Form A.3: Manufacturer's Authorization Format (MAF) from OEM
4. Form A.4: Technical Specifications of all the hardware and software
5. Form A.5: Undertaking on Change Request
6. Form A.6: Manpower Details
7. Form A.7: Undertaking of Products quoted are not blacklisted
8. Form A.8: Undertaking for Firmware/software upgrades
9. Form A.9: Declaration on OEM's letter head for MAC address of the cameras
10. Form A.10: Technical compliance on OEM's letterhead
11. Form A.11: Declaration on OEM's letter head for CCC Platform technical support team
12. Form A.12: After Sales Service

***Note: Submission of Selected Documents in Hard Copy(s): Only the specific documents, if permitted and as expressly identified in the Fact Sheet / Data Sheet of this RFP, shall be required to be submitted in hard copy form. Submission of the complete Bid in hard copy is not required. The Bidder shall ensure that the identified documents are submitted in original / notarised / certified hard copy form, as applicable, within the timelines and at the address specified in the Factsheet. Failure to submit the required hard copy documents, as specified, shall render the Bid liable for rejection, without any obligation on the part of the Purchaser to seek clarification or grant additional time. All hard copy documents shall be duly signed and sealed by the authorised signatory of the Bidder.***

**Cover- 2: Commercial Bid comprising of the following:**

1. Form A.1: Commercial Bid Cover Letter
2. Form A.2: Commercial Bid Format

2.12.3 The Bidder shall submit only one (1) bid in response to the RFP. If the Bidder submits more than one bid, it shall be subject to disqualification of bidder and shall also cause the rejection of all the bids which such Bidder has submitted.

2.12.4 The response to the bid should be submitted along with legible, appropriately indexed, duly filled Information sheets and sufficient documentary evidence as per RFP. Responses with illegible, incomplete Information sheets or insufficient documentary evidence shall be rejected.

2.12.5 Documentary evidence established in accordance with Section-II that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted. Bids from agents without proper authorization from the firms whom they are representing, shall be treated as non-responsive and

will be rejected summarily.

2.12.6 Bidder will provide documentation establishing bidder's capabilities and qualifications to satisfy purchaser that the Bidder will assume total responsibility for the fault free operation of network and maintenance for a period of 7 years from the date of final acceptance of the system.

2.12.7 The documentary evidence of the goods and services conformity to the Bidding Documents may be in the form of literature, drawings and data and shall furnish:

- (i) A detailed description of the goods essential technical and performance characteristics
- (ii) A list giving full particulars, including availability of all spare parts etc. necessary for the proper and continued functioning of the goods for a period of 7 years, following commencement of the uninterrupted usage by the Purchaser End
- (iii) An item-by-item commentary on the Purchaser's Technical Specifications demonstrating the substantial responsiveness of the Goods and services to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

### **2.13 Bid Prices**

2.13.1 The Bidder shall indicate in the Form A.2: Commercial Bid format, the unit rates and total Bid Prices of the equipment/services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in RFP.

2.13.2 In absence of information requested in above Clause, a bid may be considered incomplete and be summarily rejected

2.13.3 The Bidder shall prepare the bid based on details provided in the RFP. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Purchaser. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP.

2.13.4 The Commercial bid shall indicate the unit prices inclusive of all taxes and duties (wherever applicable) with Freight on the road (FOR) destination and total Bid Prices of the deliverables it proposes to deliver under the contract. All prices must be quoted in Indian Rupees only.

2.13.5 Prices for upgrades, Subassemblies, Accessories should also be suitably quoted wherever necessary

2.13.6 Prices indicated on the Price Schedule shall be inclusive of all taxes, and all applicable charges

2.13.7 The Commercial bid should clearly indicate the price to be charged and Taxes shall be applicable as per actuals. It is mandatory that such charges wherever applicable/payable should be indicated separately. However, should there be a change in the applicable taxes, the same may apply

2.13.8 Prices quoted by the bidder shall not be fixed during the Bidder's 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 will be rejected.

- 2.13.9 All prices and other information like discounts (on volumes or otherwise) etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price / information quoted in words and figures, the price/information quoted in words will be treated as final.
- 2.13.10 Evaluation of commercial Bid for the lowest bidder will be decided on the cumulative cost quoted by the bidder (Project Cost & cost of O&M/AMC). No payment of OPEX will be made to the agency during execution period.

#### **2.14 Firm Prices**

2.14.1 Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.

#### **2.15 Bidder Qualification**

2.15.1 The "Bidder" as used in the RFP shall mean the one who has signed the Tender Form. The Bidder shall be **Authorised Signatory** or his duly **Authorized Representative**, in either cases Bidder shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the authorized representative and the Director or Authorised Signatory.

2.15.2 It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the firm, or a company

2.15.3 The authorization shall be indicated by **specific written Power-of-Attorney** accompanying the bid

2.15.4 The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be **annexed to the bid**

2.15.5 Any change in Authorised Signatory or his duly Authorized Representative shall be intimated to DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY in advance

#### **2.16 Earnest Money Deposit (BID SECURITY / EMD )**

2.16.1 The Bidder shall furnish, as part of its bid, an **Earnest Money Deposit (BID SECURITY / EMD)** of the amount mentioned in the **Section 1.1 - Fact Sheet**. The BID SECURITY / EMD is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to Volume – II: Scope of Work of RFP. The BID SECURITY / EMD shall be submitted in the electronic format online (NEFT/ RTGS/ Internet Banking) or any other online mode available on Punjab Government eProcurement System.

2.16.2 **Return of BID SECURITY / EMD :**

- (a) Bid Security of the bidders whose bids rejected in technical evaluation shall be returned upon the completion of technical evaluation.
- (b) Bid Security of all the remaining bidders except the L1 bidder/successful bidder shall be returned upon the completion of financial evaluation.
- (c) Bid Security of the L1 bidder/successful bidder shall be returned once the L1 bidder/successful bidder has signed the Contract and furnished the required performance security or shall be adjusted against the performance security or payment under contract, as the case may be.

2.16.3 No interest shall be paid by the Purchaser on the BID SECURITY / EMD deposited by the bidder

2.16.4 The BID SECURITY / EMD may be forfeited:

- a. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid;  
or
- b. in the case of a successful Bidder, if the Bidder fails;
  - i. to sign the Contract in accordance with Clause 2.32 - Award of Contract; or
  - ii. to furnish Bank Guarantee for Contract Performance in accordance with Clause 2.17 - Performance Security.

## **2.17 Performance Security**

2.17.1 The successful bidder is required to submit a Performance Security of an amount equivalent to 5% of the Contract Amount within a period of 21 days from the date of issue of Notification of Award prior to signing the Contract Agreement.

2.17.2 Performance Security must be made in the form of Bank Guarantee from any Nationalized Bank drawn in favour of DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY, payable at Chandigarh equivalent to five percent (5%) of the Contract Value before signing of the Contract Validity: The Performance Bank Guarantee submitted by the successful bidder shall remain valid for a period of 99 (9+84+6) months covering the period 6 months after the completion of the project duration including any O&M period. In case of any delay on the part of System Integrator (SI), SI will be required to increase the validity of PBG as intimated by the authority.

2.17.3 In the event of termination, Purchaser may Invoke the Performance Security, recover such other direct costs and other amounts towards direct damages from the Agency that may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law

2.17.4 Within 21 days of the receipt of notification of award from the Purchaser, the successful bidder shall furnish the performance security in the form of Performance Bank Guarantee valid for a period of 99 (9+84+6) months in accordance with the Conditions of Contract

2.17.5 Failure of the successful Bidder to comply with the requirement of above Clause shall constitute

sufficient grounds for the annulment of the award and forfeiture of the BID SECURITY / EMD

## **2.18 Period of Validity of Bids**

2.18.1 Bids shall remain valid for period mentioned in Section 1.1 - Fact Sheet after the date of opening of Technical Bid (Cover-1) including Eligibility Criteria. A bid valid for a shorter period may be rejected by the Purchaser as non- responsive.

2.18.2 In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity up to 90 days. The request and the responses thereto shall be made in writing (or through e-mail). The validity of BID SECURITY / EMD provided under above Clause may also be extended if required.

## **2.19 Revelation of Prices**

2.19.1 Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.

## **2.20 Terms and Conditions of Bidders**

2.20.1 Any terms and conditions of the Bidders shall not be considered as forming part of their Bids

## **2.21 Last Date for Receipt of Bids**

2.21.1 Bids shall be submitted by the bidder no later than the time and date specified in Section 1.1 - Fact Sheet

2.21.2 Original documents as per Clause 2.12.2 shall be received by the Purchaser at the address specified under Section 1.1 - Fact Sheet no later than the time and date specified in Section 1.1 - Fact Sheet

2.21.3 The Purchaser may, at its discretion, extend the last date for submission of bids by amending the RFP, in which case all rights and obligations of the Purchaser and Bidders previously subject to the last date shall thereafter be subject to the last date as extended

## **2.22 Late Bids**

2.22.1 Bidders shall not be able to submit the Bid on the Punjab Government eProcurement System after the last date and time for submission of bids as listed in Section 1.1 – Fact Sheet

2.22.2 Bids shall be summarily rejected, in case the Original Documents (Refer Section 2.12.2) received by purchaser after the last date and time for submission of bids as listed in Section 1.1 – Fact Sheet

## **2.23 Modification and Withdrawal of Bids**

2.23.1 No bid may be altered/modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders shall not be considered.

2.23.2 No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of

the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its BID SECURITY / EMD and shall be declared a "defaulting bidder". In such situation the tendering process shall be continued with the remaining bidders as per their ranking.

2.23.3 If the bidder relents after being declared as selected bidder, it shall be declared as defaulting bidder and BID SECURITY / EMD of such defaulting bidder shall be forfeited and DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY reserves right to blacklist/debar such bidder for next 3 years from participating in any DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY tenders. In such situation, the tendering process shall be continued with the remaining bidders as per their ranking.

## **2.24 Contacting the Purchaser**

2.24.1 No Bidder shall contact the Purchaser / Project Management Consultants / Advisors/other stakeholders involved in the project on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded

2.24.2 Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or Contract award decisions may result in the rejection of the Bidder's bid.

## **2.25 Opening of Technical Bids by Purchaser**

2.25.1 The Purchaser shall convene a bid opening session as per time schedule where one representative from the Bidder, who has successfully submitted the bid, can participate. Subsequent to this, Purchaser shall further evaluate the Bid of only those agencies whose BID SECURITY / EMD is found to be in order.

## **2.26 Purchaser's Right to Vary Scope of Contract**

2.26.1 The Purchaser may at any time, by a written order given to the Bidder, with mutual consensus with the selected bidder, make changes to the Scope of the Contract as specified

2.26.2 If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, as decided by the committee and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Purchaser's changed order.

## **2.27 Purchaser's Right to Accept Any Bid and to Reject Any or All Bids**

2.27.1 The Purchaser reserves the right to accept any or all bid, and to annul the Tendering process or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action

## **2.28 Maintenance**

**2.28.1** Free onsite maintenance (including all Hardware, Software, network cabling for all types of defects and problems) maintenances services shall be provided by the Supplier / OEM during the period of warranty and Comprehensive Annual Maintenance Contract (CAMC). In case the supplier fails to rectify the problem within 48 hours including holidays then OEM shall be required to provide second level support, service to rectify the problem or replace the faulty system or part thereof.

2.28.1 The performance of the system shall be measured, and applicable penalties shall be calculated and imposed on the bidder in case the performance is below the defined thresholds.

## **2.29 Delivery/Installation, Schedule**

2.29.1 Supply, Installation & Commissioning of all equipments/deliverables, and integration of all type of cameras at all sites to be made within 6 months from the date of issue of PO.

## **2.30 Quantity Variation**

**2.30.1** This is turnkey basis project. The arrangement/option/quantity may increase or decrease. The quantity of all items is tentative and may vary as per site requirement & will be paid extra as per actual consumption. However, successful bidder will be selected based on lowest prices quoted under final schedule of requirement and price schedule.

## **2.31 Notification of Award**

2.31.1 Prior to the expiry of the period of bid validity, pursuant to Clause 2.18 Period of Validity of Bids, the Purchaser shall notify the successful Bidder by letter to be confirm in writing that its bid has been accepted

2.31.2 The notification of award shall not constitute the formation of the Contract

2.31.3 Upon the successful Bidder's furnishing of Performance Bank Guarantee for Contract Performance, the Purchaser may notify each unsuccessful Bidder and shall discharge BID SECURITY / EMD of the successful bidder in line with provisions of Clause 2.16.3.

## **2.32 Award of Contract**

2.32.1 There shall be only one Successful Bidder

2.32.2 At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser shall send the Bidder the draft Contract Agreement, incorporating all agreements between the parties

2.32.3 The successful Bidder shall be required to submit Performance Bank Guarantee as mentioned in Clause 2.17- Performance Bank Guarantee within maximum 21 days of issuance of notice of award and prior to signing of the contract agreement.

2.32.4 Within maximum 7 days of receipt of the submission of Performance Bank Guarantee, the

successful Bidder shall sign and date the Contract and return it to the Purchaser

2.32.5 Keeping in view the Project commitment, DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY reserves the right to ask the successful Bidder to add new features/process or modify the existing solution to take care the service delivery for matching the Project requirements as and when required

2.32.6 The Bidder shall unconditionally agree to comply with and honour all the terms, conditions, requirements, and provisions of this RFP and the resultant Contract, and shall adhere to all applicable fair trade, ethical, and transparent business practices in the execution of the work orders issued by the Deputy Commissioner, Kapurthala -cum- Chief Executive Officer, Sultanpur Lodhi Smart City.

2.32.7 If the name of the system/service/process is changed for describing substantially the same in a renamed form; then all techno-fiscal benefits agreed with respect to the original product, shall be passed on to DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY and the obligations with DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY taken by the Successful Bidder with respect to the product with the old name shall be passed on along with the product so renamed.

2.32.8 DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY may, at any time, terminate the contact by giving written notice to the Bidder without any compensation, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to DC KAPURTHALA -CUM- CEO SULTANPUR LODHI SMART CITY

2.32.9 If at any point during the Contract, if the successful Bidder fails to, deliver as per the RFP terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause shall be invoked

### **2.33 Placing of Work Order**

2.33.1 For procurement of Hardware/software/solution/system/service, Work Order shall be placed on the successful bidder in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Work Order

2.33.2 Objection, if any, to the Work Order must be reported to DC Kapurthala –cum- CEO Sultanpur Lodhi by the successful Bidder within five (5) working days counted from the date of Work Order for modifications, otherwise it is assumed that the successful Bidder has accepted the Work Order in total .

2.33.3 If the successful Bidder is not able to supply/deploy/operationalize the ordered hardware/software/solution/system/service/process completely within the specified period, the penalty clause shall be invoked

2.33.4 DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala, Punjab reserve right to identify abnormally higher unit rates quoted by the bidder and seek justification/ reduction on the same from the successful bidder before placing the Order

### **2.34 Tender Related Condition**

2.34.1 The Bidder should confirm unconditional acceptance of full responsibility of completion of job and for executing the 'Scope of Work' of this RFP. This confirmation should be submitted as part of the Technical Bid. The Bidder shall also be the sole point of contact for all purposes of the Contract.

2.34.2 The Bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of goods and services as required under this Contract. If at any stage of Tendering process or during the currency of the Contract, any suppression/falsification of such information is brought to the knowledge of the Purchaser, the Purchaser shall have the right to reject the bid or terminate the Contract, as the case may be, without any compensation to the Bidder.

2.34.3 The decision of DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala, Punjab shall be final and binding on all the bidders to this RFP. DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala, Punjab reserves the right to accept or reject an offer without assigning any reason whatsoever.

### **2.35 Rejection Criteria**

2.35.1 Besides other conditions and terms highlighted in the RFP, bids may be rejected under following circumstances:

**a. Eligibility Rejection Criteria**

i. Bids submitted without or improper BID SECURITY / EMD

**ii. Rejection of Bids for Inclusion of Financial Information in the Eligibility Criteria**

Any Technical Bid that contains, discloses, or refers to any material financial or commercial information, including but not limited to prices, rates, costs, discounts, financial conditions, or any other price-related data, shall be summarily rejected and shall not be considered for further evaluation. Such rejection shall be without any obligation on the part of the Purchaser to seek clarification or provide an opportunity for rectification. For the purpose of this clause, inadvertent or indirect disclosure of financial information in the Technical Bid shall also be treated as a material deviation

iii. Bids received through Telex/Telegraphic/Fax/E-Mail/post etc. except, wherever required, shall not be considered for evaluation

iv. Bids which do not confirm unconditional validity of the bid as prescribed in the RFP

v. If the information provided by the Bidder is found to be incorrect/misleading at any stage/time

during the Tendering Process

- vi. Information not furnished in the formats as per Section VI: Bidding & Contract Forms in RFP and documents as per Clause 6.1.
- vii. Any effort on the part of a Bidder to influence the Purchaser's bid evaluation, bid
- viii. comparison or Contract award decisions
- ix. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder

**b. Technical Rejection Criteria**

**i. Rejection of Bids for Inclusion of Financial Information in Technical Bid:**

Any Technical Bid that contains, discloses, or refers to any material financial or commercial information, including but not limited to prices, rates, costs, discounts, financial conditions, or any other price-related data, shall be summarily rejected and shall not be considered for further evaluation. Such rejection shall be without any obligation on the part of the Purchaser to seek clarification or provide an opportunity for rectification. For the purpose of this clause, inadvertent or indirect disclosure of financial information in the Technical Bid shall also be treated as a material deviation

- ii. Information not furnished in the formats as per Section VI: Bidding & Contract Forms in RFP and documents as per Clause 6.2.
- iii. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- iv. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect
- v. Bidder not quoting for the complete Scope of Work as indicated in the RFP, addendum (if any) and any subsequent information given to the Bidder
- vi. Bidders not complying with the functionality, specifications and other Terms and Conditions as stated in the RFP
- vii. The Bidder not providing the undertaking as per 6.1.10 Form A.10: Undertaking for NIL Deviations
- viii. If the Bid does not conform to the timelines indicated in the Bid
- ix. Bidder not scoring minimum marks as mentioned in the RFP

**c. Commercial Rejection Criteria**

- i. Incomplete Commercial Bid
- ii. Commercial Bids that do not conform to the RFP's Commercial Bid format
- iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable

- iv. Arithmetical errors will be rectified on the following basis:

“If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

If there is an arithmetic discrepancy in the commercial bid calculations, the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, bid may be rejected.

- v. If bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and shall not be considered

### **2.36 Fraud and Corrupt Practices**

2.36.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the Work Order and during the subsistence of the Contract. Notwithstanding anything to the contrary contained herein, or in the Work Order or the Contract, the Purchaser may reject a Bid, withdraw the Work Order, or terminate the Contract, as the case may be, without being liable in any manner whatsoever to the Bidder, as the case may be, if it determines that the Bidder, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, the Purchaser shall be entitled to forfeit and appropriate the BID SECURITY / EMD or PBG, as the case may be, as Damages, without prejudice to any other right or remedy that may be available to the Purchaser under the Bidding Documents and/or the Contract, or otherwise.

2.36.2 Without prejudice to the rights of the Purchaser under above Clause and the rights and remedies which the Purchaser may have under the Work Order, or otherwise if a Bidder, as the case may be, is found by the Purchaser to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the Work Order or the execution of the Contract, such Bidder shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder, as the case may be, is found by the Purchaser to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be

2.36.3 For the purposes of the Clause 2.36– Fraud and Corrupt Practices, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any

manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the Work Order or has dealt with matters concerning the Contract or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Work Order or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Work Order or the Contract, who at any time has been or is a legal, financial or technical adviser of the Purchaser in relation to any matter concerning the Project;

- b. “fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- c. “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- d. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- e. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

### **2.37 Authentication of Bids**

2.37.1 An authorized representative (or representatives) of the Bidder shall initial all pages of the Technical and Commercial Bids. Bid should be accompanied by an authorization in the name of the signatory (or signatories) of the Bid. The authorization shall be in the form of a written power of attorney accompanying the bid or in any other form demonstrating that the representative has been duly authorized to sign.

### **2.38 Total Responsibility**

2.38.1 Bidder should issue a statement undertaking total responsibility for the defect free Implementation and Maintenance of the proposed solution as per the format mentioned in 6.1.9: Form A.9: Total Responsibility Certificate (Company Letter Head)

### **2.39 Site Visit**

2.39.1 The Bidder may wish to visit and examine the site or sites in Sultanpur Lodhi Smart City and obtain for itself, at its own responsibility and risk, all information that may be necessary for

preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense. Also, Bidders are advised to visit the site of Data Centre and ascertain the scope of work and activities to be carried out at location for site preparation

2.39.2 The Purchaser shall arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Purchaser adequate notice of a proposed visit of at least 2 working days. Alternatively, the Purchaser may organize a site visit or visits concurrently. Failure of a Bidder to make a site visit shall not be a cause for its disqualification.

2.39.3 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

#### **2.40 Permissions:**

2.40.1 The SI will be responsible for obtaining ROW permission from MC Sultanpur Lodhi, which shall be granted reasonably. To streamline the process and avoid unnecessary transactions, no ROW charges will be levied on the SI. Instead, the ULB will facilitate the permission process without any additional costs.

2.40.2 The MC shall be responsible for provisioning of 3-phase power supply and water connection to the SI at site identified for CCC and Data Centre. However, running expenses on electricity and water supply will be the responsibility of the MC Sultanpur Lodhi.

2.40.3 The SI shall make provisions for providing electricity to the field equipment and arrange required electric meter connection. MC shall facilitate SI in obtaining electricity connection. (The MC shall directly pay the electricity bills after Go-live).

2.40.4 The recurring expenses towards diesel would be reimbursed to the SI on actual basis on a quarterly basis after Go-Live.

#### **2.41 Right of Way (ROW) and Site Access**

2.41.1 The Authority/ULB shall be responsible for facilitating the ROW permissions required for the execution of the Project works, including but not limited to installation, laying, erection, and maintenance of network infrastructure, cabling, poles, and associated equipment for the CCC and its subsystems. All necessary ROW permissions from relevant departments, agencies, and local bodies shall be coordinated and obtained by the Authority/ULB without levying any ROW charges on the SI.

2.41.2 The SI shall provide all required technical details, route plans, and supporting documentation to enable the Authority/ULB to process such permissions in a timely manner. The SI shall be responsible for compliance with all statutory requirements, safety norms, and restoration of sites to their original condition post-work execution. Any delay caused due to non-availability of ROW permissions attributable to the Authority/ULB shall entitle the SI to a commensurate extension of time without imposition of penalties.

**SECTION – III**

### 3. Eligibility Criteria for the Bidder

#### 3.1 Evaluation of Eligibility Criteria

- 3.1.1 In this part, the bid shall be reviewed for determining the compliance of the General conditions of the Contract and Eligibility Criteria as mentioned in the RFP.
- 3.1.2 Before opening and evaluation of their technical proposals, bidders are expected to meet all the conditions of the RFP and the eligibility criteria as mentioned below. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting eligibility criteria are liable to be rejected summarily.
- 3.1.3 The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the RFP. The bids must be complete in all respects and should cover the entire Scope of Work as stipulated in the RFP. The invitation to the bids is open to all bidders who qualify the eligibility criteria as follows:

S. No.	Eligibility Criteria	Document Proof
1	The Bidder should be: <ul style="list-style-type: none"><li>• A company incorporated in India under the Companies Act, 1956 / 2013 and subsequent amendments thereto or LLP registered/ Partnership firm.</li><li>• Registered with GST Authorities in India.</li><li>• Should have been active business operations for the last seven years (from 2018-19) in India preceding the month in which the RFP is invited (including name change / impact of mergers or acquisitions).</li><li>• Memorandum of Association and Article of Association of the Bidder</li></ul>	Copy of Certificate of Registration/ Incorporation Copy of PAN and Certificate of Commencement of Business Copy of Registration Certificates with the GST Authorities . Copy of the GST return of the last quarter of the financial year i.e. 2018-19 and also of the last applicable quarter of financial year 2024-25 or first quarter of financial year 2025-26. Copy of Memorandum of Association and Article of Association of the Bidder
2	Registration under Contract Labour (Regulation & Abolition) Act, 1970.	Copy of Labour Registration Certificate
3	The Bidder should have at least one registered/ project office/ site office in Punjab, at the time of bid submission. Or If the Bidder is not having registered	A self-certified declaration by the authorized signatory of the bidder along with the GST Registration Certificate evidencing the registration of the bidder in Punjab should be submitted along

S. No.	Eligibility Criteria	Document Proof
	office in Punjab on the date of bid submission, then the Bidder should provide an undertaking that it will establish a registered office in Punjab to open the registered/project/site office in Punjab within 45 days of receipt of Letter of Award	with the proposal. In addition, bidder should submit the Shop Enlistment Certificate. In the event, bidder is not having registered office in Punjab as on date of bid submission, bidder should submit an affidavit along with it's proposal that it will establish the registered office in Punjab within 45 days of receipt of Letter of Award.
4	Permanent Account Number (PAN) of the Bidder	Copy of PAN
5	The Bidder should have an average annual turnover of Rs.40.00 Cr. during last three (3) financial years -FY 2022-23, 2023-2024 & FY 2024-2025.	Audited financial statements for the last three (3) financial years i.e. FY 2022-23, 2023-2024 & FY 2024-2025. Certificate from the Statutory Auditor/ CA with UDIN no. on overall turnover details for the last three (3) audited financial years should be enclosed as per the format given at 6.1.5 Form A.5 of Section VI of RFP.
6	The Bidder should have positive net worth in each of the last three audited financial year (i.e. FY 2022-23, 2023-2024 & FY 2024-2025) preceding the financial year in which the bids are invited.	Certificate from Statutory Auditor/ CA with UDIN no. on net worth for the last three (3) audited financial years i.e. FY 2022-23, 2023-2024 & FY 2024-2025 should be enclosed as per the format given at 6.1.6 Form A.6 of Section VI of RFP.
7	The Bidder should have successfully Completed during the last seven years preceding the month in which the bids are invited, the following minimum number of similar projects related to supply, installation and implementation of CCTV for City-wide Surveillance in any	Copy of Contract agreement mentioning contract value and should explicitly mention the CAPEX and OPEX value of the Contract and Scope of Work along with Completion Certificates / Go-Live Certificate from the client;

S. No.	Eligibility Criteria	Document Proof
	<p>Government/ PSU in India;</p> <p>One project of value not less than Rs.10.00 Cr. (CAPEX only)</p> <p>or</p> <p>Two projects each of value not less than Rs.6.00 Cr. (CAPEX only)</p> <p>or</p> <p>Three projects each of value not less than Rs.5.00 Cr (CAPEX only)</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. Go-live declared projects will be treated as completed project for the qualification purpose only.</li> <li>2. Partial Go-Live of a project will not be considered as a completed project for the qualification purpose.</li> </ol>	<p>The Completion Certificate should be signed and stamped by the authority not below the rank of Executive Engineer or equivalent Officer.</p> <p>In case of assignments which are comprehensive in nature and include services such as supply, installation and implementation of CCTV for City-wide Surveillance as part of the assignments, a certificate of the CA should be provided specifying the value of relevant services</p>
8	<p>The Bidder should have similar experience of minimum One year of Operation &amp; Maintenance/ AMC of <b>CCTV for City-wide Surveillance</b> in any one town in India on a single project in last 7 years preceding the month in which the bids are invited in any Government/ PSU in India.</p>	<p>Copy of work order/ Contract/ agreement detailing Scope to be enclosed.</p> <p>Client Completion from same client to be enclosed.</p> <ul style="list-style-type: none"> <li>• Copy of Contract agreement detailing Scope to be enclosed.</li> <li>• Completion Certificates from the client;</li> </ul>
9	<p>The SI should possess valid certificates as on bid submission date:</p> <ul style="list-style-type: none"> <li>• ISO 9001:2015 or latest</li> <li>• ISO 20000:2018 for IT Service Management</li> <li>• ISO 27001:2013 for Information Security Management System</li> </ul>	<p>Copies of valid certificates in the name of the bidding entity</p>

S. No.	Eligibility Criteria	Document Proof
10	The bidder/OEMs should not have been Blacklisted/ Debarred by any State / Central Government or Central Govt. PSU in India in last 3 years from the last date of bid submission.	Affidavit duly signed by the authorized signatory (not less than the Director / CEO / MD) of the bidding firm and the same has to be executed on non-judicial stamp paper of appropriate value and duly notarized.”
11	The Bidder should provide manufacturer authorization form (MAF) of all Bill of Material items which can affect on entire project’s performance	MAF of all these items should be submitted with technical bid as per the format given at 6.2.3 Form A.3 of Section VI of RFP.
12	The bidder shall submit manufacturer-vetted compliance forms for all items quoted in the bid, duly signed and stamped by the respective OEM/manufacturer.	OEM-vetted compliance forms for all quoted items (to be submitted with Technical Bid).

**Note:**

- 3.1.3.1 *If the bidder fails to confirm and submit any of the above required details along with the bid, the offer shall be summarily rejected without assigning any reasons to the bidder.*
- 3.1.3.2 During Bid evaluation, if required DC Kapurthala may seek clarification(s) from bidder. The bidder shall be required to provide written clarification on the queries within the stipulated timeframe failing which, DC Kapurthala shall have right do disregard the clarification and proceed with the evaluation as per the RFP terms and conditions.

**3.2 Evaluation of Technical Bids**

- 3.2.1 Only those bidders who qualify all Eligibility Criteria requirements shall be qualified for technical bid evaluation
- 3.2.2 Technical presentation, if required by the Purchaser, shall be a part of the process for evaluation of the bids.
- 3.2.3 The DC Kapurthala reserves the right to reject a Product/ Solution/ Service if it is of an opinion that the offered product/ service does not match the technical requirements/objectives specified in the RFP
- 3.2.4 The technical bid shall first be reviewed for determining the Compliance of the Technical bids with the RFP terms and conditions, Minimum/Mandatory Technical requirements and the Scope of Work as defined in the Volume – II (Part A, B C and D) of the RFP

- 3.2.5 Any bid found to be non-compliant to the mandatory Technical Requirements, RFP terms and conditions and the Scope of Work shall be rejected and shall not be considered for further evaluation. Bids that are technically compliant would only be taken up for commercial evaluation.
- 3.2.6 Bidders shall quote single make and model for the full quantity of same item. Request for change of make and model of those items shall not be allowed after submission of bid, at the time of contract signing and during the contract implementation period. Bidders shall submit the detailed Technical Specifications of both hardware and software quoted by them as a part of their technical bid. DC Kapurthala reserves right to ask for any additional specification for any hardware or software quoted by the Bidder.
- 3.2.7 Bidder is required to submit all the supporting documents as per the criteria mentioned in the RFP. DC Kapurthala reserves right to summarily reject any bid which does not contain all the mandatory supporting document, the decision of DC Kapurthala shall be final and binding in this regard.
- 3.2.8 Only the Bids that are technically qualified would be taken up for commercial evaluation

### **3.3 Key Requirements for OEMs/ Principals/Product Vendors**

#### **3.3.1 General:**

1. Bidders shall quote single make and model for the full quantity of same item. Request for change of make and model of those items shall not be allowed after submission of bid, at the time of contract signing and during the contract implementation period. Further, it shall be the responsibility of the Bidder to ensure that quoted items shall not be declared as end of sale or end of warranty or end of life during the duration of the project. Providing more than one option shall not be allowed. All goods quoted by the Bidder must be associated with item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the Bidder.
2. Firmware/software upgrades are to be provided by the OEM free of cost during the warranty period and AMC Period. Undertaking from OEMs to be provided on their Letter head in the format given at clause 6.2.8 Form A.8 of Section VI of RFP.
3. Bidder should submit technical compliance on OEM letterhead for all major items i.e. Camera, VMS, Switch, Wireless, Storage and passive items etc. The products compliance to be submitted by the OEM in the format given at clause 6.2.10 A.10 of Section VI of RFP.

#### **3.3.2 Surveillance System**

1. The specified unit shall be of manufacturer's official product line, designed for

commercial and/or industrial 24/7/365 use

2. The specified unit shall be based upon standard components and proven technology using open and published protocols and adopt to industry established standards
3. MAC address of the cameras should be in the name of the CCTV OEM company supplying the cameras. Declaration to be submitted by the OEM in the format given at 6.2.9 Form A.9 of Section VI of RFP.

### **3.3.3 CCC Software**

1. CCC Platform OEM must have Indian technical support team with a registered office setup in India for more than 3 years. Undertaking to be submitted by the OEM in the format given at 6.2.11 Form A.11 of Section VI of RFP.
2. CCC Platform OEM must be prepared for reasonable customization (UI or Integration related) as per customer requirements as long as it is under the support agreement

3.3.4 The Bidder shall quote a single make and model for each item. Requests for change in the quoted make and model shall not be permitted after bid submission, at the time of contract signing, or during the contract period.

It shall be the sole responsibility of the Bidder to ensure that the quoted items are not declared as End-of-Sale (EoS), End-of-Warranty (EoW), or End-of-Life (EoL) during the entire duration of the project.

The Bidder shall also submit the product catalogue of each quoted item along with a compliance statement clearly indicating whether the item conforms to the technical specifications provided in the RFP/tender document.

At the time of supply, the Bidder shall deliver only those goods which were proposed in the bid and accepted by the Purchaser. The supplied items shall include clearly labelled item codes and names, accompanied by printed literature specifying their configuration and functionality.

3.3.5 Since the requirement includes matter of security & public safety, thus bidder & OEM should comply with Orders/ Instructions regarding Restrictions under rule 144(xi) of the General Financial Rule (GFRs) 2017 issued by Govt. of India, Ministry of Finance Department. Declaration should be submitted on letter head.

3.3.6 The offered products in the IP Surveillance solution against the supply order shall be of the latest version and should not be end of life for next seven (7) years, however if any product which is declared end of life product by OEM during the supply period of material, in this case the bidder should supply replaced model with next higher model/version of the product. SI shall provide the OEM declaration mentioning spares and support throughout 07 years.

3.3.7 OEM of CCTV should be registered in India for Last 7 years. OEM should not have any joint

venture or partnership in INDIA and have their own service centre in India with online RMA (Return Merchandise Authorization) Support. Proof of the same should be attached with the technical bid.

3.3.8 The Bidder shall provide comprehensive RMA (Return Merchandise Authorization) support for all CCTV equipment supplied under this contract for a minimum period of 7 years from the date of supply and acceptance.

*1. Scope of RMA Support*

- RMA support shall cover IP/Analog cameras, storage devices, power supplies, encoders, etc. and all other associated CCTV components.
- The support shall include free-of-cost replacement or repair of equipment found defective due to manufacturing defects, hardware failures, or non-compliance with the technical specifications.
- RMA support shall be extended to cover image distortion, connectivity failure, sensor failure, firmware faults, or any issue that impairs the intended functionality.

*2. Advance Replacement*

- The Bidder shall provide advance replacement for any critical components such as cameras, or storage devices that are reported as faulty and affect surveillance operations.
- The advance replacement shall be delivered within [e.g., 5 working days] from the date of RMA request approval.

*3. RMA Request and Turnaround Time*

- Upon detection of any defective CCTV item, the Purchaser shall raise an RMA request.
- The Bidder shall acknowledge the RMA request within 2 working days and issue an RMA number authorizing the return or replacement.
- The faulty item shall be collected, and the repaired/replaced item shall be delivered within 7 working days from the date of RMA approval.

*4. Logistics and Cost Responsibility*

- All transportation, handling, and insurance costs related to the return and replacement of defective items shall be borne by the Bidder.
- The Purchaser shall not bear any additional cost for RMA services during the warranty or RMA support period.

*5. Replacement Standards*

- Replacement units must be of the same make and model and shall match the originally supplied specifications.

- “In the event the exact quoted model becomes unavailable due to End of Sale (EoS) or End of Life (EoL), the bidder shall provide a replacement model of equivalent or higher specifications from the same OEM, which is fully compatible with the existing system architecture, software, and peripherals, subject to prior written approval of the Purchaser

Compatibility shall include interoperability with the existing system without requiring additional hardware, software, licenses, or configuration changes.”

- Replaced items shall carry a warranty not less than the remaining warranty period of the original item or a minimum of 6 months, whichever is longer.

#### *6. Documentation and Reporting*

- The Bidder shall maintain records of all RMA cases, including date of report, nature of issue, RMA number, item serial number, date of replacement, and delivery proof.
- A consolidated RMA status report shall be submitted to the Purchaser on a quarterly basis, or as requested.

- 3.3.9 The Camera must be able to provide a Certificate Signing Request (CSR) based on a unique (random generated) private RSA key of at least 2048 bits and SHA2-256 digest or equivalent or better.
- 3.3.10 The Camera must have a certificate management service that is able to hold more than one client or server certificate used by various services such as HTTPS, 802.1X or SNMP v3 or equivalent or better.
- 3.3.11 The proposed camera should have signed firmware to validates the firmware’s integrity before accepting to install it and Secure boot to ensures that the camera can boot only with authorized firmware.
- 3.3.12 The Camera shall support Password protection, IP address filtering, HTTPS encryption, Digest authentication, User access log, Complicated password or equivalent or better.
- 3.3.13 The CCTV OEM must provide on live website free of cost firmware with long-term support (during complete contract period) that at least contains corrections for critical bugs, security flaws and performance issues. MTBF of minimum 50,000 hours for cameras or equivalent or better.
- 3.3.14 The SOC & Chipset of the network cameras should not be from the countries sharing land border with India/PRC. Declaration should be submitted on letter head/documentary proof. The Camera OEM should have never been debarred/suspended by ONVIF.
- 3.3.15 OEMs of CCTV & its equipment, Hardware, Software and Firmware (proposed to be supplied for this tender) own the Intellectual Property Rights of Hardware and “Source Code” of Firmware & Software, and that they are actual manufacturers, and are not getting any 3rd party manufacturing done e.g., branding & reselling in India through importing/ trading from a

country that shares a Land Border with India.

- 3.3.16 All Types of Cameras should be certified/complying for essential requirements as per STQC/MIETY/BIS for security of CCTV Surveillance System OR (OEM who has already applied for this certification/ compliance can also participate in tender & submit the required document at the time supply.)
- 3.3.17 Warranty: OEM must submit a letter of consent to clearly agree on providing 84 months (7 Years) or numbers of awarded years of Warranty/AMC period comprehensive warranty or as per technical specifications of products of tendered items against any manufacturing defects, Faulty raw materials/design and poor workmanship product/products within 7 Days if any fault or problem occurred in performance /running/operation or not functioning properly. Bidder/OEM should give guarantee for availability of spare parts, products and consumables of tendered items for a period of minimum 7 years from the date of supply/installation.
- 3.3.18 The Proposed VMS & VCA OEM should be from the same OEM for Seamless Integration Capabilities. Video Management Software should be Enterprise class software and should have installation base of 200 cameras each in 5 different projects in India. Work order copy / completion certificate from client or bidders should be submitted. OEM would need to submit copy of work order / contract agreement/ Purchase Order along with the name of cities/ projects towards compliance to the criteria.
- 3.3.19 The OEM (Original Manufacture) of networking switch must have IEC 62443-4-1, CE, FCC, UL Certification, the OEM of switch should have its own office in India registered under the Indian Companies Act.
- 3.3.20 The OEM should be in Industrial Networking business and has proven record of more than 10- 15 years. The OEMs products should comply for IEC 62443-4-1 certification.
- 3.3.21 Bidder to submit technical brochures/datasheets of the models quoted in support for technical compliance to the specifications and the models quoted should be listed on the OEM's Global Website.
- 3.3.22 The bidder will offer all material for pre dispatch inspection/testing at supplier works. The cost of all relevant tests (if any) will be borne by bidder and all relevant test certificates shall be provided free of cost by the bidder to the inspecting officer at the time of inspection.
- 3.3.23 Following tender specific authorizations shall be made available from the Camera, VMS, Health monitoring software, SAN, Workstation, UTM, Network switches, Racks, UPS with power protection device, Passive items (OEM):
- a. Authorization Letter/Certificate from Manufacturer to the bidder for supply of their products and support for their services and spares for 07 years.
  - b. Technical compliance to the tender specifications should be submitted by

Manufacturer on their letterhead.

- c. Model specific with relevant certificate given in specifications of this document to be provided for all components.

3.3.24 If the bidder fails to confirm and submit any of the above required details along with the bid, the offer shall be summarily rejected without any reference to the bidder.

**SECTION - IV**

**TECHNICAL & FUNCTIONAL SPECIFICATIONS**

#### 4. Technical & Functional Specifications

##### A. Camera & VMS (Part-A)

#### 4.1 Supply, Installation, Testing, Commissioning (SITC) of full HD Box/ Bullet Type Camera:- with inbuilt analytics, Built-in cybersecurity, 3-13mm/10-30mm IR Corrected Lens IP67 Outdoor Housing with Heater and blower for Box Camera with as per Specification.

S. No.	Specifications
	<b>Full HD Box/ Bullet Type Camera:-with inbuilt analytics, Built-in cybersecurity, 12-40 mm IR Corrected Lens IP66 Outdoor Housing</b>
1.	The camera shall be equipped with 1/2.8". Camera should capture images in RGB colors for full HD video and digital imaging.
2.	The camera shall provide a removable IR-cut filter, providing day/night functionality.
3.	Lens: 12-40 mm IR Corrected.
4.	The camera shall meet or exceed the following illumination specifications: a. Colour: 0.1 lux at 50 IRE, F1.2-1.6, B/W: 0.01 lux at 50 IRE, F1.2-1.6, 0 lux with IR illumination on.
5.	The camera shall incorporate an electronic shutter operating in the range of 1/33500s to 2s.
6.	The camera shall provide independently configured H.264, H.265 streams.
7.	The camera shall support video resolutions including: 2MP (1920x1080) at up to 25 frames per second (50Hz mode) with 120 db WDR using H.264 or H.265 at all streams
8.	The proposed camera should provide minimum three H.265/ H.264 streams.
9.	The camera shall support scene adaptive bitrate control for Smart compression with the following capabilities to lower bandwidth and storage: a. Automatic dynamic Region of Interest to reduce bitrate in un-prioritized regions in order to lowering bandwidth and storage requirements. b. Automatic dynamic Group of Pictures to lower bandwidth and storage requirements. c. Automatic dynamic Frames per Second to lower bandwidth and storage requirements.
10.	The camera shall support manually adjustable settings for saturation, brightness, sharpness, and contrast.
11.	The camera shall incorporate automatic defog functionality.
12.	a. The camera shall support both fixed IP addresses and dynamically assigned IP addresses provided by a Dynamic Host Control Protocol (DHCP) server. b. The camera shall allow for automatic detection of the camera based on UPnP/ Bonjour when using a computer with an operating system supporting this feature.

S. No.	Specifications
	<p>c. The camera shall provide support for both IPv4 and IPv6.</p> <p>d. The camera shall provide support for IPv6 USGv6.</p>
13.	The camera shall incorporate support for HTTPS, HTTP/2 HTTP, TLSv1.3, QoS, FTP, SFTP, SMTP, DNS, DDNS, NTP, RTSP, RTP, SRTP/RTSPS, TCP, UDP, RTCP, DHCPv4/v6, SSH, LLDP, MQTT
14.	Provide the possibility to choose font sizes for embedded on-screen text, and to use white or black text.
15.	The use of HTTPS and TLSv1.3, providing the ability to upload signed certificates to encrypt and secure authentication and communication of both Administration data and video streams.
16.	Restrict access to the built-in web based access by usernames and passwords at three different levels.
17.	Provide centralized certificate management. The certificates shall be signed by an organization providing digital trust services.
18.	The product shall include a tamper resistant certified hardware module.
19.	The camera shall include a tamper-resistant hardware or secure module capable of protecting sensitive information, including cryptographic keys, from unauthorized access.
20.	The use of secured firmware validates the firmware's integrity before accepting to install it.
21.	The use of a secure boot process, based on the use of secured firmware, ensures that the camera can boot only with authorized firmware.
22.	The proposed camera should have built in security features to prevent camera from hacking.
23.	The camera shall be compliant with ONVIF standards, supporting relevant profiles for video streaming, storage, and metadata (e.g., S, G, T, M). Compliance shall be verifiable via the official ONVIF website or equivalent certification.
24.	Camera shall support advanced video analytics capabilities, including real-time detection and classification of multiple objects (e.g., humans, vehicles, or other pre-defined categories) simultaneously.
25.	The camera shall support advanced video analytics capabilities, capable of detecting and classifying multiple objects simultaneously from predefined categories (e.g., vehicles, license plates, people, or faces). Analytics processing may be performed using built-in hardware acceleration or equivalent vendor - provided mechanisms.
26.	The camera shall be equipped with one 10BASE-T/100BASE-TX/1000BASE-T PoE Ethernet- port using a RJ45 connector and shall support auto negotiation of network speed and transfer mode (full and half duplex).
27.	The camera shall be equipped with one digital (alarm) input and one digital output.

S. No.	Specifications
	The output shall be able to provide 12 V DC, 25 mA/30 mA.
28.	The camera shall have built-in SD card slot supporting min. 512 GB and the camera shall incorporate encryption functionality for the SD card
29.	The camera shall be equipped with one jack for line/ mic input.
30.	The camera shall support network Speaker pairing.
31.	The camera shall support standard audio codecs for two-way audio communication and recording.
32.	The camera shall support power over Ethernet IEEE 802.3af/at
33.	The camera shall be equipped with one DC input connector: 10-28 V DC
34.	The camera shall provide a log file, containing information about the 250 latest connections and access attempts since the unit's latest restart.
35.	The manufacturer must provide firmware with long-term support that only contains corrections for critical bugs, security flaws and performance issues.
36.	The camera shall incorporate wide dynamic range (WDR) functionality providing up to 120 dB dynamic range.
37.	The camera's operating system and firmware shall comply with recognized cybersecurity standards ETSI EN 303 645/ NIST/ISO/IEC 27001
38.	The proposed camera should comply with IP66, IK10 and BIS-ER
39.	Camera should have support for running advanced analytics or deep learning applications, such as object detection, classification, and other AI-driven functions.
40.	The camera and its associated hardware and software shall comply only with internationally recognized open communication standards and protocols. It shall not include, enable, or depend upon any region-specific, proprietary, or non-standard communication interfaces or protocols that may pose interoperability or cybersecurity risks. There shall be no hidden or user-accessible options to activate or deactivate such restricted protocols through the camera's interface or configuration menus.
41.	The camera shall support secured network-based event communication to external devices such as IP speakers or other alerting systems for active event response.
42.	The proposed camera and its components (hardware, firmware, software) shall comply with all applicable Indian procurement, cybersecurity, and surveillance equipment guidelines. The bidder shall not use components or modules from vendors flagged under Indian government bans or restrictions for security reasons. There should be no hidden option to enable or disable such banned features via camera settings or interfaces.
43.	The proposed camera should give 7 years OEM Warranty.
44.	Durable aluminum and polycarbonate construction with IK10 vandal Resistance

S. No.	Specifications
	and IP66 weather protection
45.	Operates in extreme temperatures (0°C to +50°C)
46.	Integrated IR LEDs for night vision up to 60 meters.
47.	Wall mount design with internal cable management and sunshield.
48.	Compatible with most box and bullet cameras, with adjustable mounting options.
49.	Input voltage: 24 V AC/DC (max 48 W) Output voltage: 12 V DC (max 8 W).

#### 4.2 Full HD IR PTZ Type Camera With Inbuilt Analytics, Built-In Cyber Security, IR

S. No.	Specifications
1.	The camera shall be equipped with 1/2.8". Camera should capture images in RGB colors for full HD video and digital imaging
2.	The camera shall provide a removable IR-cut filter, providing day/night functionality.
3.	The camera shall be equipped with a vari-focal 4.3-129 (+/-25%) mm lens with, and a 2 MP image sensor and the camera shall provide with autofocus and auto-iris.
4.	The camera shall be equipped with a motorized 30x optical zoom lens and 12x digital zoom or better.
5.	PTZ: Pan: 360° endless, Tilt +20° to -90°, provide more than 100 manually set preset positions.
6.	The camera shall be designed to provide an image up to 20° above the horizon without any loss of image quality.
7.	Provide a tour functionality which allows the dome to automatically move between selected presets using an individual viewing time for each preset.
8.	The camera shall be equipped with DC-IRIS, providing a Horizontal field of view: 57°-2°.
9.	The camera shall meet or exceed the following illumination specifications: a. Colour: 0.1 lux at 50 IRE, F1.2-1.6, B/W: 0.01 lux at 50 IRE, F1.2-1.6, 0 lux with IR illumination on.
10.	The camera shall incorporate an electronic shutter operating in the range of 1/33500s to 2s.
11.	The camera shall provide independently configured H.264 & H.265. On All streams
12.	The camera shall support video resolutions including: 2MP (1920x1080) at up to 25 frames per second (50Hz mode) with 120 db WDR using H.264 or H.265 at all streams
13.	The proposed camera should provide minimum three H.265/ H.264 streams.

S. No.	Specifications
14.	<p>The camera shall support scene adaptive bitrate control for Smart compression with the following capabilities to lower bandwidth and storage:</p> <ol style="list-style-type: none"> <li>a. The camera shall support both fixed IP addresses and dynamically assigned IP addresses provided by a Dynamic Host Control Protocol (DHCP) server.</li> <li>b. The camera shall allow for automatic detection of the camera based on UPnP / Bonjour when using a computer with an operating system supporting this feature.</li> <li>c. The camera shall provide support for both IPv4 and IPv6.</li> <li>d. The camera shall provide support for IPv6 USGv6.</li> </ol>
15.	The camera shall support manually adjustable settings for saturation, brightness, sharpness, and contrast.
16.	The camera shall incorporate a function for Electronic Image Stabilization (EIS) for real-time image stabilization.
17.	The camera shall incorporate automatic defog functionality.
18.	The camera shall be equipped with built-in IR LEDs with adjustable angle of illumination and intensity and with a range of up to 250 m (820 ft) with a wavelength of 850 nm.
19.	The camera shall support both fixed IP addresses and dynamically assigned IP addresses provided by a Dynamic Host Control Protocol (DHCP) server.
20.	The camera shall allow for automatic detection of the camera based on UPnP when using a computer with an operating system supporting this feature.
21.	The camera shall provide support for both IPv4 and IPv6.
22.	The camera shall provide support for IPv6.
23.	The camera shall incorporate support for HTTPS, HTTP/2 HTTP, TLSv1.3, QoS, FTP, SFTP, SMTP, DNS, DDNS, NTP, RTSP, RTP, SRTP/RTSPS, TCP, UDP, RTCP, DHCPv4/v6, SSH, LLDP, MQTT
24.	Provide the possibility to choose different font sizes for embedded on-screen text, and to use white or black text.
25.	The use of HTTPS and TLSv1.3, providing the ability to upload signed certificates to encrypt and secure authentication and communication of both administration data and video streams.
26.	Restrict access to the built-in web based access by usernames and passwords at three different levels.
27.	Provide centralized certificate management. The certificates shall be signed by an organization providing digital trust services.
28.	The product shall include a tamper resistant certified hardware module.
29.	The use of secured firmware validates the firmware's integrity before accepting to install it.

<b>S. No.</b>	<b>Specifications</b>
30.	The use of a secure boot process, based on the use of secured firmware, ensures that the camera can boot only with authorized firmware.
31.	The proposed camera should have built in security features to prevent camera from hacking.
32.	The camera shall be compliant with ONVIF standards, supporting relevant profiles for video streaming, storage, and metadata (e.g., S, G, T, M). Compliance shall be verifiable via the official ONVIF website or equivalent certification.
33.	Camera shall support advanced video analytics capabilities, including real-time detection and classification of multiple objects (e.g., humans, vehicles, or other pre-defined categories) simultaneously.
34.	The camera shall support advanced video analytics capabilities, capable of detecting and classifying multiple objects simultaneously from predefined categories (e.g., vehicles, license plates, people, or faces). Analytics processing may be performed using built-in hardware acceleration or equivalent vendor-provided mechanisms.
35.	Camera shall support advanced video analytics capabilities, including real-time detection and classification of multiple objects (e.g., humans, vehicles, or other pre-defined categories) simultaneously.
36.	The camera shall be equipped with one 10BASE-T/100BASE TX/1000BASE-T PoE Ethernet- port using a RJ45 connector and shall support auto negotiation of network speed and transfer mode (full and half duplex).
37.	The camera should have a built-in temperature control mechanism.
38.	The camera shall have built-in SD card slot supporting min. 512 GB and the camera shall incorporate encryption functionality for the SD card
39.	The camera shall feature an IP66 and IK10 or better
40.	The camera shall support power over Ethernet IEEE 802.3af/at
41.	The camera shall provide a log file containing information about connections and access attempts since the unit's latest restart.
42.	The manufacturer must provide firmware with long-term support that only contains corrections for critical bugs, security flaws and performance issues.
43.	Operate in a temperature range of 0 °C to 50 °C.
44.	Operate in a humidity range of 10–90% RH (condensing).
45.	The camera shall incorporate forensic wide dynamic range functionality providing up to 120 dB dynamic range.
46.	The camera shall operate on a stable, industry-standard embedded operating system and include a secure, built-in web interface for configuration, monitoring, and management.
47.	The camera's operating system and firmware shall comply with recognized

<b>S. No.</b>	<b>Specifications</b>
	cybersecurity standards ETSI EN 303 645/ NIST/ISO/IEC 27001
48.	The proposed camera should comply with IP66/IP67, IK10 and BIS-ER.
49.	Camera should have support for running advanced analytics or deep learning applications, such as object detection, classification, and other AI-driven functions.
50.	The camera and its associated hardware and software shall comply only with internationally recognized open communication standards and protocols. It shall not include, enable, or depend upon any region-specific, proprietary, or non-standard communication interfaces or protocols that may pose interoperability or cybersecurity risks. There shall be no hidden or user-accessible options to activate or deactivate such restricted protocols through the camera's interface or configuration menus.
51.	The camera shall support secured network-based event communication to external devices such as IP speakers or other alerting systems for active event response.
52.	The proposed camera and its components (hardware, firmware, software) shall comply with all applicable Indian procurement, cybersecurity, and surveillance equipment guidelines. The bidder shall not use components or modules from vendors flagged under Indian government bans or restrictions for security reasons. There should be no hidden option to enable or disable such banned features via camera settings or interfaces.
53.	The proposed camera should give 7 years OEM Warranty
54.	The proposed Camera should support Alarm In and Alarm Output. It should also have functionality of physical reset key.

#### **4.3 Industrial Grade Power Supply For IR, Operating Temperature Of 0–70°C.**

<b>S. No.</b>	<b>Specifications</b>
1.	Power Supply Should Have Dc Voltage of 48v, Current of 0 ~ 5A, 240W & Peak Current Capacity Should Be 10A.
2.	Power Supply Should Have Voltage Adj. Range of 48 ~ 55v.
3.	Power Supply Should Have Voltage Tolerance of $\pm 1.0\%$ .
4.	Power Supply Should Have Setup, Rise Time of 1500ms, 150ms/230vac 3000ms, 150ms/115vac at Full Load.
5.	Power Supply Should Have Hold Up Time of 14ms/230vac at Full Load.
6.	Power Supply Should Have Voltage Range of 90 ~ 264VAC & 127 ~ 370VDC.
7.	Power Supply Should Have Frequency Range of 47 ~ 63hz.
8.	Power Supply Should Have Power Factor of 0.94/230vac at Full Load.

9.	Power Supply Should Have Works Within 110 ~ 150% Rated Output Power for More Than 3 Seconds and Then Shut Down O/P Voltage with Auto-Recovery. If >150% Rated Power, Constant Current Limiting with Auto-Recovery Within 2 Seconds and May Cause to Shut Down If Over 2 Seconds.
10.	Power Supply Should Have Protection That Shut Down O/P Voltage with Auto-Recovery or Re-Power On to Recovery.
11.	Power Supply Should Have Working Temp Of - 0 ~ +70°C.
12.	Power Supply Should Have Working Humidity of 0 ~ 90% RH Non-Condensing.
13.	Power Supply Should Have Compliance with IG Standard Component:10 ~ 500hz, 2g 10min./1cycle, 60min. Each Along X, Y, Z Axes; Mounting: Compliance to IEC60068-2-. MTBF Should Be Minimum 85k Hours.

#### 4.4 IP Based Outdoor Network Horn Speaker for Clear Long-Range Speech Having POE Port (PAS)

S. No.	Specifications
1.	The speaker shall support two way audio.
2.	The speaker shall support audio encoding including AAC LC at 8, 16, 32, and 48 kHz; G.711 PCM at 8 kHz; G.726 ADPCM at 8 kHz; WAV format; and MP3 in mono or stereo ranging from 64 kbps to 320 kbps.
3.	The speaker shall have Built in microphone with frequency 50 Hz 12 kHz.
4.	The speaker shall provide a sound pressure level >120 dB inbuilt 7 W class D amplifier.
5.	The speaker shall provide frequency response 280 Hz 12.5 kHz.
6.	The speaker shall provide coverage pattern of 68° horizontal by 95° vertical or better.
7.	The unit shall support SIP for integration with VoIP, peer to peer or integrated into SIP/PBX
8.	The speaker shall contain a built in web server making audio and configuration available to multiple clients in a standard operating system and browser environment using HTTP, without the need for additional software.
9.	Built in software to manage 150 speakers and 20 Zones.
10.	The use of HTTPS and TLS, providing the ability to upload signed certificates to encrypt and secure authentication and communication.
11.	The system shall use HTTPS and TLS, enabling the upload of signed certificates to encrypt and secure authentication and communication, and support IEEE 802.1X (EAP TLS), IEEE 802.1AR, HTTPS/HSTS, TLS v1.2/v1.3, Network Time Security, X.509 Certificate PKI, and host based firewall.
12.	Provide centralized certificate management, with both pre installed CA certificates and the ability to upload additional CA certificates. The certificates shall be signed

S. No.	Specifications
	by an organization providing digital trust services.
13.	The product shall include a tamper resistant hardware module, certified to at least Common Criteria EAL6+.
14.	The use of signed firmware validates the firmware's integrity before accepting to install it.
15.	The use of a secure boot process, based on the use of signed firmware, ensures that the Speaker can boot only with authorized firmware.
16.	The Proposed Speaker should have built in feature of <del>Brute force delay protection</del> to prevent speaker from hacking.
17.	The Speaker shall support key protocols including IPv4/v6, HTTP/HTTPS, SSL/TLS, FTP/SFTP, SMTP, SNMP, DNS, NTP, RTSP, RTP, TCP/UDP, DHCP, SSH, SIP, and MQTT.
18.	The Proposed Speaker should be IP66, and <del>NEMA 4X</del> rated horn speaker.
19.	The Speaker shall support power over Ethernet: IEEE 802.3af/802.3at (max. 13 W)
20.	The speaker shall be equipped with one 10BASE T/100BASE TX Ethernet port using a RJ45 connector and shall support auto negotiation of network speed (100 MBit/s and 10 MBit/s) and transfer mode (full and half duplex).
21.	The speaker should have manufacturer provided long term firmware support addressing only critical bug fixes, security patches, and performance improvements.
22.	The speaker should operate within a temperature range of 0 °C to 55 °C.
23.	The speaker should operate within a humidity range of 0–90% RH (condensing).
24.	The speaker should include 2 supervised configurable I/O ports.
25.	The speaker should run on a Linux based platform with a built in web server.
26.	The speaker should support third party edge based audio analytics.
27.	The Speaker Should Outdoor Speaker should be pure IP based, work on Cat6, POE .NO external amplifier to be used, based on any event speaker can receive trigger from to play pre -recorded messages. It should be fully compatible with VMS & Camera & should be from same make of camera for the seamless integration & performance.
28.	The speaker should have a minimum of 1024 MB RAM and 512 MB Flash memory.
29.	The speaker should come with a 5-year OEM warranty

#### 4.5 IP Based SIP Supported Console For PAS With Mic

S. No.	Specifications
1.	The device shall feature twelve physical buttons with status LEDs, configurable

S. No.	Specifications
	soft keys, a push-to- talk button, volume buttons, and a microphone status LED.
2.	The device shall include a built-in microphone for audio input.
3.	The audio codecs shall include G.711u and G.722.
4.	The device shall have built-in speakers with SPL 75 dB or better.
5.	The interface shall include configurable soft keys and a push-to-talk feature.
6.	The display shall be 7 Inch, 1024 x 600.
7.	The supported protocols shall include IPv4/v6, HTTPS, TLS, QoS Layer 3 DiffServ, FTP, SFTP, CIFS, SMTP, Bonjour, UPnP, SNMP, DNS, DynDNS, NTP, RTSP, RTP, TCP, UDP.
8.	The application shall support playing pre-recorded messages and live paging.
9.	The device should be able to play two-way communication with speakers and SIP devices.
10.	The use of signed firmware validates the firmware's integrity before accepting to install it.
11.	The use of a secure boot process, based on the use of signed firmware, ensures that the camera can boot only with authorized firmware.
12.	The proposed paging station should have built-in feature to prevent camera from hacking.
13.	The firmware upgrade shall be done through web interface. The firmware shall be available free of cost. The manufacturer must provide firmware with long-term support.
14.	The built-in memory shall be 1024 MB RAM and 1024 MB Flash.
15.	The device shall support Power over Ethernet (PoE) IEEE 802.3af/802.3at Type 1 Class 3 (max 10 W).
16.	The connectors shall include RJ45 10BASE-T/100BASE-TX PoE.
17.	The operating temperature shall be 0°C to 50 °C.
18.	The operating humidity shall be 0–90% RH.
19.	The device shall have certifications including UL 62368-1, IEC 60068-2-1, IEC 60068-2-2, CE, and FCC.
20.	The device should be fully compatible with Camera & should be from same make of PAS for the seamless integration & performance.
21.	The device shall adhere to ETSI EN 303 645 cybersecurity standards.
22.	The device shall come with a 7 years OEM Warranty.

**4.6 Video Management Software with Base Software License, Client License (VMS): Upgradable Up To Unlimited Camera License.**

S. No	Specifications
1.	The IP Video Management Software should allow Live Viewing/Streaming,

S. No	Specifications
	Recording and Management solution of Network Video surveillance systems & shall not have any Limit on the Number of Cameras to be Connected & shall be Scalable to Unlimited IP Cameras in Future by Augmentation of Camera Channel Licenses & server Hardware Components.
2.	The Open Platform Video Management Software (VMS) Application, should be Brand Agnostic, & should support various third Party ONVIF IP Cameras, this is Compulsorily required so that the Same VMS Applications can be scaled up in future by just Adding Third Party ONVIF Compliant IP Cameras & Additional Software Licenses.
3.	The Video Management Software shall be Client-Server based IP Video security solution that shall provide seamless management of Digital Video, Audio (If Supported by the Cameras) across an IP network. The video management Software shall provide full virtual matrix switching and control capability. Video from sites shall be possible to view from single or numerous workstations simultaneously at any time. Cameras, recorders, and viewing stations may be placed across the terminal in the IP network.
4.	The Proposed VMS Software should be ONVIF S, G, T & M Profile Compliant & should be a Member of ONVIF. The Declaration of ONVIF S, G, T & M Profile shall be available on ONVIF Official Website <a href="http://www.onvif.org">www.onvif.org</a> in the Conformant Devices. The Compliance/Conformance to the ONVIF Profile S, G, T and M should be available with the VMS OEM on or before the Date of Bid submission. A Certificate from ONVIF Indicating Membership details shall be Submitted as a Proof along with the technical Bid Documents."
5.	The Video Management Software (VMS) shall be based on a scalable client-server architecture using industry-standard operating systems. It shall support deployment on widely used desktop and server platforms (e.g., Windows, Linux, or equivalent) and be compatible with modern workstation and server hardware, network infrastructure, and storage systems. The VMS shall feature a true open architecture, enabling interoperability with non-proprietary hardware and devices. It shall support access via mobile devices (iOS, Android, or equivalent) and web clients for remote monitoring and management.
6.	The VMS system shall be a scalable client – server architecture built using well known operating systems The VMS shall be Windows based & shall be Compatible on Windows 10/11 Professional and Windows Server 2019/2022 Standard Edition. The VMS shall be based on a true open architecture that shall allow the use of non-proprietary workstation and server hardware, non-proprietary network infrastructure and non-proprietary storage. The VMS shall support iPad, Android and iPhone devices & shall also support web clients.
7.	The Video Management System shall be a fully distributed solution, designed for limitless multi-site and multiple server installations requiring 24/7 surveillance with support for devices from different vendors. The Video Management System

S. No	Specifications
	shall offer centralized management of all devices, servers and users and must empower a flexible rule-based system driven by schedules and events.
8.	The Video Management System shall contain recording servers used for recording video feeds and for communicating with cameras and other devices. The recording servers shall process the recordings and playback the video streams. The management server shall allow access to a system manager in the form of Configuration Client from where the administrator can configure and manage all servers, cameras and users. The Management Services of the VMS software MUST come as one unit and not multiple loadable units on Multiple Individually Configurable Servers, the Management Server shall be loaded on a Single Machine, from which all the Cameras, Additional Recording Servers, Video Analytics Servers & Viewing Clients, shall be managed Centrally. A Single Management Server shall be capable of managing multiple recording manager systems or Recording Servers.
9.	The VMS must Support for recording of H.265+, H265, H.264, MPEG4 or MJPEG Video Streams in at minimum 1 fps to 60 FPS at minimum CIF to Full HD (1080p) and 4K resolution. The VMS must support dual streaming Capabilities with Live Streaming and recording at different qualities of videos. (Min. different Streams should be available in the Cameras.
10.	The VMS should Support Multiple Storage Technologies like Network Attached Storage (NAS), Direct Attached Storage (DAS), Storage Area Network (SAN), local or network drives & S3 Block Storage. The VMS Application Must Support for Defining different drive for each & every individual camera. The VMS must have Option to define multiple recording paths.
11.	The VMS must have ability record audio along with video in same recording file. (For IP Cameras that Support Built in Microphone or an External Audio Input with an External Microphone connected to it.
12.	The VMS Application must have a Built in Storage and Bandwidth calculation tool, this shall Enable the Recoding size estimation for each hard disk attached to the server. This shall also enable to Option to check disk size requirement of individual camera based on the Current Camera Network Traffic/Bandwidth.
13.	The VMS must have the feature to Export the desired portion of video in mp4, avi and asf formats in DVD/USB or any external device. Viewing of this recording must be playable on authorized player which shall be provided by software manufacturer or in media player on OS Windows, Linux/Unix or Apple Mac.
14.	The VMS must Support for Automatic archiving of Video Recording after set number of days on First In First Out (FIFO) Basis and automatic recording deletion after disk full on FIFO Basis.
15.	The VMS must Support for Edge Recording Synchronization: The VMS Server and Camera should sync recordings in case of network or other communication

S. No	Specifications
	failure between camera and VMS, through ONVIF G Profile.
16.	The VMS must have the feature to Export the recording in client and remote PC also with proper authentication. The VMS must Support for Encryption with the Ability to encrypt video while exporting. Selectable options of 56 bit, 128 bit and 256-bit encryption shall be available to the Operator/User for Exporting with Password Protection. The VMS must Support for Export of Signed video using public/private key Exchange.
17.	The VMS shall support native failover and high availability for both management and recording servers, ensuring continuous operation in case of hardware or software failure. Failover and fallback mechanisms shall operate automatically without requiring manual intervention. The standby servers shall be maintained in a hot-standby state, ready to take over seamlessly if the primary server fails. The failover process shall complete within a short time frame (e.g., ≤30 seconds). The solution shall provide application-level redundancy natively, without dependency on external clustering solutions.
18.	The VMS Client Application should support for Live Streaming of minimum 100 cameras simultaneously on 1 screen. In Addition to Live Streaming on a Single Display, the VMS Client Must Support for Video Wall Functionality to display on Multiple Displays.
19.	The VMS Client Application should have a feature of Configurable Matrix views with user define size and number of cameras. Pre-defined views from full screen, 1x1 to 8x8.
20.	The VMS Client Application should support Pre-Defined Camera Views sequencing with user driven & Configurable time interval. The VMS Client Application should allow for creation of multiple camera sequences. It should be possible to set the dwell time for the cameras within the sequence. Software should allow sequences control (pause/play, skip forwards, skip backwards).
21.	The VMS must support RTP over UDP Stream, RTP over TCP and HTTP Video streaming. The VMS Client Application Must Support for Dual Streaming and Automatic Switching from Low to High Quality on Full screen mode. In Addition to Dual Streaming functionality, the VMS must also Support Direct Camera Streaming or Thru casting from the VMS Client GUI. The VMS must have Options to change Live View directly from cameras or from VMS server using RTSP and HTTP options
22.	The VMS Client Application must have the Option to change Live View directly from cameras or from VMS server using RTSP and HTTP options. The VMS Client Application should support event based playback. The VMS Client Application must have feature of Event based search: Event based Time line to quickly show coloured dots in Timeline and view recorded videos at the event time. The VMS Client Application must have feature for Instant Playback and Quick Search of event based recordings.

S. No	Specifications
23.	The VMS Client Application must have the functionality to search based on Date/Time/Camera, Name, ID and Location for more than one camera simultaneously. The VMS Client Application must have a feature of Playlist with files listed for each date. User can click on a date to play recordings.
24.	The VMS Client Application must have Customized camera views based on: User input number of cameras. User chosen shape and size.
25.	The VMS Client Application must have Digital Zoom Capabilities: Both complete live picture and Zoomed picture should be visible simultaneously while zooming. Should be available On Live and Playback Videos. Zoom available on snapshots too.
26.	The VMS Client Application must have PTZ Controlling Capabilities with the Following Functionalities: PTZ option available through mouse and joystick. Gaming joystick as well as PTZ joystick options available. On screen PTZ control with Click and Zoom facility. PTZ pre-sets and tours setting"
27.	The VMS Client Application should support Live view and Playback available at the same time with Playback window running side by side with live view window.
28.	Event window with specific snapshot of that event should be shown simultaneously in Live view screen. Clicking on the event should play recording of that event time.
29.	The VMS Client Application must have Playback Navigation Tree View with Recording server, camera list, year/months list and the date wise play list. The VMS Client Application must have Playback option for frame-by-frame Playback. The VMS Client Application must have Playback Video lock feature. The VMS Client Application must have feature of Common Timeline for syncing of multiple cameras while playback. The VMS Client Application must have Ability to make bookmark of any portion of video and view list of all bookmarks
30.	The VMS must have Ability to view live video on iOS and Android phones through Mobile Applications. The Mobile App must also Support for Audio Streaming along with Video Streaming.
31.	The VMS Application must have the feature to Add all cameras with single click. Apply settings to multiple cameras of same model with single click. Generate logs & reports in Graphical & Tabular form and export in pdf, excel or more format
32.	The VMS Application Must Support Failover with Automatic switching of user selected cameras to back- up server in case of failure. The VMS Application must support User role based cameras and features access. It should have the Capability to Define users with passwords and access to only specific cameras. Complete server logs including login access, system settings change, archiving events, video or recording loss and all activity done by administrator or any other user in the system. MS control of cameras and monitoring on client workstations shall be done through the administrator interface. System watchdog feature be

S. No	Specifications
	available to alert in case of failure of cameras and servers.
33.	The VMS Application Must Support Failover for Management & Video Recording Servers. The System should support N: 1 or N: N failover for Recording Servers. Failover time should not be more than 30 seconds. The VMS Application must have the Option to do failover of selected cameras in case of recording server failover. The VMS Application must have Option to configure video analytics in same client as VMS
34.	The VMS must support for Connecting Multiple External Storage Devices in the form of Primary & Secondary Storage Drive. It must also have the Option of Storage Drive Redundancy, wherein if the Primary Drive is Unavailable then the VMS Application/Recording Server must Automatically Start Recording in the Secondary Configured Drive. In Case of Recording has been done in Secondary Storage Drive, during the Failure of Primary Drives then after the Primary is restored the Recording that took place in the Secondary Drive shall be Synchronized in the Primary Drive.
35.	The VMS Web Client shall have Dash boarding Capabilities, such that the Dashboard Should Support for Drawings/Maps GIS Layer, OSM Layer, AutoCAD .shp File, .JPEG file format, .PDF file format, Customized Video Grid for Live & Playback of Video & Events Table. The VMS Web Client shall show the Camera details with Key Performance Indicators like, Total Cameras connected, Total Cameras Disconnected, Status Visualization in the form of Pie Chart. The VMS Web Client shall have a Reporting functionality in the form Camera Uptime, Downtime.
36.	The VMS Web Client shall also show the Recording server status Report, Storage Space Available status & Reports. The VMS Web Client must support for H.265 Codec Live & Playback Streaming. The VMS Web Client shall support comprehensive data filtering for most reports based on entity type, event type, event timestamp, custom fields, and more. The VMS Web Client shall support the following actions on a report: print report, export report to a PDF/Microsoft Excel/CSV file, and automatically email a report based on a schedule and a list of one or more recipients
37.	The VMS OEM should have Certifications following certifications.
38.	A.ISO 9001:2015 Quality Management Certifications in the name of the OEM
39.	B. 27001:2013 Information Security Management Systems Certifications
40.	C. ISO 14001:2015 – Environmental Management System
41.	D. ISO 45001:2018 – Occupational Health & Safety Management System
42.	E. ISO 27017:2015 – Information Security Control for Cloud Services
43.	F. ISO 90003:2018 – Software Engineering – Guidelines for the Application of ISO 9001:2015 to Computer Software.
44.	G. ISO 27701:2019 - Security Techniques Extension to ISO 27001 for Privacy

S. No	Specifications
	Information Management Requirement & Guidelines.
45.	The VMS OEM should have Performed Benchmark Appraisal & Achieved CMMI V2.0 Maturity Level - 3. Appraisal Certificate of CMMI V2.0 Level - 3 to be Submitted as a Proof. The OEM should be in the Possession of the Appraisal Certificate on or before the Bid Publishing Date. The Appraisal shall be Validated Online & should be Available on Public Portal on CMMI Institutes Website in the Published Appraisal Results ( <a href="https://cmmiinstitute.com/learning/appraisals/results">https://cmmiinstitute.com/learning/appraisals/ results</a> ). Any False Declarations shall lead to Bid Rejection & Blacklisting. "
46.	The VMS, Software OEM shall have a direct Registered Office & shall also have a Research & Development Center in India without any Collaboration, Joint Venture, Distributor, Parent Company & should be in Operational for the Last 10 Years as on the Last Date of Bid Submission. The VMS OEM Should be in the Business of Video Management Software from last 10 years, OEM to Submit Purchase Order Copies to Substantiate the Proof.
47.	The Intellectual Property Rights & Source Code of Offered Video Management Software (VMS) must not reside in a Country that is sharing Land Border with India. The Video Management Software (VMS) Offered should not be Developed/manufactured by an entity in which the majority shareholding of the entity is from a Country sharing a Land Border with India. OEM shall provide a Declaration about the intellectual property rights & Source Code as a Documentary Evidence & Copyrights Certificate. The OEM who is Claiming to be Make in India OEM with Local Content greater than 50%, then their Intellectual Property Rights (IPR) & Source Code Must Reside in India only. Documentary Evidence to be Provided. Any False Declaration can lead to Bid Rejection.
48.	The Offered Video Management Software (VMS) Application should be Indigenously Developed by the OEM & should not be White-labelled Product. The VMS OEM to Submit a Copyright Certificate, along with a Self-Declaration Stating the Proposed VMS Application is not White Labelled & is Indigenously Developed by the OEM themselves.
49.	The Proposed Video Management Software (VMS) Server Application (Thick Client) as well the VMS Web Client Application should have undergone Audit as per OWASP Top 10 Desktop Application Security Risks, OWASP Top 10 Web Application Security Risks & OWASP Source Code Review Testing Guide from Cert-In empaneled agency. A Security Test Report/Certificate to be Submitted by the respective OEM to Substantiate the Proof of the Security testing. All the Applications Desktop as well as Web Client Application must have already undergone the Security testing/Auditing on or before the Bid Publishing Date. The Security testing Certificate must be Submitted as a Documentary Evidence/Proof.
50.	The Proposed VMS must be cyber security certified with FIPS-140-2 & FIPS 140-3 encryption from Cert- IN Empanelled Auditor for mitigating cyber security risk.

S. No	Specifications
	The FIPS 140-2 & FIPS 140-3 Certification should be done on or before the Bid Publishing Date. A Valid Certificate for FIPS 140-2 & FIPS 140-3 for the VMS Application to be Submitted as a Proof.
51.	The Video Management Software should support RTSPS or SRTP or RTSP over TLS Encrypted Live Streaming from cameras (If Supported by Cameras) to VMS as well as support streaming of RTSPS or SRTP or RTSP over TLS Encrypted Live Streaming from VMS servers to clients. The Proposed Video Management Software (VMS) Should Have Their Own In-House AI Based Video Analytics (AI-VAS).
52.	The Video Analytics shall offer a suite of analytics rules with Artificial Intelligence to provide automatic detection of a range of motion and non-motion behaviour of persons, objects and vehicles. The provision of Video Analytics should be Strictly through Artificial Intelligence, Machine and Deep learning Technologies/solutions on video. 3D Calibrated Video Analytics with Old Image Comparison Technologies shall not be Accepted. There should be provision of 1 use-case (minimum) per camera. Bidder need to provide/consider AI Based VA for 50 Nos. Cameras, 1 VA case per Camera within the VMS Line Item. Details & Location of the cameras will be mutually decided at the time of Implementation. AI-VA should also have the same testing methods, approvals & certifications as asked for the VMS.
53.	Each of the video analytics use case shall be able to run on a unified Video Management Software Platform itself. Following video analytics and features should be supported based on licensing: <ol style="list-style-type: none"> <li>1. AI Based Camera Tampering Detection</li> <li>2. AI Based Crowd detection</li> <li>3. AI Based Stopped Vehicle Detection</li> <li>4. AI Based Wrong Way Detection</li> <li>5. AI Based Classification of objects like person, vehicle or animals</li> <li>6. AI Based Person Falling Detection</li> <li>7. AI Based Debris and Garbage detection</li> <li>8. AI Based Graffiti and Vandalism detection</li> <li>9. AI Based Fire &amp; Smoke Detection</li> </ol>
	Features required in Analytics: <ul style="list-style-type: none"> <li>● The AI Based Video Analytics Platform must Support for Analytics use-cases to be Deployed &amp; can be applied in 4CIF, VGA, Full HD-1080P resolution &amp; Streams Supporting H265, H.264 compression Standards and 25fps.</li> <li>● The VA shall support Applying &amp; performing of video analytics from any camera supported by the VMS.</li> <li>● The Video Analytics Platform shall be able to Perform on Both Offline Pre-Recorded Video and Real Time Live Video Streams.</li> </ul>

S. No	Specifications
	<ul style="list-style-type: none"> <li>● The Video Management Platform must have the Option to Email (Through E-Mail), SMS (through a SMS gateway) and Push Notification Alarm of any Event to mobile phones. Push method should be without SMS. However charges for telco services will be paid by the department.</li> <li>● The AI Video Analytics Platform must support for Offline analytics to be Applied in avi, mp4, ts, mpeg, h265, h264 and asf file formats</li> <li>● The AI Based Video Analytics Platform Must Support Pre-buffer and Post buffer recordings up to 10 minutes for video analytic events.</li> <li>● The AI Based Video Analytics Platform have Option for Defining the Minimum and maximum object size-based filtering &amp; must also Support for Filtering based on Object type.</li> <li>● The AI Based Video Analytics Platform Must Support for Defining schedule of video analytics to run weekly, daily, day/night or according to user specified date and time</li> <li>● The AI Based Video Analytics Platform Must have the feature to define minimum 20 shapes, lines or zone in single camera for video analytics.</li> <li>● The AI Based Video Analytics Platform Must have the option to run analytics in silent mode.</li> <li>● The Video Analytics Application must have the Capability to View snapshots of each event and click on event to play recording of that time period on the VMS Client Interface/GUI.</li> <li>● The Video Analytics must have Ability to virtually map devices to one another in the VMS. For example, fixed cameras and PTZ cameras so that event from fixed cameras can be used to notify PTZ cameras to Zoom, Pan or tilt or go-to preset positions and take snapshots of events. PTZ Tracking should happen to track the intruding object</li> <li>● Reporting: Report of all events possible though bar and line charts.</li> <li>● The Video Analytics must have the Ability such that alerts can be searched and categorized based on this information. i.e. Timestamp (date &amp; time), Alert Name, Alert Type, Camera Name, Camera ID.</li> <li>● Each of the video analytics use-case shall be structured as an independent module that can be deployed on any camera using a simple user interface utility, providing a complete visibility of the use cases and which cameras they are running on.</li> <li>● The Video Analytics system shall be compatible with the latest technological advancements in the domain of computer vision and AI. Hence, it shall be able to quickly adapt to newer libraries and AI advancements. All the analytics and use-cases shall be based on advanced AI technology, and shall not depend on traditional algorithms.</li> <li>● Event Notifications: The result of each of the use case shall be in the form of events that contain the screenshot with other metadata describing the event,</li> </ul>

S. No	Specifications
	<p>such as detected objects, timestamp, camera/video that generated the event and all other metadata representing the event from different use cases. The Metadata must include the Bounding Boxes/Overlay on the Object Detected.</p> <ul style="list-style-type: none"> <li>● Resource Management View: The User interface shall provide a list of all the resources available in the system such as computing servers and cameras. The status of each of the devices, whether they are online/offline shall also be available at all times.</li> <li>● The algorithms powering the video intelligence system shall possess capability to operate parallel and distributed manner across a cluster of machines.</li> <li>● The System shall be a real-time video analytics engine that utilizes advanced image processing algorithms to turn video into actionable intelligence. The AI based Video Analytics system shall consist of video- processing &amp; analytics engine that works seamlessly both on saved videos or camera streams in real-time and provide events to the user based on the use-case basis. The system shall be compatible with all ONVIF compliant IP cameras with H.264/H.265 video decoding.</li> <li>● The AI Based Video Analytics Platform Must have the possibility to generate email or a text message to the designated recipients in case critical alerts are generated. The application shall escalate the alert to the designated users through email or a text message in case the alert is not acknowledged by the operator in a specified period of time.</li> <li>● The AI Based Video Analytics (VA) system should be native to the VMS.</li> <li>● It should be possible to configure video analytics on any of the cameras from the Video Management System desktop client Application. No Separate GUI or Application should be required to Configure the Video Analytics Use-Cases.</li> <li>● The VMS and VA must have tight integration so that there is no need to add cameras to VMS and VA servers separately.</li> <li>● Video Management System and Video Analytics System should be from the same OEM.</li> <li>● With the Video Analytics Platform running on the same VMS Platform, the VA Events must take Snapshots &amp; View snapshots of each event and click on event to play recording of that time period.</li> <li>● VA should allow the VA applications to configure and run as per hourly/daily/weekly schedule. Users should be able to create various schedules to deploy the VA applications as required.</li> <li>● The Video Analytics should flag the video in the Video Management System. It should be possible for the operator to jump to the alert flag in the archived video for detailed investigation of the event.</li> </ul>
	Video Analytics Functional Requirements:

S. No	Specifications
	<ul style="list-style-type: none"> <li>i. Proposed intelligent AI Based Video Analytics Software (VAS) shall have the capability to provide various alarms &amp; triggers and should notify the Authorities if any incidence/violation happens.</li> <li>ii. The System shall be a real-time video analytics engine that utilizes advanced image processing algorithms &amp; Artificial Intelligence to turn video into Actionable Intelligence.</li> <li>iii. The system shall provide configurable detection zones and lines to detect events of interest, Detection zones define an area of interest and Detection lines define a Virtual Line instead of a region.</li> <li>iv. The system shall facilitate creating multiple zones and lines in a single scene to trigger various alerts</li> <li>v. The system shall allow the configuration of applicable rules and manage them</li> <li>vi. The system shall also enable editing the Zones and lines to the desired shape or size.</li> <li>vii. The triggers generated by the applied rules shall provide visual indicators to identify the event. Such as a Green Coloured Bounding Box changing the Bounding Box colour to Red on event</li> <li>viii. The system shall enable detecting rules in the defined areas (zones/ lines)</li> <li>ix. The system shall provide a functionality for configuring timelines for various events such as abandoned object, Stopped Vehicle Detection, Wrong Way Driving Detection etc.</li> <li>x. The system shall allow classification of different objects like Vehicles and people/Person.</li> <li>xi. VAS should allow to add, edit, delete or disable and enable Policies.</li> <li>xii. System shall have a sophisticated rule-based engine with powerful analytics capabilities that provides automatic event notification.</li> </ul> <p>The city-wide surveillance system needs to have the capability to deploy intelligent video analytics software on any of selected cameras. This software should have the capability to provide various alarms &amp; triggers.</p> <p><b>* Perpetual licenses for VMS.</b></p>

**4.7 Central Control Dashboard for System Health Monitoring, Network Management Software License with Network Discovery Network Availability/Performance Monitoring Fault/Alarm Management SLA Management Reporting for All Devices.**

S. No.	Specifications
1.	For effective operations and management of IT Operations, there is a need for an industry-standard Infrastructure Monitoring System. Given the expanse and scope of the project, NMS becomes very critical for IT Operations and SLA

S. No.	Specifications
	Measurement. Some of the critical aspects that need to be considered for operations of IT setup of are: Network Monitoring, Network Configuration Management.
2.	The OEM of the proposed solution should be "Make In India" company with 10 years of presence in India and the solution should be deployed in min. 5 projects in Government/PSU segment in India. The documentary proof should be submitted at time of the bid submission.
3.	The solution should be capable of running in Linux platform and should be 64-bit application to fully utilize the server resources on which it is installed.
4.	The OEM of the proposed solution must be ISO 27001:2013/2022 or latest & ISO 27034 ISO 27001, IEC 62443-4-1 certified to ensure security compliances. Documentary proof needs to be submitted at the time of bid submission.
5.	OEM Should provide support for all upgrades and updates during the contract Period. The OEM should have a support centre with Dedicated Support mail id and toll free number in INDIA. OEM Should provide escalation matrix along with bid submission.
6.	The Monitoring Solution should provide Unified Architectural design offering seamless common functions including but not limited to: Event and Alarm management, Auto-discovery of the Network environment, Correlation, and root cause analysis, Reporting and analytics.
7.	The solution must provide discovery & inventory of heterogeneous physical network devices like Layer- 2 & Layer-3 switches, Routers and other IP devices and do mapping of LAN connectivity with granular visibility up to individual ports level.
8.	The operator should be able to build correlation rules in a simple GUI based environment where the Operator should be able to correlate cross domain events. The solution shall provide future scalability of the whole system without major architectural changes.
9.	The proposed solution must not use any third-party database (including RDBMS and open source) to store data to provide full flexibility and control on collected data. All the required modules should be from same OEM and should be tightly integrated for single pane of glass view of enterprise monitoring.
10.	The solution must support custom dashboards for different role users such as Management, admin, and report users. The solution must support custom query-based widget with multiple visualization methods including Chart, Gauge, Grid, Top N list etc. to visualize and represent collected data with ease.
11.	The solution should provide superior view of infrastructure health across system, networks, application and other IT Infrastructure components into a consolidated, central console.
12.	The proposed solution must provide comprehensive and integrated management

S. No.	Specifications
	of IT infrastructure components to maximize the availability of IT services and SLA performance.
13.	The design functionality shall facilitate creation of templates used for monitoring key network resources, devices, and attributes. Default templates and best practice designs are provided for quick out-of-the- box implementation automating the work required to use OEM validated designs and best practices.
14.	The proposed solution must provide Health Monitoring reports of the network with settable periodicity - @24 Hrs, 1 week, 1 month.
15.	The proposed solution must provide the graphical layout of the network element with modules drawn using different colours to indicate their status.
16.	The proposed solution should have multiple alerting feature to get the notification via email, sms and third-party systems. Department will provide sms package & Internet.
17.	The proposed solution should provide alert console with alert summary such as no. of correlated alert, network alert, server alert, virtualization alert, cloud alert, application alert etc.
18.	The system must have provision to overlay alert on reported metric to understand alert triggering behaviour across multiple drill down pages
19.	The proposed NMS solution must provide agentless as well as agent-based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure.
20.	The proposed solution should be able to take back up of running and startup configuration of network devices. It should also provide versioning for backup to track changes.
21.	<p>The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements:</p> <p>a. Capture running configuration.</p> <p>b. Capture startup configuration</p> <p>c. Upload configuration;</p> <p>d. Write start-up configuration;</p> <p>e. Upload firmware</p>
22.	The platform should be able to detect vulnerabilities for Linux and Windows server. The AIOps platform must integrate seamlessly with the NVD to automatically import and update vulnerability information.
23.	The platform should contextualize NVD data with additional information such as asset criticality, network exposure, and exploitability and help create custom prioritization.
24.	The platform should have unified agent to collect telemetry data like Metric, log

S. No.	Specifications
	and vulnerability details.
25.	The platform should provide comprehensive OOTB organization wide vulnerability dashboard which should help identify actionable vulnerabilities to remediate.
26.	In the future, if required, Flow Management and Log Management modules can be added based on project requirements, with additional licenses from the same OEM, without necessitating any architectural changes.
27.	The proposed helpdesk system shall provide flexibility of logging, viewing, updating and closing incident manually via web interface.
28.	Each incident shall be able to associate multiple activity logs entries via manual update or automatic update from other enterprise management tools.
29.	The proposed helpdesk system shall be able to provide flexibility of incident assignment based on the workload, category, location etc.
30.	The proposed solution should automatically provide suggested knowledge base articles based on Incident properties with no programming
31.	The proposed solution should automatically suggest available technicians based on workload, average ticket closure time assigning tickets with no programming.
32.	The proposed solution should tightly integrate with monitoring system to provide two-way integration -E.g. when system down alarm created, it should automatically create ticket and assign it to technician, in case system comes up before ticket is resolved by technician, it should automatically close the ticket to minimize human efforts.
33.	The proposed system must not create more than one ticket for same recurring alarm to avoid ticket flooding from Monitoring system.
34.	The proposed helpdesk system shall support tracking of SLA (service level agreements) for call requests within the help desk through service types.

## B. Server & Storage (Part-B)

### 4.8 High End Central Server For VMS With Failover

Sr. No.	Specifications
1.	Compliance Statement of the Specifications and Relevant Datasheet from concerned OEM of Servers are required to be submitted in Technical Bid.
2.	The server shall be rack mountable and suitable to work as per the required Solution.
3.	The server shall be supplied with complete required accessories, cabling etc., Licensed OS , Licensed Antivirus meeting requirements for the solution as per following specifications.
	Technical Specifications: The Offered Product/ Solution shall meet following

Sr. No.	Specifications
4.	mentioned minimum specification; product of higher specification is also acceptable at no extra cost.
5.	2U 8 bay 2.5"/3.5" SAS/Sata/NVMe U.2 backplane, with 550W RPS, 1 x Intel Xeon Processor (20 Cores/40 Threads, 2.1 GHz, 2 X 960 GB SSD for OS and Application in RAID 1 Configuration, Windows Server-2022 Standard Edition 64-Bit Operating System)
6.	Memory: 64 GB DDR4 RAM or better upgradable to 1 TB.
7.	Chassis type: Rack mountable.
8.	Hard Drives: With at least 4 hot-swappable 10K rpm disks in raid 5/6 configuration ( SAS/SATA/SSD/NVMe ) & At least 1TB usable space.
9.	RAID controller :Hardware based with minimum 8GB cache supporting RAID 1, 5, 6.
10.	Power supply: Hot pluggable and Redundant Power Supply.
11.	Network Ports: 4x1Gbps NIC Card
12.	Keyboard: Wireless/USB Keyboard.
13.	Mouse: Wireless/USB Optical Mouse with scroll.
14.	<p>Software: Including all the required security features, upgrades, patches, subscriptions &amp; support throughout contract period.</p> <ol style="list-style-type: none"> <li>1. Operating System: Licensed professional version of MS Windows Server or Linux for the solution</li> <li>2. Licensed Anti-Virus Software :Latest version, compatible with the provide Windows/ Linux.</li> </ol>
15.	FAN :Redundant Fans to be provided.
16.	Standard: CE certified UL listed or BIS
1.	Compliance Statement of the Specifications and Relevant Datasheet from concerned OEM of Servers are required to be submitted in Technical Bid.
2.	The server shall be rack mountable and suitable to work as per the required Solution.
3.	The server shall be supplied with complete required accessories, cabling etc., Licensed OS , Licensed Antivirus meeting requirements for the solution as per following specifications.
4.	Technical Specifications: The Offered Product/ Solution shall meet following mentioned minimum specification, product of higher specification is also acceptable at no extra cost.
5.	2U 8 bay 2.5"/3.5" SAS/Sata/NVMe U.2 backplane, with 1300W RPS, 2 x Intel Xeon Processor (24 Cores/48 Threads, 3.0 GHz, 2 X 960 GB SSD for OS and Application in RAID 1 Configuration, Ubuntu 20.4 Operating System)

Sr. No.	Specifications
6.	GPU : NVIDIA L4 (24 GB & 7424 CUDA Cores) GPU or better.
7.	Memory:128 GB DDR4 RAM or better upgradable to 1 TB.
8.	Chassis type: Rack mountable.
9.	Hard Drives: 1x10TB Sata HDD for VA Event Storage
10.	RAID controller :Hardware based with minimum 8GB cache supporting RAID 1, 5, 6.
11.	Power supply: Hot pluggable and Redundant Power Supply.
12.	Network Ports : 4x1Gbps NIC Card
13.	Keyboard: Wireless/USB Keyboard.
14.	Mouse: Wireless/USB Optical Mouse with scroll.
15.	<p>Software: Including all the required security features, upgrades, patches, subscriptions &amp; support throughout contract period.</p> <p>1. Operating System: Licensed professional version of MS Windows Server or Linux for the solution</p> <p>2. Licensed Anti-Virus Software :Latest version, compatible with the</p> <p>3. provide Windows/ Linux.</p>
16.	FAN :Redundant Fans to be provided.
17.	Standard: CE certified, UL listed or BIS

#### 4.9 NGFW Along With Reporting & Antivirus

- 1) The offered solution should run on a hardened OS and delivered on purposeful built hardware appliance manufactured by offered firewall OEM only.
- 2) Appliances should be rack mountable and must fit into <=2U rack space with at least 16 GB RAM on day 1. Appliance should have minimum 4 Gbps of NGFW throughput (including Firewall, application control/app- ID and IPS) or higher from day one. Appliance should have 10 Gbps of IPS throughput or higher from day one. Appliance should have VPN throughput of 8 Gbps or higher from day one. Appliances should have a least 3 Gbps real world/ enterprise mix/Production Mix Threat Prevention throughput (including FW, IPS, Application Control, Anti-Virus, Anti-BOT & URL filtering) at various TCP packets/size from day 1. In case of any issue arising during production in terms of performance, OEM shall have to rectify the same or provide high end appliance box. This shall be applicable throughout the support period.
- 3) The proposed firewall should not rely on proprietary ASICs and must be built on an open architecture utilizing multi-core CPUs to ensure protection and scalability against evolving security threats. If the proposed firewall leverages ASIC technology, its hardware performance must remain consistent even with the ASIC disabled.

- 4) The Next-Generation Firewall (NGFW) shall utilize a multi-core processor architecture to efficiently handle advanced security threats. The design shall allow performance benchmarking under typical operating conditions, including any optional hardware acceleration, with performance data provided by the OEM. The device shall support a minimum of 16 GB of RAM from initial deployment
- 5) Appliance should have at least 480 GB of SSD storage on day one. Appliances should be loaded with following interfaces on day one.
  - a. 8 x RJ45 1GbE ports
  - b. 2x 10 Gbps SFP+ ports.
  - c. Transceivers should be supplied from day-1
  - d. 1 x 1 Gbps SFP port. transceivers should be supplied from day-1
  - e. RJ45 for management port-1 No.
- 6) Appliance should have dual power supply. Appliance should support minimum 90 k connections per second or higher from day one. Appliance should support at least 2.5 million concurrent connections or higher from day one. PS should be able to collect packed capture for specific protections.
- 7) Solution should support more than 15000 (excluding custom signature) IPS signatures or more.
- 8) Solution should support Granular Application Detection and Usage Control and shall be able to identify, allow block or limit application regardless of port, protocol etc. Should have more than 10,000+ pre- defined distinct application signatures (excluding custom application signatures) as application detection mechanism to optimize security effectiveness and should be able to create new application categories for operational efficiency.
- 9) The antivirus signature database of proposed solution should comprise of up to date list of signature of virus malwares, spyware etc. The Malware prevention engine of the proposed solution should be able to detect& prevent the Spyware, Ransomware & Adware for pattern based blocking at the gateways.
- 10) Solution should be able to discover the Bot infected machine. Solution should provide log analysis and policy management from a central point for all supplied parameters and that central management should be hardware-based with 4TB storage option and 32 GB RAM from day-1.
- 11) The Solution should have capability of correlation of logs to identify significant events easily and understand security status and trends. Real-time data analysis and customer event logs should immediately notify administrators to allow for quick action and/ or remediation.
- 12) Solution should allow scheduling of reports daily, weekly and monthly with start and expiration date for reports to be generated automatically according to defined start and expiration dates. Solution should send reports automatically via email to multiple email-ids in HTML/PDF format.
- 13) Solution should be capable of integrating with other equipment like SIEM tool, reporting tools etc. with no. customization need for integration. The firewall should belong to product family which minimally attains EAL4+/ICSA certified. Bidder to submit supporting documents.
- 14) The proposed solution should be purpose build, unified agent for end point protection. The

unified agent should offer threat prevention, attack investigation, access control, Sandboxing & web protection capabilities. The Firewall Should support NAT 64, NAT 46 & NAT 66.

- 15) The proposed solution shall be licensed for at least 10 clients machines & must leverage both signature based and signature less security controls leveraging advance AI/ML based models.
- 16) "The proposed solution should have the following protection mechanism:
  - a. Anti-Ransomware protection
  - b. Behavior based protections
  - c. Anti-exploit / HIPS
  - d. Anti Bot
  - e. Anti-malware
  - f. Forensics Collection & automated reports
  - g. Web Protection
  - h. Sandboxing "
- 17) The solution will protect against existing and zero-day ransomware without requiring signature updates. The solution will remediate and restore files that were encrypted during a ransomware attack. Any ML models used by the endpoint should be frequently updated in order to protect against fresh, zero-days attacks.
- 18) The proposed solution shall offer all the features specified herein in a single unified installation. Installation of multiple agents to achieve the requirement is not acceptable. The solution's Static Detection Engine must monitor the access to files. The solution must check the reputation of files based on ssdeep / Fuzzy hashing/equivalent technique.
- 19) The solution will leverage multiple sensors to effectively and uniquely identify generic malware behaviours as well as malware family specific behaviours. The solution has the capability of blocking against the new RDP RCE attacks like BlueKeep on unpatched systems.
- 20) The solution must be able to identify zero-days files even if they are not familiar with any reputation service. The solution will identify and block out-going communication to malicious C&C sites. Upon an identified bot attack, the solution will completely remediate the attack leaving the endpoint cleaned and unharmed.
- 21) The solution will protect the computer from all kinds of malware threats, ranging from worms and Trojans to adware and keystroke loggers. The solution will centrally manage the detection and treatment of malware on the endpoint computers.
- 22) The solution should be able to use a dedicated client as a proxy for anti-malware signature updates for clients that are offline and don't have a direct internet connection or to limit bandwidth usage. Solution will automatically create an incident analysis for every detection/prevention that occurs. This analysis should include process execution trees even across boots if relevant. Forensic report will automatically identify the malicious activity entry point and highlight the potential damage, remediation action and the entire chain of attack.
- 23) The solution will enhance third-party anti-malware or security detections by automatically building and visualizing an incident report. The Forensics report will log, present and un-obfuscate PowerShell scripts used during an attack.
- 24) The solution must include the following sensors: Remote Execution, Service Creation,

Process Discovery, Application Window Discovery, Scheduled Task, Screen Capture, Input Capture, DDE (Dynamic Data Exchange).The solution will create an incident report that will display the incident in terms of the Mitre ATT&CK Matrix.

- 25) The Solution must detect and block access to phishing sites by scanning all form fields. Solution should not be only dependent on url reputation based Techniques to identify phishing URL's.Solution should have protection for account takeover attacks and also solution should alert users on the reuse of corporate password use on external sites.
- 26) The solution will scan for malicious JavaScript embedded within sites. The solution must enforce "Safe Searching" feature when they employ the Google, Bing and Yahoo search engines. Solution should have intelligence to detect and prevent browser based attacks. Solution should not have any dependency on signature to detect and prevent these attacks.
- 27) The solution will enforce endpoint computers to comply with security rules that are defined for the organization. Computers that do not comply will be shown as non-compliant and can apply restrictive policies to them.
- 28) The solution will enforce an Anti-Malware check to verify that computers have an anti-malware program installed and updated. The solution will enforce prohibited Applications and Files based on the compliance settings by monitoring for the presence of specified files, registry values, and processes that are prohibited to be running or present on endpoint computers.
- 29) The proposed solution shall provide a Central Management dashboard to manage the solution. The management server must consist of distributed & scalable architecture.
- 30) Central management should work as a centralized threat sharing/management server with the managed clients.
- 31) The Solution should be able to provide a central view of threat detections for managed devices. The solution should generate periodic reports on malware types, types of vulnerabilities exploited etc. The solution must have the ability to generate visual reports & must provide agent health status.
- 32) The solution should showcase affected process, affected registry keys & affected files in OS environment. The solution should store the data for at least 180 days and also should provide a way for the organization to send the data/logs to our local storage log forward. The solution should be dynamically updated based on a global network of threat sensors by sharing threat data.

#### 4.10 Commercial Series PC/ Workstation

S. No.	Specifications
1.	OEM Compliance Statement of the Specifications and Relevant Datasheet from concerned OEM of Workstations are required to be submitted in Technical Bid.
2.	Tower with 550W Power supply, 1 x Intel i5 Processor (10 Cores/16 Threads, 3.7 GHz upto 4.9GHz, 20MB Cache), 16GB RAM DDR4, 1 x NVIDIA T1000 (8GB) Dedicated (Non-Shared) Graphics Card, 500 GB NVMe SSD, Windows 11-Professional 64 Bit Operating System, 1x1Gbps NIC Card.

S. No.	Specifications
3.	Technical Specifications: The Offered Product/ Solution shall meet following mentioned minimum specification; product of higher specification is also acceptable at no extra cost to dept.
4.	CPU : 14th Generation Core i5 Intel /AMD Processor, 3.7 GHz upto 4.9GHz, 20 MB Cache or better.
5.	Memory:16 GB DDR4 RAM or better upgradable to 64 GB.
6.	Motherboard: Original OEM.
7.	RAID: supported.
8.	Hard Drives: At least 500 GB SSD / NVMe.
9.	Video Card: GPU equivalent or better to Nvidia T1000 8 GB Graphic Card dedicated
10.	Monitor : 24" or higher LED Display Monitor shall be supplied with each workstation.
11.	Network Ports :At least Two 1G Ethernet port.
12.	Sound Card :Inbuilt
13.	Keyboard: Wireless Keyboard.
14.	Mouse: Wireless Optical Mouse with scroll.
15.	Software: Including all the required security features, upgrades, patches, subscriptions & support throughout contract period. <ol style="list-style-type: none"> <li>1. Operating System: Licensed professional version of MS Windows Server or Linux for the solution</li> <li>2. Licensed Anti-Virus Software: Latest version, compatible with the provide Windows/ Linux.</li> <li>3. Licensed Office suite :Latest version compatible with the provide Windows/ Linux.</li> </ol>
16.	DVD writer: DVD RW/ Blu Ray combo internal/external.
17.	USB 3.0 : At least 2 nos. at front panel.
18.	Standard: CE certified UL listed or BIS
19.	Client VMS application software along with applicable License to be provided

#### 4.11 SAN (Storage Area Network)

S. No.	Parameter	Specifications
1.	Processor	Intel® Xeon® D1712TR , 4-Core Processor
2.	Form Factor/ Mounting	4U, 19" Rack Mounted

S. No.	Parameter	Specifications
3.	No. of Controllers per appliance	2 nos.,
4.	Default Port per Controller	10G SFP+ with 2 nos. GBIC compatible with Storage and Server, 1* 1G RJ45 Port for management
	Additional Port per Controller	Minimum 2* 10G Copper Port with fully populate compatible with Storage and Server
5.	Supported Network Protocols	iSCSI, FCP
6.	Drive Support and Type	24# 3.5" /2.5" Drives (Upto 22TB per drive) in Controller Unit
		Disk Enclosure should also have SAS 12 Gbps Backend connectivity, scalable to 450+ Drive
7.	Cache/Memory	16 GB per Controller
8.	Storage Capacity along with expansion using JBODs	270 TB Usable after Dual Parity RAID and a Hot spare
9.	Service Port per Controller	1 x Service Port, 1x console Port
10.	File System	64bit embedded Linux
11.	Supported OS	Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016, 2019 - SLES 10, 11, 12, 15 - RHEL 5, 6, 7, 8 - CentOS 6, 7, 8 - Solaris 10, 11 - FreeBSD 9, 10, 11, 12 - Mac OS X 10.11 or later
12.	Power Supply	Redundant , 850W Platinum Grade Efficient, 80 Plus Power Supply
13.	RAID configuration	RAID level 0 ,1 ,0+1 ,3 ,5 ,6 ,10 ,30 ,50, 60, and N-way mirror RAID EE level 5EE, 6EE, 50EE, and 60EE
14.	Hot Spare Disk	It shall support hot spare disk .
15.	General Features	Should support data migration to healthy drive if find unhealthy disk member in array before the disk drive fails.
		Should support remapping of bad sector of disk and SMART error handling
		Should support Asynchronous & scheduled Backup and Cloning of Share & Volume for data backup and recovery
		QoS

S. No.	Parameter	Specifications
		Should support Auto Tiering if different types of Disks available Advanced disk awareness RESTful API support Tool for monitor and analyze the activity of SSDs Tool for SSD endurance optimization Tool for generates performance and capacity analytics Tool for authorizations of user's responsibility Auto disk spin-down
16.	Cache Protection	Cache-to-Flash memory protection M.2 flash module Power module: Super Capacitor
17.	Disks Design	The Disks should be Data Center Grade, 7.2K RPM
18.	Disk Features	Online disk roaming, SED & ISE drive support
19.	Storage Design	Thin Provisioning with space reclamation
20.	Data Protection	Integration with Windows VSS (Volume Shadow Copy Service)
21.	Snapshots and Replication	Snapshot , block-level, differential backup Writeable snapshot support Remote Replication(Sync -Optional and Async )
22.	Encryption	Self-encryption Drive (SED) pool level protection should support whenever require
23.	Virtualization	Windows: Hyper-V, storage space VMware: VMware 7.0 ready, VAAI, SRM, VASA/ VVol Citrix: Citrix 7.0 ready
24.	Security	Secured Web (HTTPS), SSH (Secure Shell) iSCSI Force Field to protect from mutant network attack iSCSI CHAP & mutual CHAP authentication SED & ISE drive support
25.	Alert	Shall support SNMP based email Alet, RESTful API
26.	Ability of High Availability	.Should have option to Upgrade to Dual- Active (Active/Active) SAN controllers .Cache mirroring through NTB bus .ALUA support .Management port seamless failover .Fault-tolerant and redundant modular components for

S. No.	Parameter	Specifications
		SAN controller, PSU, FAN module, and dual port disk drive interface .Multipath I/O and load balancing support (MPIO, MC/S, Trunking, and LACP) .Firmware update with zero system downtime
27.	iSCSI Host Connectivity	CHAP & mutual CHAP authentication SCSI-3 PR (Persistent Reservation for I/O fencing) support iSNS support VLAN (Virtual LAN) support
28.	Host card Slot	It should have one free host card slots per controller for future use if 25G/16G network required.
29.	Warranty	7 years Battery backup module : 1 year
30.	Certifications/Regulatory compliance	CE,FCC,BIS

#### 4.12 5x2" Video-Wall Along with Controller.

S. No.	Parameter	Specifications
1.	Screen Size	55"
2.	Panel Technology	IPS
3.	Aspect Ratio	16:9
4.	Native Resolution	1,920 X 1,080 (FHD)
5.	Brightness (Typ.)	500nit
6.	Contrast Ratio	1,100:1
7.	Viewing Angle (H x V)	178 X 178
8.	Orientation	Portrait & Landscape
9.	Response Time	8ms (G to G)
10.	Surface Treatment (Haze)	0.28
11.	Operation Hours (Hours /Days)	24/7
12.	Bezel Width	Even bezel : 0.44mm
13.	Weight (Head)	16.8Kg
14.	Monitor Dimensions (W x Hx D)	1,210.51 x 681.22 x 86.5mm

S. No.	Parameter	Specifications
15.	Handle	Yes
16.	VESA™ Standard Mount Interface	600 x 400
17.	Life Time(Typ.)	60000 Hrs
18.	Internal Player	System on CHIP(SOC)
19.	Input	HDMI (2), DP , DVI-D, Audio, USB2.0
20.	Output	DP, Audio
21.	External Control	RS232C In/Out, RJ45 In/Out, IR In
22.	Operation Temperature	0 °C to 40 °C
23.	Operation Humidity	10 % to 80 %
24.	Power Supply	AC 100-240V~, 50/60Hz
25.	Power Type	Built-In Power
26.	Typ./Max.	200W / 250W
27.	Smart Energy Saving	105W
28.	Basic	Remote Controller(include battery 2ea), Power Cord,RS232C cable, Lan cable, DP cable, IR Receiver, Guide Bracket, Screws, Manual
29.	The bidder or the OEM of the offered products must have ISO 9001,18001/45001/27001/14001, E-waste.	
30.	OEM should have a registered office in India to provide after Sales service support in India. Copy of GST certificate should be submitted.	
31.	Certificates to be submitted with bid: BIS, CB/NRTL, FCC Class B/CE, Energy star-7	
32.	OEM must have Dedicated/toll Free Telephone No. for Service Support.	
33.	Escalation Matrix For Service Support: OEM must provide Escalation Matrix of Telephone Numbers for Service Support.	
34.	<b>CONTROLLER.</b>	
35.	Architecture	Server Based architecture 4U
36.	Operating System	Windows 10 Pro or higher -64 bit
37.	RAM	32 GB
38.	SSD	950 GB or higher x2 Hot Swappable
39.	RAID	RAID 1
40.	Chip	Xeon Processor
41.	Power Supply	Maximum Power Consumption850W; Dual Redundant Power Supply
42.	Output	12 HDMI OutPut

S. No.	Parameter	Specifications
43.	Inputs	08 HDMI Inputs ( FHD) + 4 VNC Sources
44.	PCIe	Should have at least 4 PCIe x16 physical slots or higher
45.	Chassis	19" rack mount industrial chassis with front Lock
46.	Unix/Linux Emulation	Should be possible to display images from Unix/Linux workstation
47.	Wall Management Software	Software to be provided to manage the layout on the display
48.	<b>WALL MANAGEMENT SOFTWARE</b>	
49.	Scaling and display	Software enable user to display, multiple sources up to any size and anywhere on the display wall. ( Pixel to Pixel )
50.	RS232, TCP/IP	RS232 & TCP/IP support should be available for other interfaces
51.	Remote Control	Controller can be controlled by Remote PC through LAN with MAC OS / OSX and WINDOWS
52.	Auto Source Detection	Software should support for auto source detection
53.	Layout Management	Should support for Video, RGB, DVI, Internet Explorer, Google Chrome, Desktop Application and Remote Desktop Monitoring Layouts
54.	Scenarios	Software should able to Save and Load desktop layouts from Local or remote machines
55.	Layout Scheduler	All the Layouts can be scheduled as per user convenience
56.		Software should support auto launch of Layouts according to specified time event by user
57.	Launch Application	Software should able to Support
58.	User friendly	Software should be user friendly
59.	WebUI	Software should support Web Based UI; can be opened for layout control & Create New Layout on windows, andriod, MAC OS
60.	Zoning	Logical Division of Wall with ability to create layouts for specified logical zone without interference with other zone
61.	Multiple Video Wall	Software should be capable to control multiple video wall from same software
62.	Licensing	Software based licensing with lifetime license on

S. No.	Parameter	Specifications
		same hardware
63.	Upgradability	Complete System should be capable to add Inputs/Outputs in future
64.	Source Type Supported	Hardware Inputs, Google Chrome, IE, Screen Scrapping,HTML5,RSSFEED,TICKER,RTP,RTSP,H. 264/Video/Images
65.	Certification / Compliance	BIS , ROHS , CE

**4.13 OS, Database & Other Software pack for Storage, Server, video wall etc - 1 Lot.**

**C. Active Network (Part-C)**

**4.14 Layer-3 Fully Managed 20 Port Switch Having 4 x 10/100/1000 RJ45/SFP with 4 x SFP+ Ports.**

S. No.	SPECIFICATIONS
1	OEM should have direct presence in India for more than 10 years.
2	The OEM should be in the Networking business and has a proven record of more than 10 years.
3	OEM should offer 7 years of standard warranty along with below mentioned product functionalities.
4	OEM should offer Cost-neutral firmware updates.
5	OEM should offer Integrated software support (FW) throughout the entire lifecycle.
6	All Switching Products With/Without fan and maintenance-free.
7	Announcement of discontinuation of a product at least 2 years in advance.
8	Provision of spare parts up to 7 years after phase-out announcement/product-cancellation.
9	Product should have software-independent replacement parts (lower storage costs); Simple replacement of hardware components is possible without the need for specially trained personnel, by using a removable data storage medium (plug technology)
10	Product should have one-stop-shop for handling security-related incidents or potential vulnerabilities.
11	The OEMs should comply for ISO 27001, IEC 62443-4-1/2 certification
12	OEM should not be from country which shares land border with India/PRC, Unless OEM is registered with competent authority/registration committee constituted by department for promotion of industry and internal trade ( DPIIT ), as specified in Annexure of order ( Public Procurement no.1 ) Dated 23rd July

S. No.	SPECIFICATIONS
	2020 by Ministry of finance department of expenditure public procurement division with registration no.

Sr. No.	Description	SPECIFICATIONS
1.	<b>Port configuration</b>	Switches with electrical & Optical Ports: 4 X Combo Port (SFP/RJ45) 4 x SFP+ ports or more 20 x SFP ports or more
2.	<b>Power supply</b>	Internal/External Redundant Power Supply. Power Input 100 to 240 VAC 50/60 Hz, 6 kV surge protection on all Ethernet access ports
3.	<b>L2 features</b>	GVRP, Port based vlan, Provider bridge ,Switch-Port VLAN Trunk, Port-based mirroring, MAC ACL-based mirroring, IP ACL-based mirroring, Dynamic MAC aging, Link Check, Loop detection, Link Aggregation / LACP, DCP forwarding, Fiber Monitoring Protocol, LLDP, Unicast filter, Broadcast blocking, RMON, IEEE 802.1X,MAC authentication, PTP,RSPAN, Root Guard, Loop Guard, L2 Protocol Tunnelling, Multi-Chassis Link Aggregation Group (MLAG) or any other equivalent feature.
4.	<b>L3 basic</b>	IP routing integrated, DHCP relay agent, NAT/NAPT, Static routes, Route maps, VRRP / VRRPv3, OSPFv2, RIPv2, PIM.MSDP, PIM SDM (Sparse-Dense Mode)/SSM, PIM-SM/DM for IPv4/IPv6, 32K hardware L3 forwarding entries, 16K hardware routing entries, 512 Static ARP, Max. 512 IPv4 entries, Max. 256 IPv6 entries
5.	<b>Redundancy</b>	RSTP,STP,MRP,MRP multiple ring and MRP interconnection, H-Sync support, HRP, RSTP+, MSTP, RSTP+. Internal/External Redundant Power Supply (RPS) support
6.	<b>Security</b>	Users and password protection ,RADIUS client authentication ,Mac authentication, Guest VLAN, Management ACL, Brute force attack prevention, MAC ACL, IP ACL.
7.	<b>System features</b>	SMTP client, DHCP server/client, SNMP v1,v2,v3,NTP,SNTP,Cable tester, SFTP,TFTP,SFP diagnostic, Ethernet/IP, identification & maintenance

Sr. No.	Description	SPECIFICATIONS
		function, NMS
8.	<b>Environments &amp; Temp</b>	Operational reliability in industrial environments, temperature range from 0 °C to +50 °C, IP 30. Storage Temperature -40° to 70° C. Operating Humidity 0% to 90% RH & Storage Humidity 5% to 95% RH
9.	<b>Management</b>	CLI, WBM, RMON v1 & RMON v2. SSHv2, SNMPv3 to provide network security by encrypting administrator traffic. sFlow, OpenFlow.
10.	<b>Approval</b>	<b>IEC 62443-4-1/2:2018</b> , Environment EPD declaration Type II according to <b>ISO 14021/ ISO 14001/ ISO 14064, CE, FCC, UL 60950-1/UL 62368-1, MTCTE-ER</b>
11.	<b>Warranty</b>	07 years
12.	<b>Performance</b>	Switching Capacity 128 Gbps, Packet Forwarding Rate 95.24 Mpps, Packet Buffer 4 Mbytes, MAC Address Table 68K entries, IPv4 Routing Table 16K entries, IPv6 Routing Table 7K entries, IPv4 Forwarding Table 32K entries, IPv6 Forwarding Table 16K entries, Jumbo Frame Size 12 Kbytes
13.	<b>Architecture</b>	One RJ-45 & Mini-USB console ports, One RJ-45 Alarm port, One RJ-45 10/100/1000BASE-T RJ-45 Management port & 1 USB 2.0 Type A port, Physical Stacking up to 8 units per stack. Stacking bandwidth should be up to 80G & up to 32 devices per virtual stack. 1GB DRAM & 1GB flash
14.	<b>OAM</b>	Switch ITU-T Y.1731, 802.3ah Ethernet Link OAM, 802.1ag Connectivity Fault Management (CFM).
15.	<b>Certifications</b>	CE, FCC, UL, EN 55032/EN 55024, CISPR 32, AS/NZS, EN 61000-3-2, EN 61000-3-3, EN/IEC 61000-4-2, EN/IEC 61000-4-3, EN/IEC 61000-4-4, EN/IEC 61000-4-5, EN/IEC 61000-4-6, EN/IEC 61000-4-8, EN/IEC 61000-4-11.

#### 4.15 Layer-2 Industrial Grade 10/100/1000 MBPS 8 Port POE Switch With 4 SFP.

Sr. No.	Parameters	SPECIFICATIONS
1.	<b>Port</b>	Manageable Layer 2 IG PoE Switch; IEC 62443-4-1 certified - 8 x 10/100/1000 Mbps RJ45 PoE ports acc. to IEEE802.3 at

Sr. No.	Parameters	SPECIFICATIONS
		4 x 100/1000 Mbps SFP Ports, Maximum 240 W PoE support
2.	<b>Interface</b>	08 PoE ports according to IEEE 802.3at (30 W or 60 W), and 4 x SFPs with 1000 Mbps or 10,000 Mbps possible; Switching capacity 24 Gbps & a packet buffer size of 1.5 MB
3.	<b>Electrical Data / Interfaces</b>	2-pole terminal block, IEC plug C14 AC supply or 2-pole terminal block for DC supply. AC/DC Redundant power input include reverse polarity protection, ensuring stable & protected power delivery to the device.
4.	<b>Function</b>	STP/RSTP/MSTP, Redundant ring 50ms quick fail over for ERPS ring /Redundant ring / at reconfiguration time of <math>\sim 0.3\text{ s}</math> 50 cascading in cases of star topology MAC addresses-16k number QoS queues / per port-8 QoS according to IEEE 802.1Q Store & Forward switching method IEEE 1588 v2 transparent forwarding, not less than: 100 $\mu\text{s}$ and accuracy at IEEE 1588 v2 typical: 50 ns
5.	<b>Features</b>	Switch should have the Port based VLAN, Switch-Port VLAN Trunk, Port-based mirroring, Static Mac, Storm Control, IGMP Snooping, Loopback detection, Link Aggregation / LACP, DCP forwarding, <u>FMC</u> , LLDP, Unicast filter, Locked ports, Broadcast blocking, RMON, MAC Authentication. Telnet, HTTP/HTTPS, TFTP/FTP, GVRP/GMRP, DSCP, LLDP, Ethernet/IP, SNMP v1, SNMP v2, SNMP v2, SNMP v3, IGMP (snooping/querier), GVRP, LACP, SSH, SSL, NTP, SNTP.
6.	<b>Product Function</b>	Cable Diagnostics/Port diagnostics, statistics Packet Size, statistics packet type, error statistics, SysLog, VLAN - port-based, Protocol Based, IP Subnet bases, Mac Based, number of VLANs / maximum-256, DHCP server, DHCP client, Relay, DHCP Option 82, DHCP Option 66, DHCP Option 67, MIB Support, RMON, Port Mirroring, product should be according to IEC 61406-1:2022, Rate limiting, 8 egress queues per port, DSCP for Port based & IP based, Differentiated services architecture, SPQ, WRR, WRR scheduling, DWRR, IEEE 802.1X Port based authentication, TACACS+, Radius, SSL/SSH, Layer 2 and Layer 3 ACL, DHCP Snooping
7.	<b>Redundancy</b>	Redundant ring 50ms quick fail over for ERPS ring., STP, RSTP, MSTP, LACP

Sr. No.	Parameters	SPECIFICATIONS
8.	<b>Security</b>	IEEE 802.1x (radius), Broadcast/ multicast/ unicast limiter, Broadcast blocking, SSH, SSL, Layer 2 and Layer 3 ACL, DHCP Snooping
9.	<b>Time</b>	NTP-client, SNTP client, IEEE 1588 v2 transparent forwarding, NTP, SNTP
10.	<b>Industry Protocol</b>	IPv4 / IPv6, IGMP v1/v2/v3, MLD v1/v2, DHCP Server / Client / Relay, GARP, GVRP, 802.1X, EAP, TACACS+, SMTP, SNMP v1/v2/v3, RMON, TFTP, ICMP, Telnet, Syslog, LLDP, Pingv6, IP v6 management feature on open standards
11.	<b>Management</b>	CLI, WBM
12.	<b>Power Supply</b>	AC/DC Power supply. Redundant power input include reverse polarity protection, ensuring stable & protected power delivery to the device.
13.	<b>Operation Temperature</b>	An industrial-grade, Layer 2 switch with an operating temperature range of -40 to +70°C and a storage temperature range of -40°C to +80°C.
14.	<b>Relative humidity</b>	at 25 °C / without condensation / during operation / maximum 95% with Class IP30-rated Metal casing.
15.	<b>Norms, Specifications, Approvals</b>	RoHS conformity, EN60950/UL60950 Security certification IEC 81346-2/IEC 81346-2:2019 Environment <b>Green Energy</b> / EPD certified Type II according to ISO 14021, FCC Part 15 (Class A), EN55022 (CISPR22 Class A)
16.	<b>Certifications</b>	Shock: IEC 60068-2-27 / MIL-STD-810G, Vibration: IEC 60068-2-6 / MIL-STD-810F & C-2, Drop: IEC 60068-2-32 / MIL-STD-810F compliant, IEC 62443-4-1
17.	<b>Warranty</b>	7 years

#### 4.16 Layer-2 Industrial Grade 10/100/1000 MBPS 4 Port POE Switch With 2 SFP.

Sr. No.	Technical Parameters	SPECIFICATIONS
1.	<b>Port</b>	Manageable Layer 2 IE PoE Switch; IEC 62443-4-2 certified 4x 10/100/1000 Mbps RJ45 PoE ports acc. to IEEE802.3at/3bt; 2x 1000/10000 Mbps SFP+; 120 W PoE power can be distributed among all PoE ports.
2.	<b>Interface</b>	4 PoE ports according to IEEE 802.3at (30 W). 2; SFPs with

Sr. No.	Technical Parameters	SPECIFICATIONS
		1000 Mbps or 10,000 Mbps possible; Switching capacity 16 Gbps & a packet buffer size of 1.5 MB
3.	<b>Electrical Data / Interfaces</b>	2-pole terminal block, IEC plug C14 AC supply or 2-pole terminal block for DC supply. AC/DC Redundant power input include reverse polarity protection, ensuring stable & protected power delivery to the device.
4.	<b>Function</b>	STP/RSTP/MSTP, Redundant ring 50ms quick fail over for ERPS ring /Redundant ring / at reconfiguration time of <math>\sim 0.3\text{ s}</math> 50 cascading in cases of star topology MAC addresses-16k number QoS queues / per port-8 QoS according to IEEE 802.1Q Store & Forward switching method IEEE 1588 v2 transparent forwarding, not less than: 100 $\mu\text{s}$ and accuracy at IEEE 1588 v2 typical: 50 ns.
5.	<b>Features</b>	Switch should have the Port based VLAN, Switch-Port VLAN Trunk, Port-based mirroring, Static Mac, Storm Control, IGMP Snooping, Loopback detection, Link Aggregation / LACP, DCP forwarding, <u>FMC</u> , LLDP, Unicast filter, Locked ports, Broadcast blocking, RMON, MAC Authentication. Telnet, HTTP/HTTPS, TFTP/FTP, GVRP/GMRP, DSCP, LLDP, EtherNet/IP, SNMP v1, SNMP v2, SNMP v2, SNMP v3, IGMP (snooping/querier), GVRP, LACP, SSH, SSL, NTP, Sntp.
6.	<b>Product Function</b>	Cable Diagnostics/Port diagnostics, statistics Packet Size, statistics packet type, error statistics, SysLog, VLAN - port-based, Protocol Based, IP Subnet bases, Mac Based, number of VLANs / maximum-256, DHCP server, DHCP client, Relay, DHCP Option 82, DHCP Option 66, DHCP Option 67, MIB Support, RMON, Port Mirroring, product should be according to IEC 61406-1:2022, Rate limiting, 8 egress queues per port, DSCP for Port based & IP based, Differentiated services architecture, SPQ, WRR, WRR scheduling, DWRR, IEEE 802.1X Port based authentication, TACACS+, Radius, SSL/SSH, Layer 2 and Layer 3 ACL, DHCP Snooping.
7.	<b>Redundancy</b>	Redundant ring 50ms quick fail over for ERPS ring., STP, RSTP, MSTP, LACP

Sr. No.	Technical Parameters	SPECIFICATIONS
8.	<b>Security</b>	IEEE 802.1x (radius), Broadcast/multicast/unicast limiter, Broadcast blocking, SSH,SSL
9.	<b>Time</b>	NTP-client,SNTP client, IEEE 1588 v2 transparent forwarding, NTP,SNTP
10.	<b>Industry Protocol</b>	IPv4 / IPv6, IGMP v1/v2/v3, MLD v1/v2, DHCP Server / Client / Relay, GARP, GVRP, 802.1X, EAP, TACACS+, SMTP, SNMP v1/v2/v3, RMON, TFTP, ICMP, Telnet, Syslog, LLDP, Pingv6, IP v6 management feature on open standards
11.	<b>Management</b>	CLI, WBM
12.	<b>Power Supply</b>	AC/DC Power supply. Redundant power input include reverse polarity protection, ensuring stable & protected power delivery to the device.
13.	<b>Operation Temperature</b>	An industrial-grade, fan less, Layer 2 switch with an operating temperature range of -40 to +70°C and a storage temperature range of -40°C to +80°C.
14.	<b>Relative humidity</b>	at 25 °C / without condensation / during operation / maximum 95% with Class IP30-rated Metal casing
15.	<b>Norms, Specifications , Approvals</b>	RoHS conformity, EN60950/UL60950 Security certification IEC 81346-2/IEC 81346-2:2019 Environment <b>Green Energy</b> / EPD certified Type II according to ISO 14021, FCC Part 15 (Class A), EN55022 (CISPR22 Class A)
16.	<b>Certifications</b>	Shock: IEC 60068-2-27 / MIL-STD-810G, Vibration: IEC 60068-2-6 / MIL-STD-810F & C-2, Drop: IEC 60068-2-32 / MIL-STD-810F compliant, IEC 62443-4-1
17.	<b>Warranty</b>	7 years

#### 4.17 Industrial Grade Single Mode 10/100/1000 Media Converter with POE+ Port.

Sr. No.	Technical Parameters	SPECIFICATIONS
1.	<b>Port configuration</b>	1x 100/1000Mbit/s RJ45, 1x SFP, Single Mode – 1 Gbps
2.	<b>Electrical Data</b>	Dual input Power supply, 24/54 VDC. AC 240 V or DC +5V
3.	<b>Power supply</b>	0 deg C to +50 deg C with 95% relative humidity during operations

Sr. No.	Technical Parameters	SPECIFICATIONS
4.	Norms, Specification, Approvals	FCC/CE/UL/BIS
5.	Warranty	7 years

**4.18 Industrial Grade 100/1000 MBPS Mini-Gbic SFP Module Operating Temperature of 0-60°C.**

Sr. No.	Parameters	SPECIFICATIONS
1.	Port configuration	1x 1000BaseLX Single mode LC duplex SFP
2.	Transmission speed	Upto 10 Km
3.	Cable Type	9/125 μm
4.	Wavelength	1310 nm
5.	Power supply	An industrial-grade SFP Module with an operating temperature range of -40 to +70°C and a storage temperature range of -40°C to +80°C.
6.	Norms, Specification, Approvals	FCC/CE/UL/ RoHS
7.	Warranty	7 years

**4.19 Industrial Grade Power Supply for Switches Operating Temperature of 0-70°C**

S. No.	SPECIFICATIONS
1.	PS Should have nominal Input voltage range 100-240Vac.
2.	PS Should have input voltage range 85-264Vac.
3.	PS Should have nominal input frequency 50-60Hz.
4.	PS Should have dc input voltage range* 120-375Vdc.
5.	PS Should have efficiency at 100% Load > 90.0% @ 115Vac, > 92.0% @ 230Vac.
6.	PS Should have power factor at 100% Load > 0.96 @ 115Vac, > 0.90 @ 230Vac.
7.	PS Should have nominal output voltage 48Vdc.

S. No.	SPECIFICATIONS
8.	PS Should have factory set point tolerance 48Vdc $\pm$ 1%.
9.	PS Should have output voltage adjustment range 48-56Vdc.
10.	PS Should have output current 5.0A (continuously operating at 48V) 7.50A (Power Boost for 5 seconds at 48V).
11.	PS Should have output power 240W (continuously operating at 48V) & 420W (Power Boost at 48V).
12.	PS Should have aluminum cover.
13.	PS Should have mounted rail standard of TS35 din rail in accordance with EN 60715.
14.	PS Should have operating temperature -25°C to +70°C.
15.	PS Should have operating humidity 5 to 95% RH (Non-Condensing).
16.	PS Should have complied with IEC 60068-2-29.
17.	PS Should have complied with over voltage category III According to IEC/EN 62477-1 /EN 60204-1 (clearance and creep age distances) and IEC 62103 (safety part).

#### 4.20 20 KVA UPS with Battery Backup of 01 Hour

S. No.	Parameter	SPECIFICATIONS
1.	General	Supply, Installation, testing and commissioning of 20KVA/20KW True Online with DSP Controlled online UPS with 3 phase AC input and 3 phase AC output with 60 min backup with 12V SMF batteries Bank (with min VAH of 32000 VAH) along with battery Rack, interlinks, DC breaker and other standard accessories. The UPS should be with IGBT Based Rectifier and IGBT based Inverter both and with LCD/LED Touch Screen Display for monitoring of its status along with same OEM make inbuilt
2.	Technology	IGBT PWM BASED TECHNOLOGY for Rectifier & Inverter both
3.	Primary voltage source	400/415 V AC 3 Phase
4.	Input Range Voltage	400 $\pm$ 20% V AC
5.	Input power factor	> 0.99 and Thdi is < 3% on linear load

S. No.	Parameter	SPECIFICATIONS
	& And THDi	
6.	Output Range Voltage	380/ 400/ 415 V AC adjustable via the user interface.
7.	Output factor power	Not less than unity (20KVA=20KW)
8.	Galvanic Isolation	UPS Should be of same OEM make K rated Inbuilt Galvanic Isolation Transformer at Input side
9.	Total Harmonic Distortion THDv	< 2% for linear load & <5% for 100% non- linear load
10.	LCD Display information	Normal Mode/Load on Battery/Load on Bypass/System Fault on Touch screen display.
11.	Audible Alarm	Mains Failure/Low battery/ UPS Warning/ Overload/ Fault & Bypass Mode etc. as per standard
12.	Noise Level	<65dB at 1 Meter
13.	Communication interface:	RS232/USB port for software interface and optional SNMP for remote Monitoring.
14.	Back-up	Minimum 60 Minutes battery backup with 12V SMF batteries. Min VAH of Battery Bank 32000VAH.
15.	Future expansion & Common Battery Bank Feature	UPS shall be capable of integrated parallel operation up to upto 4 same units for future expansion and should be able to operate in Common battery bank mode for at least 2 same units
16.	Emergency Power Off (EPO) feature	The UPS should be equipped with EPO feature.
17.	Other Features	<ul style="list-style-type: none"> <li>* Ups should have Flexibility in no. of Batteries /variable VDC ranges. At least 4 batteries flexibility should be there.</li> <li>* UPS Should be built in Manual and Maintenance Bypass feature.</li> <li>* Efficiency upto 94% (without isolation transformer losses) at 100% load</li> <li>* Input phase sequence protection feature.</li> <li>* UPS should have inbuilt TVSS for surge protection.</li> </ul>
18.	Overload Parameters	overload capacity of 125% of load for minimum 10 minutes and 60 sec for 150% overload.
19.	Battery Make	Exide/ Amaron-Quanta/ Panasonic Make Only.
20.	Safety &	ISO 9001, 45001 & 14001 certified OEM, Safety

S. No.	Parameter	SPECIFICATIONS
	Certifications & Standard:	Standard: IEC62040-1, EMC: IEC62040-2, Performance IEC62040-3, along with BIS/ CE/UE certification. Product should be ROHS, REACH & PEP certified And with IP20 Protection.
21.	Test reports	Product certified by SAMEER/ERTL/NTH or any Govt. approved NABL Accredited Lab. Bidder to submit the type test report from any Govt. LAB /NABL accredited LAB in supporting to above technical parameters. Fully Technically Complied product should be available on OEM Website.
22.	Pre-Qualification Criteria.	Manufacturer should have a 24x7 online /toll free service support matrix & should have complete service setup with Spares available in the region of installation in the state of Punjab, Details of at least 5-6 registered service centers in the state must be enclosed in Technical Bid. Manufacturer should be in the same business for the last 10 years in India. Original authorization letter from OEM should be attached.
23.	Electrical Drawing (AutoCAD drawn)	Operational SLD, UPS GAD, Battery Bank GAD, required room Layout must be provided
24.	Approved Make:	APC-Schneider/ Legrand-Numeric/ Emerson-Vertiv make only.
<b>Power Protection Device</b>		
25.	voltage protection	20kVA 3 phase
26.	Protection level	Can withstand 440V for 24 hours in each phase w.r.t. neutral
27.	Under voltage cutoff	170V ( factory preset)
28.	Over Voltage cutoff	265V ( factory preset)
29.	power on time delay	15 seconds ( factory preset)
30.	Surge protection	type 2 surge protection ( 20kA)
31.	Enclosure type	PVC box
32.	Compliances	IEC61000-4-5-11,IEC61643-11 ,IEC60601
		Should have test report from govt./NABL accredited LAB.

#### 4.21 1 KVA Online UPS With 2 Hours Power Backup

S. No.	Parameter	SPECIFICATIONS
1.	General	Supply, Installation, testing and commissioning of 1 KVA/800W True Online, DSP Controlled online UPS with 1 phase AC input and 1 phase AC output with 120 min backup with 12V SMF batteries Bank with Rack. The UPS should be with IGBT Based Rectifier and IGBT based Inverter both and with LCD Screen Display & LED indicators for monitoring of its status along with other standard accessories of UPS & Battery bank.
2.	Technology	IGBT PWM BASED TECHNOLOGY for Rectifier & Inverter both
3.	Primary voltage source	230 V AC 1 Phase
4.	Input Range Voltage	230 V AC +/- 20%
5.	Input factor power	> 0.99
6.	Harmonic Distortion THD at input	<10% at 100% load
7.	Output Range Voltage	200/220/230 V AC adjustable via the user interface.
8.	Output factor power	Not less than 0.8
9.	Application	UPS should be suitable for outdoor application and should be placed along with batteries in closed Rack. UPS should be compatible for floor/Pole/rack mountable
10.	Total Harmonic Distortion THDv	< 3% for linear load & <5% for 100% non- linear load
11.	LCD Display information	Normal Mode/Load on Battery/Load on Bypass/System Fault etc. as per industry standard on screen display.
12.	Overload Capacity	upto 125% : 2 mins, and upto 150% : 30 sec
13.	Audible Alarm	Mains Failure/Low battery /UPS Warning/ Overload/ Fault & Bypass Mode etc. as per industry standard

S. No.	Parameter	SPECIFICATIONS
14.	Noise Level	<50dBA at 1 Meter
15.	Communication interface:	RS232/USB port for software interface and optional SNMP for remote Monitoring.
16.	Back-up	Minimum 120 Minutes battery backup on full rated load with 12V SMF batteries. Min VAH of Battery Bank 2340VAH.
17.	Emergency Power Off (EPO) feature	The UPS should be equipped with EPO feature.
18.	Other Features & Environmental Conditions	<ul style="list-style-type: none"> <li>• UPS Should be built in Static &amp; Manual Bypass.</li> <li>• Efficiency upto 90% on full rated load.</li> <li>• Operating temperature: 0-40 °C.</li> <li>• Relative Humidity: 0% to 95%</li> </ul>
19.	Battery Make	Exide / Amaron-Quanta / Panasonic Make Only
20.	Safety & Certifications & Standard :	ISO 9001 & 14001 certified OEM, Safety Standard: IEC62040-1, EMC: IEC62040-2, Performance, IEC62040-3, along with CE/UE PEP and BIS certification. Product should be ROHS and REACH certified And with IP20 Protection. Product should be Make in India.
21.	Approved Make:	APC-Schneider/Emerson-Vertiv/ Legrand-Numeric only in UPS.
22.	Service & support	OEM should have own/ ASP based service center in the state with at least 5-6 service center with at least 2 regular engineers at each center for better & immediate support. OEM to share service center & engineers contact details. OEM Should provide single point of contact and should provide Toll Free no. & call logging and escalation matrix.
<b>Power Protection Device</b>		
23.	voltage protection	1kVA
24.	Protection level	Can withstand 440V for 24 hours in each phase wrt neutral
25.	Under voltage cutoff	170V ( factory preset)
26.	Over Voltage cutoff	265V ( factory preset)
27.	power on time delay	15 seconds ( factory preset)

S. No.	Parameter	SPECIFICATIONS
28.	Surge protection	type 2 surge protection
29.	Enclosure type	MS enclosure
30.	Compliances	IEC 61000-4-5-11, IEC 61643-1, IEC 60601, Should have test report from Govt. /NABL accredited LAB.

#### D. Passive Network (Part-D)

##### 4.22 Control Room Setup With 42-U Rack With 5 Nos Modular Workstation With Chairs, 5 Nos Split AC (2 Ton Each) And Anti-Static Flooring, Electrical Cabling, Networking For Control Room.

S. No.	Parameter	SPECIFICATIONS
1.	Type of server Racks	Rack Enclosures
2.	Size of Server Rack Enclosure	42U
3.	Depth of the Rack (mm)	Upto 1000
4.	Mount Type	Free-Standing
5.	Front glass Door	Yes
6.	Type of glass used in front door	Transparent Toughened Glass
7.	Material used for rear door/frame	CRCA Steel
8.	rear doors with perforation	Yes
9.	Secure locks	Available
10.	Rear split door design	Yes
11.	Keyboard Tray Sliding and Rotary	Yes
12.	Shelf For CRT/TFT Display	Yes
13.	Cable channel in rear side for cable management	Yes
14.	Support cable entry from top or bottom	Yes
15.	Vertical & Horizontal managers	Yes
16.	Number of Rack trays	1
17.	Number of Fan for Heat dissipation (nos)	4
18.	Number of fan trays	1
19.	Heavy Duty Caster Wheels	Yes

S. No.	Parameter	SPECIFICATIONS
20.	If yes, then Front Break Options	Available
21.	Load Bearing Capacity (Kgs) / static load capacity of wheels	900 kilogram or more
22.	Dust or water resistant	Yes
23.	PDU Power Strips	Available
24.	Weight (kg)	80 kilogram

#### 4.23 15-U Outdoor IP-55 Floor Mounted Junction Box With Stabilizer, Power Line SPD, PDU, Tray, Fan, Filter, , Mounting Acc., Earthing At Each Location

S. No.	Parameter	SPECIFICATIONS
1.	Type	15U RACK, 600mm Width x 600mm Depth x 750mm Height
2.	Protection	Protection from dirt, dust, oil, and other non-corrosive material as per DIN 41494 EN 61587-1:2012, EN60950-1:2006 standards
3.	Ingress Protection	IP55
4.	Fans	90 CFM, 230V AC, 50Hz with Wire & Plug with Filter & Louvers at Front with Lock
5.	Power Distribution Unit (PDU)	19" 1U PDU
6.	Sockets	6X5 Amps Indian Round Pin Socket, 6A Rocker Switch
7.	PDU Fuse	6A Fuse 230V/50Hz
8.	Cable	0.75 Sqmm*3 Core, 1.5 Mtr Length cable, 5A Plug
9.	Mounting Hardware	Pack of 20
10.	Cantilever Tray	250-1U
11.	Mounting Support	Support for telegraph pole mounting
12.	Rain Awnings	On top
13.	OEM Requirements	Should comply with GFR 2017/Land Border Policy

S. No.	SPECIFICATIONS
1.	The OEM of the Passive Cabling & Components should have direct registered office in India for minimum <b>10 years</b> . Registered offices by way of Joint ventures, Franchise, distribution partners will not be considered.
2.	All Passive components should be from same OEM
3.	OEM of Passive Cabling & Components should have successfully completed at least one order for safe city/smart city with OFC more than 15km across the city with supply and installation during the last 07 years in any Central / State Government Department or Central/State Public Sector Units (PSUs), Government (Central / State / PSU/ ULBs/Smart Cities SPV/Multilateral Banks) Organization in India as on the bid submission date in India.
4.	The OEM of the Passive Cabling & Components should have direct service center and direct toll-free number in India.
5.	The OEM of the Passive Cabling & Components should have ISO 9001, ISO 14001 , ISO 45001 , ISO 27001 Certificates for manufacturing.
6.	The OEM should not be blacklisted/debarred by any Ministry of Government of India or by Government of any other State in India or any of the Government PSUs or Globally within the last five years from the date of publishing the bid.
7.	<b>The OEM should not be a Chinese origin company or having any office and buying in China</b>
8.	All UTP & OFC components should be from same OEM

#### 4.24 Cat-6 UTP Cable Outdoor Armoured (305 mtr roll).

Sr. No.	Parameter	SPECIFICATIONS
1.	Type	Unshielded Twisted Pair, Category 6, TIA / EIA 568-C.2 & ISO/IEC 11801
2.	Conductors	23 AWG solid bare copper
3.	Insulation Material	HDPE
4.	Inner Sheath Material	FRPVC
5.	Armor	ECCS Tape
6.	Armor Thickness	≥0.125mm
7.	Outer Sheath Material	PE (UV Stabilized)
8.	Operating	0 °C to +70 °C

Sr. No.	Parameter	SPECIFICATIONS
	Temperature	
9.	Frequency	Tested up to 250 MHz
10.	Packing Box	305 Meters/Box
11.	Cable Outer Diameter	10.5±0.5 mm
12.	Bend Radius	20x Diameter(min.)
13.	Impedance	100 Ohms + / - 15 ohms, 1 to 250 MHz
14.	Mutual Capacitance	Max. 5.6 nF/100 Mtr
15.	Conductor Resistance	Max. 93.8 Ω/Km
16.	Propagation Delay Skew	Max. 45 ns/100 Mtrs.
17.	Performance characteristics	Performance characteristics to be provided along with bid Attenuation, Pair- to-pair and PS NEXT,ELFEXT and PSELFEXT, Return Loss, ACR and PS ACR
18.	Standard Compliance	ANSI/TIA-568 C.2 category 6, ISO/IEC- 11801, Class E/ IEC 61156-5: category 6

#### 4.25 8/16/24 Port Cat-6 Patch Panel Fully Loaded

Sr. No.	Parameter	SPECIFICATIONS
1.	Material	Powder Coated Steel
2.	Ports	8/16/24 Port as per site req.
3.	Size	483mm X 44.2mm (1U)
4.	Colour	Black
5.	Mounting Style	Punch Down (Module)
6.	Compatible	Compatible with both T568A and T568B wiring options. Backward compatible with Category 5e cabling standards
7.	AWG Support	Supports solid 22-24 AWG wires and stranded 24-26 AWG
8.	Connector Module Holder	High Impact, Flame-Retardant Plastic Compound
9.	Flammability Rating	UL 94V-0
10.	Safety Rating	UL1863
11.	Identification	Each port of the panel is numbered and has a designated label area for clear port identification

Sr. No.	Parameter	SPECIFICATIONS
12.	Cable Management	Rear cable management bar which should act as stress reliever for terminated cables
13.	Standards Compliance	ISO/IEC 11801 Class E, TIA/EIA- 568B.2-1
14.	Application	IEEE 802.af, IEEE 802.3at for PoE applications.
15.	Certification	UL, CE, RoHS
16.	Material	High Impact, Flame-Retardant Plastic Compound
17.	Type	Category 6
18.	Jack Contact Material	50 $\mu$ Nickel over gold
19.	Conductor Compatibility Range	22-26AWG solid cable
20.	IDC Type	Dual (110 Or Krone) Type
21.	Current rating	1.5A max
22.	Insulation resistance	500 M ohm (min)@100 Vdc
23.	Contact Resistance	20 M ohm (max) per contact
24.	Retention	50N
25.	Voltage rating	230 V rms max.
26.	Flammability Rating	UL 94V-0
27.	Safety Rating	UL1863
28.	Colour Coding	As Per 568 A/B Standards
29.	Standards Compliance	ANSI/TIA-568-C.2, ISO/IEC-11801, EN50173-2
30.	Application	IEEE 802.af, IEEE 802.3at for PoE applications
31.	Certification	UL, CE, RoHS

#### 4.26 Cat--6 Patch Cord 1 Meter

Sr. No.	Parameter	SPECIFICATIONS
1.	Cable Conductor	Stranded Bare Annealed Copper
2.	Wire Insulation	HDPE/SFS PE
3.	Jacket	Low Smoke Zero Halogen (LSZH)
4.	Bend Radius	> 23 mm without load
5.	Flame Test	IEC 60332-1
6.	Gas emissions testing	IEC 60754
7.	Smoke Density Testing	IEC 61034
8.	Conductor Resistance	< 73 $\Omega$ /km
9.	Tensile Strength	96N min
10.	Durability	1000 Mating Cycles
11.	Propagation Delay	1-250MHz: < 25 ns/100m
12.	Current rating	1.0A max
13.	Insulation resistance	150 M ohm/km
14.	Voltage rating	72 V DC
15.	Contact resistance	20 M ohm (max) per contact
16.	Length	1 meter
17.	Standards Compliance	ANSI/TIA-568-C.2 and ISO/IEC-11801 (2nd Edition), IEC 61156-2, EN 50173; EN 50288-6-2 Category 6 standard
18.	Application	IEEE 802.af, IEEE 802.3at for PoE applications
19.	Certification/Compliance	UL, CE, RoHS,ETL

#### 4.27 24 Core Outdoor Single Mode Armoured OFC.

Sr. No.	Parameter	SPECIFICATIONS
1.	Type	24 core OS2 (9/125 micron) Single mode, Loose Tube water blocking jelly, two steel wire as strengthening component, Steel tape armouring, outdoor optical Fiber

Sr. No.	Parameter	SPECIFICATIONS
		cable
2.	Outer Jacket	HDPE (High Density Polyethylene)
3.	Strength Members,	Two Steel wire
4.	Armouring	Corrugated Steel tape armouring
5.	Moisture Protection	Waterproof Tape
6.	Loose Tube construction	Water blocking Jelly
7.	Loose Tube Diameter	2.6 +/- 0.2mm nominal
8.	Cable Outer Diameter	9.0mm
9.	Tensile Load	2000 N as per IEC 60794-1-2-E1
10.	Crush Load	2000 N/100 mm as per IEC 60794-1-2- E3
11.	Color Code	ANSI/TIA/EIA-598-B
12.	Max attenuation	<=0.34 dB per km@1310 nm, <= 0.20 dB per km@1550nm
13.	Operating temperature	-0°C to 70°C
14.	Weight	100 kg/km (approx.).
15.	Standard Compliance	ITU-T G.652.D Fiber, ISO/ IEC 11801, ISO/ IEC24702, ANSIANSI/ TIA /EIA 568C.3, IEEE 802.3z Gigabit Ethernet, ROHS compliant Directive 2002/95/EC;
16.	Standard/ Certification	All OFC and its Components shall be UL/ EN/ IEC 60950 compliant and any relevant National/ International certification like BIS/NABL or Equivalent shall be submitted for the same.

#### 4.28 24 Core Outdoor Fiber Termination Unit Fully Loaded.

Sr. No.	Parameter	SPECIFICATIONS
1.	Type	19" Easy Front Access (EFA) Sliding Rack Mount LC Duplex type

Sr. No.	Parameter	SPECIFICATIONS
2.	Material	Cold rolled carbon sheet steel with electrostatic spraying
3.	Size	1U; Up to 48 LC Ports
4.	Adaptor plate mounting	2 or 4 nos. of 6 / 12 Port LC Duplex adaptor plate module can be accommodated
5.	Environment Temperature - Relative	0 °C to +60 °C
6.	Intensity	≤15kv (DC) /1min.no spark-over and no flying arc
7.	Fibre Bending Radius	≥40 mm
8.	Clamps/Mounting Bracket	Cable clamps on the inner surface for fixing cables.
9.	Splice tray type	Fixed type Splice tray to access pigtails available
10.	Lock	Lockable front door on front with push button
11.	Easy Front Access	Sliding patch panel for easy rework and maintenance.
12.	Standard Compliance	EN 61587-1, Equipment - Tests for IEC 60917 and IEC 60297
		Climatic and Environment: EN 61587- 1/4.2, IEC60068-2-1, IEC60068-2-2, IEC60068-2-30, Earth Bond: EN61587-1/6.2, Flammability: EN61587-1/6.3, RoHS
13.	Certification	All OFC and its Components shall be UL/EN/IEC 60950 compliant and any relevant National/ International certification like BIS/ NABL or Equivalent shall be submitted for the same.
	<b>Adaptor</b>	
14.	Type	LC Single Mode OS2, Duplex
15.	Sleeves	Phosphor Bronze/Zirconia Ceramic
16.	Adaptor Material	High Impact flame retardant thermoplastic UL94-V0/ABS
17.	Capillary diameter tolerance	126 ± 0.5 µm (SM)
18.	Operating Temperature	0 °C to +60 °C

Sr. No.	Parameter	SPECIFICATIONS
19.	Mating durability	> 500 Mating Cycles
20.	Insert. Loss/Adaptor - Single Fibre	0.2 dB Max. (0.15 dB typ.)
21.	Pull strength	≥ 98 N
22.	Standard	IEC 61300-2-18, IEC 61300-2-19, IEC 61300-2-1, IEC 61300-2-2

#### 4.29 Single Mode Fiber Pig Tails

Sr. No.	Parameter	SPECIFICATIONS
1.	Type	LC Single mode, 1.5 meter
2.	Fibre Type	Single Mode OS2, ITU-T G.652.D/G.657.A1
3.	Tight buffered	900 μm
4.	Jacket	Low Smoke Zero Halogen (LSZH)
5.	Flame Test	IEC 60332-1
6.	Other LSZH standard	IEC 60754, IEC 61034
7.	Crush Load	800 N
8.	Impact	0.2 Nm
9.	Bend Radius	50mm (min)
10.	Operating Temperature	-10°C to +70°C
11.	Max attenuation	≤0.34 dB per km@1310 nm, ≤ 0.20 dB per km@ 1550 nm
12.	Standard Compliance	ITU-T G.652.D Fibre, ISO/IEC 11801, EN50173 -1, ANSI TIA/EIA 568B

#### 4.30 Single Mode Fiber Patch Cord (1 Meter/3 Mtr).

Sr. No.	Parameter	SPECIFICATIONS
1.	Type	LC-LC Duplex type, 3 meters
2.	Fibre Type	Single Mode OS2, ITU-T G.652.D
3.	Jacket	Low Smoke Zero Halogen (LSZH)

4.	Flame Test	IEC 60332-1
5.	Other LSZH standard	IEC 60754, IEC 61034
6.	Durability	500 cycles (0.2 dB max increase), 1000 mate/demate cycles
7.	Operating Temp	-20 °C to +70°C
8.	Ferrule Concentricity	< 1µm, Other Ferrule Concentricity < 1µm
9.	Max attenuation	<=0.34 dB per km@1310 nm, <= 0.20 dB per km@1550nm
10.	Insert Loss/ Adaptor - Single Fibre	0.2dB Max. (0.15dB typ.)
11.	Pull strength	≥ 98 N
12.	Standard Compliance	Telcordia (formerly Bellcore) GR-326- CORE, IEC 874-1, ANSI/TIA-568-C.3, ISO/IEC 11801 2nd Ed., CENELEC, EN50173, ITU-T G.652.D, RoHS

#### 4.31 1”PVC Pipe with All Acc. Like Flexible, Bend and Steal Clump.

Sr. No.	Parameter	SPECIFICATIONS
1.	Dimensions	25 MM
2.	Inside Diameter (Min) in mm	20.6
3.	Length	3 Meters.
4.	Compression Test	25% of compression allowed under load of 1250N
5.	Resistance to Heat	Ball diameter of impression on the sample shall not exceed 2 mm.
6.	Resistance to burning	Flame shall die out in less than 30 seconds after removal of burner.
7.	Halogen Acid Generation Test (mg/gm) (IEC – 754 – Part 1, 1994	The maximum Halogen Acid Generation allowed under this test should be 200 mg/gm

#### 4.32 40/33 MM PLB HDPE Pipe with All. Acc

Sr. No.	Parameter	SPECIFICATIONS
1.	Material	PLB (Pre-Lubricated) High-Density Polyethylene
2.	Outer diameter	40 mm ± 0.4 mm

3.	Wall Thickness	3.5 mm ± 0.3 mm
4.	Inner Layer Thickness	Min 0.28 mm, Max 0.42 mm
5.	Tensile Strength	Minimum 20 N/mm <sup>2</sup> when tested at 50 mm/min (using ASTM D638, Type IV specimens)
6.	Characteristics	Friction Coefficient, Impact Resistance, Crush Resistance, Temperature Resistance, UV Resistance:
7.	Colour	Green, Orange, Blue
8.	Coil Length	1000 or 500 ± 100 meters
9.	Application	Underground laying through HDD machine & air pulling

#### 4.33 Armoured Aluminum Power cable.

Sr. No.	Parameter	SPECIFICATIONS
1.	Conductor Material	Aluminum
2.	Armouring	Galvanized steel strip armour
3.	Outer Sheath	Heavy PVC (Polyvinyl chloride).
4.	Core	Two-core
5.	Conductor Size	6 sq mm/8 sq mm/10 sq mm as per site req.
6.	Operating Temperature	100°C.
7.	Approvals	ISI Mark

#### E. Miscellaneous Other Items (Part-E)

##### 4.34 4/6/8 Meter Hexagonal Heavy-Duty Pole With All Mounting Accessories & Grouting for Cameras

Sr. No.	Parameter	SPECIFICATIONS
1	Structure:	Poles shall be continuously tapered ROUND CONICAL TAPERED cross section, presenting a good and pleasing appearance and based on proven design conforming to international standards, to give an assured performance, and reliable service. The pole shall be suitable for wind loadings as per IS 875 part 3 1987.
2	Construction :	Poles shaft shall be fabricated from special steel plates, 3 mm thick, conforming to BSEN 10025 with yield 250 mpa cut and

Sr. No.	Parameter	SPECIFICATIONS
		<p>folded to form an conical section and welded. Steel shall be with less than 0.06 % silicon content to assure a better and lasting quality for galvanising. Poles shall be made in single section. The welding shall be in accordance with AWS. The procedural weld geometry and the workmanship shall be exhaustively tested on the completed welds. Welding shall be checked by using ultrasonic testing methods also. Poles shall be provided with base plate, which shall be free from any lamination or incursion. The welded connection of the base flange shall be done using a base plate welding machine and shall be fully developed to the strength of the entire section The base of the pole shall be complete in all respects with base plate before hot dip galvanising internally and externally as per ASTM A 123 and 153. Pole shall be hot dip galvanised in single dipping method. No cutting or welding shall be allowed on the pole after hot dip galvanising. An adequate door opening shall be provided at the base of the pole at a convenient location. Provision shall be given inside this door for fixing the electrical terminals. The opening shall be such that it permits clear access to the inside of the pole. The door opening shall be complete with a close fitting, vandal resistant, door; provided with a screw type locking facility. The Junction box cover shall be side hinged arrangement which shall not be detached from Pole shaft. Foundation bolts for the pole shall be supplied by the pole manufacturer.</p> <p>Foundation bolts shall be designed and manufactured using HT steel. Exposed threaded portion of the foundation bolts shall be galvanised. Bolts shall be supplied with nuts and washers. Make : SFPL/Valmont/Phillips only.</p>
3	Length	<ul style="list-style-type: none"> <li>● 4 meter Conical Shaped Pole having Top dia meter 70 mm and Bottom dia 120 mm having sheet thickness of 3 mm , with Base Plate diameter 200 x 200 x 12 mm &amp; Foundation bolts M16 x 450 mm &amp; template</li> <li>● 6 meter Conical Shaped Pole having Top dia meter 70 mm and Bottom dia 150mm having sheet thickness of 3 mm, with Base Plate diameter 225 x 225 X 12 mm &amp; Foundation bolts M20 x 600 mm &amp; template</li> </ul>

Sr. No.	Parameter	SPECIFICATIONS
		<ul style="list-style-type: none"> <li>8 meter Conical Pole having Top dia meter 70mm and Bottom dia 170 mm having sheet thickness of 3 mm , with Base Plate diameter 275 x 275 x 16 mm &amp; Foundation bolts M24 x 750 mm &amp; template</li> </ul>

**SECTION - V**

General Conditions of Contract (GCC)  
&  
Special Conditions of Contract (SCC)

## SECTION V

### **5.1 General Conditions of Contract (GCC)**

### **5.2 Definitions**

In this RFP, unless the context otherwise requires;

- 5.2.1 “Abandons” means Bidder has substantially reduced personnel at the Site or removed required equipment from the Site such that the Bidder would not be capable of maintaining or sufficiently discharging its obligations under the Contract
- 5.2.2 “Agreement” or “Contract” or “MSA” means the Master Services Agreement together with the RFP and all the Annexures, the Work Order issued by DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, the Acceptance letter from the Successful Bidder together any addendum(s) or corrigendum(s) issued and shall include any modifications, alterations, additions or deletions thereto agreed between the Parties in writing after the date hereof in terms of the Agreement
- 5.2.3 “Applicable Laws” includes all applicable statutes, enactments, acts of legislature or laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives, requirement or other governmental restriction and orders or judgements of any Governmental authority, tribunal, board, court or other quasi-judicial authority or other governmental restriction or any similar form of decision applicable to the relevant Party and as may be in effect on the date of execution of the Contract and during the subsistence thereof, applicable to the Project
- 5.2.4 “Bidder” shall mean organization/ consortium submitting the proposal in response to this RFP
- 5.2.5 “Bill of Material” or “BoM” means the bill of material provided by bidder in its bid, stating the prices and the quantity of the materials to be procured by the bidder (on behalf of by DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City)
- 5.2.6 “Confidential Information” information means all information and data relating to by DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City and all other data accessed by the System Integrator /Successful Bidder, provided by DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, or is captured by or stored in the system, whether in written, oral, electronic or other format; technical, financial and business affairs, developments, operations, processes, data, secrets, design rights, know-how, plans, budgets and personnel which is disclosed to or otherwise learned by the System Integrator in the course of or in connection with the Contract (including without limitation such information received during negotiations, location visits and meetings in connection with the Contract )
- 5.2.7 “Contract Value” means the price payable to the Bidder under this Contract for the full

and proper performance of its contractual obligations

- 5.2.8 “Data” shall mean any record, transaction, document and information related to the Project which includes, but not limited to, any matter or thing tangible or intangible, factual, fictitious or imaginary, hypothetical or abstract, known or unknown, accurate or inaccurate provided by DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City to successful bidder and includes any thought, form or substance, or knowledge proposition or opinion supplied or recorded by man or machine and prepared, stored or transmitted in computer readable form and shall include information. However, the ownership of all the Data belongs to Sultanpur Lodhi Smart City (SLSC) / O/o DC Kapurthala -cum- CEO SLSC and successful bidder would merely handle the data on behalf of Sultanpur Lodhi Smart City (SLSC) / O/o DC Kapurthala -cum- CEO SLSC.
- 5.2.9 “Data Centre” or “DC” means the primary center where Data, Software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices and other services are housed and operated from
- 5.2.10 "Deliverables" means the solutions, software products, infrastructure, licenses and services agreed to be delivered by the Successful Bidder in pursuance of the Contract as elaborated in the RFP and includes all documents related to the Solution, user manual, technical manual, designs, process documentations, the artefacts, the training materials, process and operating manuals, service mechanisms, policies and guidelines, inter alia payment and/or process related etc., source code and all their respective modifications
- 5.2.11 “Digital Signature” means authentication of any electronic record by a subscriber by means of an electronic method or procedure in accordance with the provisions of the Information Technology Act, 2000
- 5.2.12 “Digital Signature Certificate” means a Digital Signature Certificate issued under sub-section 4 of Section 35 of the information Technology Act, 2000
- 5.2.13 “Effective Date” means the date on which the Contract is executed by both the Parties
- 5.2.14 “Effective Date of Go-Live” means the date on which all the proposed solutions & its associated services including integration/ interfacing requirements with the various third party systems are successfully implemented as specified in the RFP and all the acceptance tests & certifications or agreed otherwise by the authorities are successfully concluded to the satisfaction of DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City.
- 5.2.15 “Equipment” means the computer hardware, machinery and other tangible equipment used for the Project, pursuant to the Contract
- 5.2.16 “Go-Live” means the date on which the proposed solutions are successfully

implemented as specified in the RFP and all the acceptance tests & certifications as defined in the RFP are successfully concluded to the satisfaction of DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City.

- 5.2.17 "Intellectual Property Rights" means all rights in written designs and copyrights, moral rights, rights in databases and software including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration)
- 5.2.18 "OFC" means Optical Fiber Cable which will be laid down by the System Integrator.
- 5.2.19 "Bidder" - means the firm/ company who buys the tender, signs and submits the tender shall be taken as the "System Integrator - SI", for the purpose of this tender document.
- 5.2.20 "OEM" or "Original Equipment Manufacturer" means the original manufacturer and owner of the Intellectual Property Rights of any Software or Equipment to be used in the Project and to which DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City has been granted license to use.
- 5.2.21 "Contract Performance Guarantee" or "Performance Bank Guarantee" shall mean the guarantee provided by a Scheduled Commercial Bank / Nationalized Bank to DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City on behalf of the Successful Bidder.
- 5.2.22 "Project" means Implementation and maintenance of Smart Solutions in Sultanpur Lodhi Smart City and provision of all Services and Deliverables as per the terms and conditions laid in the RFP and provision of Services in conformance to the SLA.
- 5.2.23 "Project Assets" means the assets procured and/or developed and supplied by the Successful Bidder to DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City for the purpose of the Project, pursuant to this RFP.
- 5.2.24 "Project Data" means all proprietary data of the Project generated out of project operations and transactions, videos, documents and related information including but not restricted to user data which the Successful Bidder obtains, possesses or processes in the context of providing the Services to the users pursuant to the Contract and the RFP.
- 5.2.25 "Project Location" is Sultanpur Lodhi Smart City that shall require Implementation & Maintenance of Smart Solutions.
- 5.2.26 "Proprietary Information" means processes, methodologies and technical and other information, including drawings, designs, formulae, flow charts, data and computer programs already owned by, or granted by third parties to a Party hereto prior to its being made available under this RFP.
- 5.2.27 "Purchaser" means DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City.

- 5.2.28 "Purchaser's Representative" or "Purchaser's Technical Representative" means the person or the persons appointed by the Purchaser from time to time to act on its behalf for overall co- ordination, supervision, and project management.
- 5.2.29 "Replacement System Integrator" means any third party that DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City may appoint to replace the System Integrator upon expiry of the Term or otherwise termination of Contract to undertake the Services or part thereof
- 5.2.30 "Request for Proposal (RFP)" means the documents containing the general, technical, functional, commercial and legal specifications for the implementation and maintenance of Smart Solutions in Sultanpur Lodhi Smart City including different Annexures and includes the clarifications, explanations, minutes of the meetings, corrigendum(s) and amendment(s) issued from time to time during the bidding process and on the basis of which bidder has submitted its Proposal
- 5.2.31 "Scope of Work" - means all Goods and Services, and any other deliverables as required to be provided by the SI under the RFP.
- 5.2.32 "Service Level" means the level of service and other performance criteria which shall apply to the Services by the Successful Bidder as set out in this RFP
- 5.2.33 "Service Specifications" means and includes detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the Contract as well as those specifications relating to Industry standards and codes applicable to the performance of the Services and Scope of Work, work performance quality and the specifications affecting the Services and Deliverables or any additional specification required to be produced by the bidder to meet its obligations under this RFP
- 5.2.34 "Services" means the services to be performed by the Successful Bidder in pursuant to the Contract more elaborately provided in the RFP using the tangible and intangible assets created, procured, installed, managed and operated by the Successful Bidder including the tools of information and communications technology includes but is not limited to the list of services specified in the RFP
- 5.2.35 "Software" means the software designed, developed/customized, tested and deployed by the Successful Bidder for the purposes of the Project and includes the source along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the Term of the Project, but does not include the third party software products (including the COTS products/Be-spoke implementation used for the Project) and proprietary software components and tools deployed by the Successful Bidder
- 5.2.36 "Solution" means all the hardware, equipment, servers, third party tools, databases, and software provided by successful bidder to meet the functional and technical

requirements of DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City and required to implement Smart Solutions in Sultanpur Lodhi Smart City.

- 5.2.37 "System Integrator" means the Successful Bidder selected by this tendering process for the Implementation and Operations & Maintenance of Smart Solutions in Sultanpur Lodhi Smart City.
- 5.2.38 "Tender" or "Tender Document" means RFP.
- 5.2.39 "Term" means the period of the Contract commencing from the Effective Date and continuing till the last day of Operations & Maintenance Services, or the date of termination, in case of earlier termination of the Contract.
- 5.2.40 "Third Party Solution" means Systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which successful bidder or DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City has been granted a license to use.
- 5.2.41 "Timelines" means the timelines for performance of Scope of Work as described in the RFP
- 5.2.42 "**Working Day**" means any day on which any of the office of DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City shall be functioning, including gazetted holidays, restricted holidays or other holidays, Saturdays, Sundays and other State Government Holidays

### **5.3 Interpretations**

In this RFP, unless otherwise specified:

- 5.3.1 Unless otherwise specified, a reference to clauses, sub-clauses, or Section is a reference to clauses, sub-clauses, or Section of this RFP including any amendments or modifications to the same from time to time
- 5.3.2 Words denoting the singular include the plural and vice versa and use of any gender includes the other genders
- 5.3.3 References to a "company" shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established
- 5.3.4 Words denoting to a "person" shall be construed to include any individual, partnerships, firms, companies, public sector units, corporations, joint ventures, trusts, associations, organizations, executors, administrators, successors, agents, substitutes and any permitted assignees or other entities (whether or not having a separate legal entity). A reference to a group of persons is a reference to all of them collectively, to any two or more of them collectively and to each of them individually.
- 5.3.5 A reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified or re-enacted

- 5.3.6 Any reference to a “day” (including within the phrase “business day”) shall mean a period of 24 hours running from midnight to midnight
- 5.3.7 References to a “business day” shall be construed as a reference to a day (other than a Sunday) on which DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City Corporate office is generally open for business
- 5.3.8 References to times are to Indian Standard Time
- 5.3.9 Reference to any other document referred to in this RFP is a reference to that other document as amended, varied, novated or supplemented at any time
- 5.3.10 All headings and titles are inserted for convenience only, they are to be ignored in the interpretation of this Contract
- 5.3.11 Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this RFP as a whole and not to any particular Section or Annexure and the words "include" and "including" shall not be construed as terms of limitation
- 5.3.12 The words "in writing" and "written" mean "in documented form", whether electronic or hard copy, unless otherwise stated
- 5.3.13 References to “installation” include Solution Design, Development, Procurement, Delivery, Configuration, Testing, Commissioning, Operations & Maintenance
- 5.3.14 References to “implementation” include Solution Design, Development, Procurement, Delivery, Configuration, Testing, Commissioning, Operations & Maintenance
- 5.3.15 Any reference at any time to any agreement, deed, instrument, license or document of any description shall be construed as reference to that agreement, deed, instrument, license or other document as amended, varied, supplemented, modified or novated at the time of such reference
- 5.3.16 Unless otherwise stated, any reference to any period commencing “from” a specified day or date and “till” or “until” a specified day or date shall include either such days or date

#### **5.4 Conditions Precedent**

The Contract is subject to the fulfilment of the following conditions precedent by the Bidder

- 5.4.1 Furnishing by the Bidder, an unconditional, irrevocable and continuing Performance Bank Guarantee
- 5.4.2 Execution of a Deed of Indemnity in terms of Clause 5.21 - Indemnity
- 5.4.3 Obtaining of all statutory and other approvals required for the performance of the Services under this Contract
- 5.4.4 Furnishing of such other documents as the Purchaser may specify

- 5.4.5 The Purchaser reserves the right to waive any or all of the conditions specified above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have
- 5.4.6 If in the event of a dispute as to the interpretation or meaning of the Contract it should be necessary for the Parties to refer to documents forming part of the bidding process leading to the Contract, then such documents shall be relied upon and interpreted in the following descending order of priority:
- a. This Agreement along with
  - b. the SLA agreement,
  - c. NDA agreement,
  - d. Schedules and Annexures;
  - e. the RFP along with subsequently issued corrigenda
  - f. Technical and financial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the successful bidder in response to the RFP, to the extent they are not inconsistent with any terms of the RFP.

For the avoidance of doubt, it is expressly clarified that in the event of a conflict between the Contract, Annexures / Schedules or the contents of the RFP, the terms of the Contract shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP.

## **5.5 Representations & Warranties**

- 5.5.1 In order to induce the Purchaser to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, the following:
- a. That the selected Bidder has the power and the authority that would be required to enter into this Contract and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this Contract and to provide Services sought by the Purchaser under this Contract
  - b. That the Bidder is not involved in any litigation or legal proceedings, pending, existing, potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract
  - c. That the representations and warranties made by the Bidder in its Bid, RFP and Contract are and shall continue to remain true and fulfil all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the RFP and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid and the Contract through the term of the Contract

- d. That the Bidder has the professional skills, personnel, infrastructure and resources/authorizations that are necessary for providing all such Services as are necessary to fulfil the Scope of Work stipulated in the RFP and the Contract
- e. That the Bidder shall ensure that all assets/components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated with regard to contemporary requirements
- f. That the Bidder shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the Bid, the RFP or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- g. That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits
- h. That the Bidder shall arrange all the necessary permissions and adequate approvals and procure licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto subject to Clause 1.20 - Indemnity
- i. That the execution of the Scope of Work and the Services herein is and shall be in accordance and in compliance with all Applicable Laws
- j. That all conditions precedent under the Contract have been satisfied
- k. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract (i) shall contravene any provision of any Applicable Laws or any order, writ, injunction or decree of any court or Governmental Authority binding on the Bidder, (ii) shall conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any Contract, Contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) shall violate any provision of the Memorandum and Articles of Association of the Bidder
- l. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which are required to be

affected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made

- m. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Purchaser, which may directly or indirectly have a bearing on the Contract or the Project
- n. That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable
- o. That the Bidder owns, has license to use or otherwise has the right to use, which are required or desirable for performance of its services under this Contract. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) required by the Bidder for the performance of the Contract are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Purchaser indemnified in relation thereto subject to Clause 5.21 - Indemnity.
- p. That the Bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workmanlike manner on a timely basis
- q. The Bidder will have the financial standing and capacity to undertake the Project in accordance with the terms of this RFP/ Agreement;
- r. That its security measures, policies and procedures are adequate to protect and maintain the confidentiality of the Confidential Information
- s. That in providing the Services or Deliverables or materials, neither Bidder nor its agent, nor any of its employees, shall utilize information which may be considered confidential information of, or proprietary to, any prior employer or any other person or entity;
- t. Either party shall not employ serving other party's employees without prior written permission of the first party for an initial period of one year. Either party also confirms that it shall not employ ex-personnel of the other party within the initial two years period after their retirement/resignation/severance from the service without specific permission of the first party.
- u. That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied assets/components including but not

limited to equipment, software, licenses, processes, documents, etc. to meet the requirements of the applications

## **5.6 Scope of Contract**

- 5.6.1 Scope of the Contract shall be as defined in Section-I: Scope of Work of RFP and Annexures thereto of this RFP.
- 5.6.2 Purchaser has engaged the Bidder to implement Smart Solutions in Sultanpur Lodhi Smart City. The Bidder is required to provide such Services, support and infrastructure as the Purchaser or Purchaser's Technical Representative may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the RFP and the Contract and are deemed necessary by the Purchaser, to meet its business requirements (hereinafter 'Scope of Work').
- 5.6.3 If any services, functions or responsibilities not specifically described in this Contract are an inherent, necessary or customary part of the Services or are required for proper performance or provision of the Services in accordance with this Contract, they shall be deemed to be included within the Scope of Work to be delivered for the Charges, as if such services, functions or responsibilities were specifically described in this Contract
- 5.6.4 The Purchaser or Purchaser's Technical Representative reserves the right to amend any of the terms and conditions with mutual agreement in relation to the Scope of Work and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Scope of Work pursuant to Clause 1.26- Change Orders / Alteration / Variation

## **5.7 Key Performance Measurements**

- 5.7.1 Unless specified by the Purchaser to the contrary, the Bidder shall perform the Services and carry out the Scope of Work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as laid down in the RFP.
- 5.7.2 If the Contract, Scope of Work, Service Specification includes more than one document, then unless the Purchaser specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.
- 5.7.3 The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract/Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Scope of Work. These changes shall be carried as per mutual consent.

## **5.8 Guarantee**

- 5.8.1 Within 21 days after the receipt of notification of award of the Contract from the Purchaser, the successful Bidder shall furnish Performance Bank Guarantee to the

Purchaser, which shall be equal to five percent (5%) of the value of the Contract and shall be in the form of a Bank Guarantee from a Scheduled Commercial Bank / Nationalized Bank in the pro-forma given in RFP at **Clause 6.5: Contract Form - I of Section VI of RFP**.

## **5.9 Commencement and progress**

- 5.9.1 The Bidder shall be subject to the fulfilment of the condition's precedent set out in Clause 5.4 - Conditions Precedent, commence the performance of its obligations in a manner as specified in the Scope of Work
- 5.9.2 The Bidder shall proceed to carry out the activities/Services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract
- 5.9.3 The Bidder shall be responsible for and shall ensure that all Services are performed in accordance with the Contract and RFP and that the Bidder's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder
- 5.9.4 The Bidder shall perform the activities/Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third Parties.
- 5.9.5 The IT Infrastructure supplied under this Contract shall conform to the standards mentioned in the RFP, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution. Delivery of the IT Infrastructure shall be made by the Bidder in accordance with the terms specified by the Purchaser in its Work Order.

## **5.10 Standards of Performance**

- 5.10.1 The Bidder shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment,

machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third Parties.

### **5.11 Sub-contract**

5.11.1 The successful Bidder shall provide all the Services through its own company and no sub- contracting is allowed. However, if sub-contracting for specialised work/ semi-skilled work such as Civil & Interiors, Electrical lighting, power and passive Cabling, digging, trenching, plumbing, carpentry, operations & maintenance for field staff, physical security staff, helpdesk staff, CCC operator, electrical and BMS maintenance staff, any other supporting staff is required, the successful Bidder shall notify the same to DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City in writing.

### **5.12 Bidder's Obligations**

5.12.1 The Bidder's obligations shall include Solution Design, Development, Procurement, Delivery, Configuration, Implementation, Integration, Testing, Commissioning, Operations & Maintenance and provision of all Services and Deliverables covering associated hardware and Software as specified by the Purchaser in the Scope of Work and other sections of the RFP and Contract and changes thereof to enable the Purchaser to meet their objectives and operational requirements. It shall be the Bidder's responsibility to ensure the proper and successful implementation, performance and continued operations of the proposed solution in accordance with and in strict adherence to the terms of his Bid, the RFP and this Contract.

5.12.2 In addition to the aforementioned, the Bidder shall perform the Services specified by the 'Scope of Work' requirements as specified in the RFP and changes thereof

5.12.3 The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the satisfaction of the Purchaser. Nothing in this Contract relieves the Bidder from its liabilities or obligations under this Contract to provide the Services in accordance with the Contract and the Bid to the extent accepted by the Purchaser.

5.12.4 The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Purchaser in order to resolve issues and oversee implementation of the same

5.12.5 Obligations related to IT Infrastructure

a. The Bidder shall supply equipment/components including associated accessories

and Software/ Solutions as under this Contract and Configuration, Implementation, Integration, Testing, Commissioning, Operations & Maintenance of those components during the entire period of Contract

- b. In case of any dissatisfaction or default on part of the Bidder in providing the level of support desired by the Purchaser or Purchaser's Technical Representative in relation to the IT Infrastructure supplied by the Bidder, the Bidder shall extend the necessary support required to meet the commitments without any financial liability to the Purchaser
- c. It is expected that bidder and OEM shall ensure that the equipment/components being supplied by him shall be supported for minimum 7 years from date of bid submission. If the same is de-supported by the OEM for any reason whatsoever, the Bidder thus selected after the current SI shall replace it with an equivalent or better substitute that is acceptable to Purchaser without any additional cost to the Purchaser and without impacting the performance of the Solution in any manner whatsoever.
- d. In case of any problems/issues arising due to integration of the IT Infrastructure supplied by the Bidder with any other component(s)/product(s) under the purview of the overall solution, the Bidder shall replace the required component(s) with an equivalent or better substitute that is acceptable to Purchaser without any additional cost to the Purchaser and without impacting the performance of the solution in any manner whatsoever
- e. The Bidder shall supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser
- f. The Bidder shall ensure that the preventive maintenance on a monthly basis and break-fix maintenance is conducted in accordance with the specifications of the components and the best practices followed in the industry without any additional costs to the Purchaser
- g. The Bidder shall make provision for the required critical spares/components at the Data Centre site for meeting the uptime commitment of the components supplied by him
- h. The Bidder shall extend necessary assistance, consultancy and services to the Purchaser beyond the defined Scope of Work to resolve issues related to the components supplied by him, under critical and unforeseen situations
- i. The Bidder should provide technology refresh information to the Purchaser as and when the OEM comes out with the same

- j. The Bidder shall ensure that it is in compliance with all Applicable Laws at all times while discharging its Scope of Work
- k. The Bidder shall ensure that it has procured all necessary permits and consents that maybe required to discharge its Scope of Work effectively

5.12.6 **Bidder's Representative:** The Bidder's Representative shall have all the powers requisite for the performance of Services under this Contract. The Bidder's Representative shall liaise with the Purchaser's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. He shall extend full co-operation to Purchaser's representative in the manner required by them for supervision/inspection/observation of the IT Infrastructure, procedures, performance, reports and records pertaining to the works. He shall also have complete charge of the Bidder's personnel engaged in the performance of the works and to ensure internal discipline, compliance of rules, regulations and safety practice. He shall also co-ordinate and co-operate with the other service providers of the Purchaser working at the site/offsite for activities related to planning, execution of Scope of Work and providing Services under this Contract.

#### 5.12.7 **Reporting Progress**

- a. The Bidder shall monitor progress of all the activities related to the execution of this Contract and shall submit to the Purchaser, at no extra cost, **progress reports** with reference to all related work, milestones and their progress during the implementation phase at the end of each month or before the expiry of the last day of each month
- b. Periodic meetings shall be held between the representatives of the Purchaser and the Bidder once in every 15 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held on an ongoing basis, once in every 30 days to discuss the performance of the Contract.
- c. The Bidder shall ensure that the respective solution teams involved in the execution of work are part of such meetings
- d. Steering Committee involving representatives of the Purchaser and senior officials of the Bidder shall be formed for the purpose of this Contract. This committee shall meet at intervals, as decided by the Purchaser later, to oversee the progress of the Project.
- e. The IT Infrastructure, Services and manpower to be provided/deployed by the Bidder under the Contract and the manner and speed of Implementation & Maintenance of the work and Services are to be conducted in a manner to the satisfaction of Purchaser's representative in accordance with the Contract

- f. The Purchaser reserves the right to inspect and monitor/assess the progress/performance of the work/services at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Bidder shall provide documents, data, material or any other information which the Purchaser may require, to enable it to assess the progress/performance of the Work/Service.
- g. At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through an independent audit firm appointed by the Purchaser as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser / any other Bidder appointed by the Purchaser, all documents and other details as may be required by them for this purpose
- h. Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to RFP requirements/standards, the Purchaser's representative shall so notify the Bidder in writing
- i. The Bidder shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to RFP requirements. The Bidder shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Purchaser or Purchaser's Representative that the actual progress of work does not conform to the approved programme the Bidder shall produce at the request of the Purchaser's Representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements.
- j. The submission seeking approval by the Purchaser or Purchaser's Representative of such programme shall not relieve the Bidder of any of his duties or responsibilities under the Contract
- k. In case during execution of works, the progress falls behind schedule or does not meet the RFP requirements, Bidder shall deploy extra manpower/resources to make up the progress or to meet the RFP requirements. Programme for deployment of extra man power/resources shall be submitted to the Purchaser for its review and approval, which approval shall not be unreasonably withheld. All time and cost effect in this respect shall be borne, by the Bidder within the Contract Value.

#### **5.12.8 Knowledge of Site Conditions**

- a. The Bidder shall be deemed to have understood the requirements and have satisfied himself with the Data contained in the Bidding Documents, the quantities and nature of the works and materials necessary for the completion of the works, etc., and in-general to have obtained himself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during delivery or installation, Bidder observes physical conditions and/or obstructions affecting the work, the Bidder shall take all measures to overcome them.
- b. Bidder shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Value for the works. The consideration provided in the Contract for the Bidder undertaking the works shall cover all the Bidder's obligation and all matters and things necessary for proper execution and maintenance of the works in accordance with the Contract and for complying with any instructions which the Purchaser's Representative may issue in accordance with the connection therewith and of any proper and reasonable measures which the Bidder takes in the absence of specific instructions from the Purchaser's Representative.
- c. The Bidder shall have conducted its own due diligence with regard to the information contained in the RFP. The Purchaser does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP and it is not possible for the Purchaser to consider particular needs of each Bidder who reads or uses this RFP. Each prospective Bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP and obtain independent advice from appropriate sources.
- d. The Purchaser shall not have any liability to any prospective Bidder or any other person under any laws (including without limitation the law of contract or tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the declaration of the Bidders, the information supplied by or on behalf of the Purchaser or its employees, any consultants, or otherwise arising in any way from the bidding process. The Purchaser shall also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon any statements contained in this RFP.

#### **5.12.9 Program of Work**

- a. Within 7 days after the award of work under this Contract or prior to kick-off meeting

whichever is earlier, the Bidder shall submit to the Purchaser for its approval a detailed programme showing the sequence, procedure and method in which he proposes to carry out the works as stipulated in the Contract and shall, whenever reasonably required by the Purchaser's Representative furnish in writing the arrangements and methods proposed to be made for carrying out the works. The programme so submitted by the Bidder shall conform to the duties and periods specified in the Contract. The Purchaser and the Bidder shall discuss and agree upon the work procedures to be followed for effective execution of the works, which the Bidder intends to deploy and shall be clearly specified. Approval by the Purchaser's Representative of a programme shall not relieve the Bidder of any of his duties or responsibilities under the Contract.

- b. If the Bidder's work plans necessitate a disruption/shutdown in Purchaser's operation, the plan shall be mutually discussed and developed so as to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of the Bidder to develop/adhere such a work plan shall be to his account.

#### **5.12.10 Bidder's Organization**

- a. The Bidder's Team shall be deployed for execution of work and provision of Services under this Contract shall comprise of manpower resources with skills and expertise as mentioned in the RFP under Scope of Work
- b. The Bidder shall supply to the Purchaser for its approval, within 10 calendar days after the release of Work Order under this Contract or prior to the kick-off meeting whichever is earlier, an organization chart showing the proposed organization/manpower to be established by the Bidder for execution of the work including the identities and Curriculum-Vitae of the key personnel to be deployed
- c. The Bidder should do the best of his efforts, avoid any change in the organization structure proposed for execution of this Contract or replacement of any manpower resource appointed for DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City. If the same is however unavoidable, due to circumstances such as the resource leaving the Bidder's organization, the outgoing resource shall be replaced with an equally competent resource on approval from the Purchaser. The Bidder shall promptly inform the Purchaser in writing, if any such revision or change is necessary.
- d. In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource and adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service

- e. All manpower resources deployed by the Bidder for execution of this Contract must strictly adhere to the attendance reporting procedures and make their Services available for the entire reporting time period
- f. The Bidder shall provide necessary supervision during the execution of work and as long thereafter as the Purchaser may consider necessary for the proper fulfillment of the Bidder's obligations under the Contract. The Bidder or his competent and authorized representative(s) shall be constantly present at the site whole time for supervision. The Bidder shall authorize his representative to receive directions and instructions from the Purchaser's Representative.
- g. The Bidder shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and provision of Services for all costs/charges in connection thereof
- h. The Bidder shall provide and deploy only those manpower resources who are qualified, skilled and experienced in their respective trades and who are competent to deliver in a proper and timely manner the work they are required to perform or to manage/supervise the work
- i. The Purchaser's Representative may at any time object to and require the Bidder to remove forthwith from the Project any authorized representative or employee of the Bidder or any person(s) of the Bidder's Team, if, in the opinion of the Purchaser's Representative the person in question has misconducted or his/her deployment is otherwise considered undesirable by the Purchaser's Representative. The Bidder shall forthwith remove and shall not again deploy the person without the written consent of the Purchaser's Representative.
- j. The Purchaser's Representative may at any time object to and request the Bidder to remove from the Project any of Bidder's authorized representative including any employee of the Bidder or his team or any person(s) deployed by Bidder or his team for professional incompetence or negligence or for being deployed for work for which he is not suited. The Bidder shall consider the Purchaser's Representative request and may accede to or disregard it. The Purchaser's Representative, having made a request, as aforesaid in the case of any person, which the Bidder has disregarded, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this clause object to and require the Bidder to remove that person from deployment on the work, which the Bidder shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of the Purchaser's Representative.

- k. The Purchaser's Representative shall state to the Bidder in writing his reasons for any request or requirement pursuant to this clause
- l. The Bidder shall maintain backup personnel and shall promptly replace every person removed, pursuant to this section, with an equally competent substitute from the pool of backup personnel

#### **5.12.11 Adherence to safety procedures, rules regulations and restrictions**

- a. Bidder shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Bidder shall abide by these laws.
- b. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Purchaser's employee also shall comply with safety procedures/policy.
- c. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- d. Bidder shall also adhere to all security requirement/regulations of the Purchaser during the execution of the work.

#### **5.12.12 Statutory Requirements**

- a. During the tenure of this Contract nothing shall be done by the Bidder in contravention of any law, act and/or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard
- b. The Bidder and their personnel/representative shall not alter/change/replace any hardware component proprietary to the Purchaser and/or under warranty or AMC of Third Party without prior consent of the Purchaser
- c. The Bidder and their personnel/representative shall not without consent of the Purchaser install any hardware or software not purchased/owned by the Purchaser

### **5.13 Bidder's Personnel**

5.13.1 The Bidder shall employ and provide such qualified and experienced personnel as are required to perform the Services under the Contract

5.13.2 All the personnel, also of the Bidder's partners shall be deployed only after adequate background verification check. The Bidder shall submit consolidated certificate of background verification from HR, counter signed by the authorised signatory, for the personnel before their deployment on the Project. Any deviations, if observed, would

lead to removal of the personnel from the Project. Purchaser reserves the right to review/audit the background verification documents of any employee of bidder involved in the Project.

#### **5.14 Technical Experts**

- 5.14.1 The Bidder shall ensure that at all times during the currency of the Contract a Technical Expert acceptable to the Purchaser shall take charge of the performance of the Contract. The Technical Expert shall be assisted by Operations & Maintenance staff, technical support staff and other members of the team. The desired team composition required for execution of Operations and Maintenance phase has been provided under Form A.6: Manpower Details for O&M of RFP .
- 5.14.2 The Bidder shall appoint a Technical Expert, acceptable to the Purchaser, to oversee contract performance throughout its duration. The Technical Expert will be supported by a team comprising Operations & Maintenance staff, technical support staff, and other necessary personnel. The specific team structure and requirements for the Operations and Maintenance phase have been provided under Form A.6: Manpower Details for O&M of RFP.

#### **5.15 Contract Administration**

- 5.15.1 No variation or modification of the terms of the Contract shall be made except by written amendment signed by the parties
- 5.15.2 Either party may appoint any individual/organization as their authorized representative through a written notice to the other party. Each Representative shall have the authority to:
  - a. exercise all of the powers and functions of his/her Party under this Contract other than the power to amend this Contract and ensure the proper administration and performance of the terms hereof; and
  - b. bind his or her Party in relation to any matter arising out of or in connection with this Contract
- 5.15.3 The Bidder along with other members / third parties / OEMs shall be bound by all undertakings and representations made by the authorized representative of the Bidder and any covenants stipulated hereunder, with respect to this Contract, for and on their behalf
- 5.15.4 For the purpose of execution or performance of the obligations under this Contract, the Purchaser's representative would act as an interface with the nominated representative of the Bidder. The Bidder shall comply with any instructions that are given by the Purchaser's representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the RFP.

## **5.16 Purchaser's Right of Monitoring, Inspection and Periodic Audit**

- 5.16.1 The Purchaser or Purchaser's Technical Representative reserves the right to inspect and monitor/assess the progress/performance/maintenance of the solutions at any time during the course of the Contract, after providing due notice to the Bidder. The Purchaser may demand and upon such demand being made, the purchaser shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the Project.
- 5.16.2 The Purchaser or Purchaser's Technical Representative shall also have the right to conduct, either itself or through an independent audit firm appointed by the Purchaser as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser / any other Bidder appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may issue a notice of default.
- 5.16.3 The Bidder shall at all times provide to the Purchaser or the Purchaser's Representative access to the Site

## **5.17 Purchaser's Obligations**

- 5.17.1 The Purchaser's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Purchaser shall provide adequate cooperation in providing details, assisting with coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.
- 5.17.2 Purchaser shall ensure that timely approval is provided to the Bidder, where deemed necessary, which should include technical architecture diagrams and all the specifications related to IT infrastructure required to be provided as part of the Scope of Work. All such documents/deliverables shall be approved within 21 working days of the receipt of the documents by the Purchaser.
- 5.17.3 The Purchaser shall approve all such documents as per above Clause
- 5.17.4 The Purchaser shall formulate Standard Operating Procedures (SOPs) and technical committee for the approval of documents/deliverables/milestones
- 5.17.5 Project specific responsibilities of the Purchaser are listed below;
  - a. Coordination between line departments and Police Department, or any other concerned department/ Govt. agencies for providing necessary information to

undertake Solution Design, Development, Procurement, Delivery, Configuration, Implementation, Integration, Testing, Commissioning, Operations & Maintenance of the said project.

- b. Ensure that data backups are being taken regularly by bidder as per the schedule agreed upon.
- c. Ensure that the hardware and other infrastructure deployed at viewing center, data center and at various field locations etc. meets the specifications as mentioned in the RFP and is maintained properly to meet the SLAs as defined in the RFP.
- d. Monitoring of overall timelines, SLAs and calculation of penalties accordingly.
- e. Conducting the user acceptance test (UAT) for the solution deployed.
- f. Issuing the acceptance certificate on successful deployment of the solution, hardware deployed and for other components of the scope of work (wherever required)
- g. Ensuring the staff members and other stakeholders attend the training programs as per the schedule defined by the bidder and agreed upon by Purchaser.
- h. Providing sign off on the deliverables of the project including survey reports, user manual technical manual designs, process documentations, the artefacts, the training materials, process and operating manuals, service mechanisms, policies and guidelines, design documents, etc.

## **5.18 Intellectual Property Rights**

- 5.18.1 Purchaser shall own and have Intellectual Property Rights of all the Deliverables which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively conserve the Intellectual Property Rights of the Purchaser.
- 5.18.2 If Purchaser desires, further, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are inter-alia necessary for use of the infrastructure installed by the Bidder, the same shall be acquired in the name of the Purchaser, prior to termination of this Contract and which shall be assigned by the Purchaser to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, RFP or this Contract. However, subsequent to the term of this Contract, such approvals etc. shall endure to the exclusive benefit of the Purchaser.
- 5.18.3 The Bidder shall ensure that while it uses any Software, hardware, processes or material

in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified, as provided in Clause 5.21 - Indemnity against all costs, against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder during the course of performance of the Services

#### **5.19 Record of Contract Documents**

- 5.19.1 The Bidder shall at all-time make and keep sufficient copies of the drawings, Specifications and Contract documents for him to fulfil his duties under the Contract
- 5.19.2 The Bidder shall keep at least two copies of each and every specification and Contract document, in excess of his own requirement and those copies shall be available at all times for use by the Purchaser's Representative and by any other person authorized by the Purchaser's Representative

#### **5.20 Ownership of Equipment**

- 5.20.1 The Purchaser shall own the assets/components including but not limited to equipment, software, licenses, processes, Documents, etc., supplied by the Bidder arising out of or in connection with this Contract
- 5.20.2 However, all the risk and liability arising out of or in connection with the usage of the equipment, assets/components during the term of the Contract shall be borne by the bidder
- 5.20.3 The Purchaser shall mandatorily store the material and maintain sufficient inventory of spares parts during the implementation and O&M period in a local warehouse. Further, the Purchaser should be responsible for storage and security of procured material till Go-live and ensure minimum disturbances to ongoing work. The payment shall be made as per actual BoM quantity installed but not as per material delivered.

#### **5.21 Indemnity**

- 5.21.1 The Bidder shall indemnify the Purchaser from and against all Third Party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Software/hardware/manpower etc. and related services or any part thereof. Purchaser/user department stands indemnified from any claims that the hired manpower / Bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the work orders. Purchaser / user department also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower/ Bidder's manpower while discharging their duty towards fulfilment of the work orders. Purchaser shall provide bidder with prompt notice of such claim and

allow Bidder to control the defence of such claim. Indemnity shall be limited to damages that may be finally awarded against the bidder.

## **5.22 Taxes**

- 5.22.1 Income tax shall be deducted at source by Purchaser from all the payments made to Bidder according to the Income Tax Act, unless valid and complete documents for IT exemption are submitted by the Bidder prior to release of payment. A certificate shall be provided by Purchaser to the Bidder for any tax deducted at source.
- 5.22.2 The Bidder shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.
- 5.22.3 The Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to GST, Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire Contract period, i.e., on account of material supplied and services rendered and payments received by him from the Purchaser under the Contract. However, Bidder shall recover all the Indirect taxes from DC Kapurthala-cum- CEO Sultanpur Lodhi Smart City on actuals at the rate prevailing at the time of billing and DC Kapurthala-cum- CEO Sultanpur Lodhi Smart City shall also be responsible for any newly Introduced taxes. It shall be the responsibility of the Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates for tax deduction at source and paid to the Tax Authorities.
- 5.22.4 If there is any reduction in taxes/duties/levies due to any reason whatsoever, after Notification of Award, the difference shall be passed on to the Purchaser. In case of increase in taxation, Purchaser shall pay the tax as applicable.
- 5.22.5 The Bidder agrees that he and his Team shall comply with the Indian Income Tax act in force from time to time and pay Indian Income Tax, as may be imposed/levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract
- 5.22.6 The Bidders shall fully familiarize themselves about the applicable domestic taxes (such as value added or sales tax, service tax, income taxes, duties, fees, levies, etc.) on

amounts payable by the Purchaser under the Contract. All such taxes must be included by Bidders in the Commercial Bid (Bidder to find out applicable taxes for the components being proposed).

- 5.22.7 Should the Bidder fail to submit returns / pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Bidder shall pay the same. The Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Purchaser/Bidder.
- 5.22.8 The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly

### **5.23 Warranty**

- 5.23.1 A comprehensive on-site warranty and Annual Maintenance Support on all goods supplied under this Contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Bidder's engineers till the end of the Contract
- 5.23.2 Technical Support for software shall be provided by the respective OEM till the end of the Contract period. The Technical Support should include all updates and patches to the respective Software for the above stated period.
- 5.23.3 The Bidder warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing end of sale / end of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective Operations for the entire duration of the Contract
- 5.23.4 The Bidder warrants that the Goods supplied under this Contract shall be of the reasonably acceptable grade and quality and consisted with the established and generally accepted standards for materials of this type. The Goods shall be in full conformity with the Specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.
- 5.23.5 The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Purchaser's Specifications)
- 5.23.6 The Purchaser shall promptly notify the Bidder in writing of any claims arising under this Warranty

- 5.23.7 Upon receipt of such notice, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract
- 5.23.8 If the Bidder, having been notified, fails to remedy the defect(s) within 15 (fifteen) days, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract

#### **5.24 Term and Extension of the Contract**

- 5.24.1 The term of this Contract shall be initially for a period of 93 months from date of the Contract signing, out of which initial 9 months shall be implementation period and 84 months of Operations & Maintenance after effective date of Go-Live.
- 5.24.2 The Purchaser shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to SI, at least 6 (six) months before the expiration of the Term hereof, whether it shall grant SI an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser 's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Authority and SI.
- 5.24.3 Terms and conditions for SLA, penalty and Prices for managed services, AMC & Manpower shall be mutually decided/agreed by Purchaser and Bidder
- 5.24.4 Where the Purchaser is of the view that no further extension of the term be granted to the Bidder, the Purchaser shall notify the Bidder of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative service provider or create its own strength to operate such Services as are provided under this Contract.

#### **5.25 Prices**

- 5.25.1 Prices (excluding taxes) quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of Contract. Purchaser however reserves the right to review the charges payable at the beginning of each year or at any time at the request of Purchaser whichever is earlier to incorporate downward revisions as applicable and necessary. If at any time, during the period of Contract, the Bidder offers identical services/products to any other Govt. Department/Organization at prices lower than those chargeable under this Contract, he shall notify the same to the Purchaser and extend such reduced prices to the Purchaser with immediate effect.

#### **5.26 Change Orders / Alteration / Variation**

- 5.26.1 The Bidder agrees that the system requirements/ quantities/ licenses/ specifications and

Service requirements given in the RFP are minimum requirements and are in no way exhaustive and guaranteed by the Purchaser

- a. Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the quantities, specifications, diagrams etc. of the RFP which the Bidder had not brought to the Purchaser's notice till the time of award of work and not accounted for in his Bid shall not constitute a change order and such upward revisions and/or addition shall be carried out by the Bidder without any time and cost effect to Purchaser
  - b. It shall be the responsibility of the Bidder to meet all the performance and other requirements of the Purchaser as stipulated in the RFP/Contract. Any upward revisions/additions of quantities, specifications, technical manpower, Service requirements to those specified by the Bidder in his bid Documents, that may be required to be made during Implementation & Maintenance of Smart Solutions or at any time during the currency of the Contract in order to meet the conceptual design, objective and performance levels or other requirements as defined in the RFP. These changes shall be carried as per mutual consent.
- 5.26.2 The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser shall have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of Services/dispatch of Goods/Equipment) the quantities, licenses and/or specifications of the Goods/Equipment to be supplied and installed by the Bidder or Service requirements, as mentioned in the Contract, at any time during the Contract period.
- 5.26.3 The written advice to any change shall be issued by the Purchaser to the Bidder up to 4 (four) weeks prior to the due date of provisioning/supply of such Goods/Equipment or commencement of Services
- 5.26.4 In case of increase in quantities/licenses/specifications or Service requirements or in case of additional requirement, the rate as provided in the Contract shall be considered as benchmark rates for procurement of the additional requirement from the Bidder. However, based on the industry trends, Purchaser retains the right to review these rates. The additional requirement shall also be governed by the same terms and conditions as provided in the Contract except for the appropriate extension of time to be allowed for delivery/installation of such extra Goods/Equipment or for commencement of such Services. In case of decrease in Quantities or Specifications of Goods/Equipment or Service requirements, the Bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease.
- 5.26.5 In case applicable rates for the increase/decrease in question are not available in the Contract then the rates as may be mutually agreed shall apply. The Bidder shall not be

entitled to any claim by way of change of price, damages, losses, etc. The Bidder shall be compensated at actual for any cancellation charges provided the claim is duly supported by documentary evidence of having incurred cancellation charges, which results from Purchaser's action in reducing/cancelling Scope of Work.

#### 5.26.6 Conditions for Change Order

- a. The change order shall be initiated only in case (i) the Purchaser or Purchaser's Technical Representative directs in writing the Bidder to incorporate changes to the Goods or design requirements already covered in the Contract (ii) the Purchaser or Purchaser's Technical Representative directs in writing to the Bidder to include any addition to the Scope of Work or Services covered under this Contract or delete any part thereof, (iii) Bidder requests to delete any part of the work which shall not adversely affect the operational capabilities and functioning of the system and if the deletions proposed are agreed to by the Purchaser and for which cost and time benefits shall be passed on to the Purchaser
- b. Any change order comprising an alteration which involves change in the cost of the Goods and/or Services (which sort of alteration is hereinafter called a "Variation") shall be the subject of an amendment to the Contract by way of an increase or decrease in the Contract Value and adjustment of the implementation schedule if any
- c. If the Contract provides applicable rates for the valuation of the variation in question the Contract Value shall subject to Clause below be increased or decreased in accordance with those rates
- d. If parties agree that the Contract does not contain applicable rates or that the said rates are inappropriate, or the said rates are not precisely applicable to the variation in question, then the parties shall review of the Contract Value which shall represent the change in cost of the goods and/or works caused by the Variations. Any change order shall be duly approved by the Purchaser in writing.
- e. If there is a difference of opinion between the Bidder and Purchaser's Representative on whether a particular item, work or part of the work constitutes a change order or not, the matter shall be handled in accordance with the procedures set forth in Clause 1.26.7 (k) - Change Order / Alteration / Variation

#### 5.26.7 Procedures for Change Order

- a. Upon receiving any revised requirement/advice, in writing, from the Purchaser or Purchaser's Technical Representative, the Bidder would verbally discuss the matter with Purchaser's Representative
- b. In case such requirement arises from the side of the Bidder, he would also verbally

discuss the

- c. matter with Purchaser's Representative giving reasons thereof
- d. In either of the cases as explained in above two Clauses, the representatives of both the parties shall discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a Change Order or not
- e. If it is mutually agreed that such requirement constitutes a "Change Order" then a joint memorandum shall be prepared and signed by the Bidder and Purchaser to confirm a "Change Order" and basic ideas of necessary agreed arrangement
- f. Bidder shall study the revised requirement in accordance with the joint memorandum under Clause (d) above and assess subsequent schedule and cost effect, if any
- g. Upon completion of the study referred to above under Clause (e) above, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to the Purchaser to enable the Purchaser to give a final decision whether Bidder should proceed with the Change Order or not in the best interest of the works
- h. The estimated cost and time impact indicated by Bidder shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement Change Order
- i. The time impact applicable to the Contract shall be mutually agreed, subsequently, on the basis of the detailed calculations supported with all relevant back up documents
- j. In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the Purchaser regarding time and cost impact shall be final and binding on the Bidder
- k. If Purchaser accepts the implementation of the Change Order under Clause 1.26.7 (f) - Change Orders / Alteration / Variation in writing, which would be considered as Change Order, then Bidder shall commence to proceed with the enforcement of the Change Order pending final agreement between the parties with regard to adjustment of the Contract Value and the Schedule
- l. In case, mutual agreement under Clause 1.26.7 (d) - Change Orders / Alteration / Variation, i.e. whether new requirement constitutes the Change Order or not, is not reached, then Bidder in the interest of the works, shall take up the enforcement of the Change Order, if advised in writing to do so by Purchaser's Representative pending settlement between the two parties to the effect whether such requirement

constitutes a Change Order or not as per the terms and conditions of Contract Documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated taking into account the records kept in accordance with the Contract.

- m. The Bidder shall submit necessary back up documents for the Change Order showing the break-up of the various elements constituting the Change Order for the Purchaser's review. If no agreement is reached between the Purchaser and Bidder within 60 days after Purchaser's instruction in writing to carry out the change concerning the increase or decrease in the Contract Value and all other matters described above, either party may refer the dispute to arbitration.

#### 5.26.8 Conditions for Revised Work / Change Order

- a. The provisions of the Contract shall apply to revised work / change order as if the revised Work/ Change Order has been included in the original Scope of Work. However, the Contract Value shall increase/decrease and the schedule shall be adjusted on account of the revised work / Change Orders as may be mutually agreed in terms of provisions set forth in Clause 1.26 – Change Orders / Alteration / Variation. The Bidder's obligations with respect to such revised Work / Change Order shall remain in accordance with the Contract.

### 5.27 Suspension of Work

- 5.27.1 The Bidder shall, if ordered in writing by the Purchaser's Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid but shall be eligible for the payment (of products/Services delivered and accepted) during the suspension period as per Contract . An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Bidder, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder. Both Bidder and Purchaser acknowledge that suspension of work by Purchaser, if results in extension of Contract, the extra cost shall be on account of Purchaser which shall be mutually agreed. In case the suspension of works, is not consequent to any default or failure on the part of the Bidder and lasts for a period of more than 2 months, the Bidder shall have the option to request the Purchaser to terminate the Contract with mutual consent.
- 5.27.2 In the event that the Purchaser suspends the progress of work for any reason not attributable to the Bidder for a period in excess of 30 days in aggregate, rendering the Bidder to extend his performance bank guarantee then Purchaser shall bear only the cost

of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the international banking procedures subject to the Bidder producing the requisite evidence from the bank concerned

## **5.28 Time is of Essence**

5.28.1 Time shall be of the essence in respect of any date or period specified in this Contract or any notice, demand or other communication served under or pursuant to any provision of this Contract and in particular in respect of the completion of the Services by the Bidder by the completion date. Any breach or non-adherence to the project timelines as specified in the contract shall impose penalty/ LD as per clause 5.32 and 5.33 of this contract agreement.

## **5.29 Completion of Contract**

5.29.1 Unless terminated earlier, pursuant to Clauses 5.5 - Representations & Warranties , 5.18 - Intellectual Property Rights, 5.49 - Ownership and Retention of Documents, 5.20 - Ownership of Equipment and 5.51 - Confidentiality, the Contract shall terminate on the completion of term as specified in the Contract and only after the obligations mentioned in Clause 5.54 - Consequences of Termination are fulfilled to the satisfaction of the Purchaser

## **5.30 Special Conditions of Contract**

5.30.1 Amendments of, and Supplements to, Clauses in the General Conditions of Contract

## **5.31 Consequences of Event of Default**

5.31.1 Where an Event of Default subsists or remains uncured the Purchaser may/shall be entitled to:

- a. Retain such amounts from the payment due and payable by the Purchaser to the SI as may be required to offset any losses caused to the Purchaser as a result of such event of default, and the SI shall compensate the Purchaser for any such loss, damages, or other costs incurred by the Purchaser in this regard. Nothing herein shall affect the continued obligation of the SI and SI's Team to perform all their obligations and responsibilities under this Contract in the same manner as were being performed before the occurrence of the default.
- b. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, recover such other costs/losses and other amounts from the SI as may have resulted from such default, and pursue such other rights and/or remedies that may be available to the Purchaser under law.
- c. Terminate the Contract in Part or in Full.

5.31.2 The Bidder shall in addition take all available steps to minimize loss resulting from such

event of default

- 5.31.3 The Purchaser may, by a written notice of suspension to the Bidder, suspend all payments to the Bidder under the Contract, provided that such notice of suspension:
- a. shall specify the nature of the failure; and
  - b. shall request the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder
- 5.31.4 Terminate the Contract in Part or Full
- a. Retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of such event of default and the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser in this regard. Nothing herein shall affect the continued obligation of the Bidder and Bidder's Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default
  - b. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, recover such other costs/losses and other amounts from the Bidder as may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law
- 5.31.5 In all cases of risk purchase, the difference in cost shall be borne by defaulting Bidder and shall be recovered from the PBG or from the due payments payable to the Bidder

## **5.32 Penalty**

- 5.32.1 Ongoing performance and Service Levels shall be as per parameters stipulated by the Purchaser in this Contract, failing which the Purchaser may, at its discretion, impose penalties on the Bidder as defined in General Conditions of the Contract and Service Level Agreement of the RFP

## **5.33 Liquidated Damages**

- 5.33.1 Subject to Clause 5.42 - Force Majeure, if the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract:
- a. Recover from the Bidder, as liquidated damages a sum equivalent to 0.5% of the Contract Value for each week delay beyond the Scheduled completion date or part thereof, subject to a maximum of 10% of "Work Order Value". For the purpose of liquidated damages, the scheduled completion date shall be taken as "Effective Date of Go-Live".

AND/OR

- b. Terminate the Contract or a portion or part of the work thereof. The Purchaser shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the Purchaser.

5.33.2 The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands under this Contract only (which includes the Purchaser's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the work or from any other obligations and liabilities under the Contract.

5.33.3 Delay not attributable to the Bidder shall be considered for exclusion for the purpose of computing liquidated damages

#### **5.34 Dispute Resolution**

5.34.1 The Purchaser and the Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

5.34.2 Disputes arising during the execution of contract shall be settled in such manner, as may be notified by the State Government, from time to time.

5.34.3 If, after Thirty (30) days from the commencement of such direct informal negotiations, the Purchaser and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in Clauses 5.34.4- Dispute Resolution and Clause 5.34.5 - Dispute Resolution.

5.34.4 In the case of a dispute or difference arising between the Purchaser and the Bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the award of two Arbitrators, one Arbitrator to be nominated by the Purchaser and the other to be nominated by the Bidder or in case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing before proceeding with the reference, and in case the Arbitrators cannot agree to the Umpire, he may be nominated by the High Court of Punjab and Haryana, Chandigarh. The award of the Arbitrators, and in the event of their not agreeing, of the Umpire appointed by them or by the High Court of Punjab and Haryana, Chandigarh shall be final and binding on the parties.

5.34.5 The Arbitration and Conciliation Act 1996, the rules hereunder and any statutory

modification or re-enactment thereof, shall apply to the arbitration proceedings

- 5.34.6 The Arbitration proceedings shall be held in Chandigarh.
- 5.34.7 The Arbitration proceeding shall be governed by the substantive laws of India
- 5.34.8 The proceedings of Arbitration shall be in English language
- 5.34.9 Except as otherwise provided elsewhere in the Contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the Contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator and the Arbitrators so appointed shall appoint the third Arbitrator who shall act as Presiding Arbitrator.
- 5.34.10 In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of India or any person or institution designated by him (in case of International commercial Arbitration) shall appoint the Arbitrators / Presiding Arbitrator. In case of domestic contracts, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject work order / Contract has been placed/made, shall appoint the arbitrator / Presiding Arbitrator upon request of one of the parties.
- 5.34.11 If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.
- 5.34.12 It is a term of the Contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter
- 5.34.13 It is also a term of the Contract that neither party to the Contract shall be entitled for any interest on the amount of the award
- 5.34.14 The Arbitral Tribunal shall give reasonable award and the same shall be final, conclusive and binding on the parties
- 5.34.15 The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties
- 5.34.16 Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration

proceedings under this clause

5.34.17 Continuation of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract

### **5.35 Insurance**

5.35.1 The goods supplied under this Contract shall be fully insured by the Bidder, against any loss or damage up to the time it is delivered to the Bidder-designated carrier for shipment to Purchaser or to Purchaser's designated location, The Bidder shall submit to the Purchaser, certificate of insurance issued by the insurance company, indicating that such insurance has been taken

5.35.2 The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods during their shipment from respective manufacturing/shipment site of the OEM to the port of landing

5.35.3 All charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Bidder

5.35.4 The Bidder during the term of this Contract undertakes to ensure that it has taken or shall take up all appropriate insurances for the delivery of Goods that it is required to undertake under law as well as to adequately cover its obligations under this Contract:

- a. shall take out and maintain, at his own cost insurance with IRDA approved insurers against the risks, and for the coverage, as specified below: shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Purchaser's request, shall provide certificate of insurance to the Purchaser showing that such insurance has been taken out and maintained. Employer's liability and workers' compensation insurance in respect of the Personnel of the Bidder / Bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and
- b. Insurance against loss of or damage to
  - i. Equipment or assets procured or developed in whole or in part for fulfilment of obligations under this Contract
  - ii. the Bidder's assets and property used in the performance of the Services
  - iii. public liability;
  - iv. either professional indemnity or errors and omissions;
  - v. product liability;
  - vi. workers' compensation as required by law; and

5.35.5 If the Bidder fails to effect and maintain insurances as described above, the Purchaser may effect and maintain such insurances on behalf of the Bidder and deduct such amounts from the amounts due and payable to the Bidder

### **5.36 Transfer of Ownership**

5.36.1 The Bidder must transfer all goods, clear and unencumbered titles to the assets and goods procured for the purpose of the Project to the Purchaser at the time of delivery of assets and goods. This includes all licenses, titles, source code (in case of Be-spoke or custom-built software), certificates, hardware, devices, equipment's etc. related to the system designed, developed, installed and maintained by the Bidder.

### **5.37 Conflict of Interest**

5.37.1 A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the BID SECURITY / EMD , if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

5.37.2 The Purchaser requires that the System Integrator provides solutions which at all times hold the Purchaser's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The System Integrator shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

5.37.3 Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

- i. the Bidder, its consortium member (the "Member") or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- a) where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person;
  - b) where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
- II. a constituent of such Bidder is also a constituent of another Bidder; or
  - III. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
  - IV. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
  - V. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Application of either or each of the other Bidder; or
  - VI. there is a conflict among this and other Systems Implementation/Turnkey solution assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Systems Implementation Agency will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this particular assignment, the Systems Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or
  - VII. A firm hired to provide System Integration/Turnkey solutions for the implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;
- 5.37.4 An Bidder eventually appointed to implement software solutions for this Project, its Associates, affiliates and the Financial Expert, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to

software solutions delivered to the Purchaser in continuation of this systems implementation or to any subsequent systems implementation executed for the Purchaser in accordance with the rules of the Purchaser.

### **5.38 Severance**

5.38.1 In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

### **5.39 Governing Language**

5.39.1 The Contract shall be written in English language. Subject to Clause 5.43 - General such language versions of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English language only.

5.39.2 “No Claim” Certificate

5.39.3 The Bidder shall not be entitled to make any claim, whatsoever against the Purchaser, under or by virtue of or arising out of, this Contract, nor shall the Purchaser entertain or consider any such claim, if made by the Bidder after he shall have signed a “No claim” certificate in favour of the Purchaser in such forms as shall be required by the Purchaser after the works are finally accepted

### **5.40 Publicity**

5.40.1 The Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder its written consent

### **5.41 “No Claim” Certificate**

5.41.1 The Bidder shall not be entitled to make any claim, whatsoever against the Purchaser, under or by virtue of or arising out of, this Contract, nor shall the Purchaser entertain or consider any such claim, if made by the Bidder after he shall have signed a “No claim” certificate in favour of the Purchaser in such forms as shall be required by the Purchaser after the works are finally accepted

### **5.42 Force Majeure**

5.42.1 Force Majeure shall mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to:

- a. act of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);
- b. war, hostilities (whether war be declared or not), invasion, act of foreign

enemies, mobilization, requisition, or embargo;

- c. rebellion, revolution, insurrection, or military or usurped power, or civil war;
- d. contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly;
- e. riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Supplier or of his Subcontractors, if permitted; or
- f. acts or threats of terrorism
- g. Pandemic as declared by Government of India

5.42.2 Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the RFP. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract. However, the Bidder shall note that cyber-attack, corruption of information, software corruption, destruction of information, virus attack in the system or any such software malfunction shall not constitute a Force Majeure event and the rectification of the same shall be borne by the Bidder.

5.42.3 The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Purchaser shall make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate DR or any failure in setting up a contingency mechanism would not constitute Force Majeure, as set out above.

5.42.4 In case of a Force Majeure, all Parties shall endeavor to agree on an alternate mode of performance in order to ensure the continuity of Service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure

5.42.5 In case of Force Majeure, all the Parties shall bear their own costs, and the Purchaser shall not be liable to the Bidder for any costs that the latter incurs on account of such Force Majeure

## 5.43 General

### 5.43.1 Relationship between the Parties

- a. Nothing in this Contract constitutes any fiduciary relationship between the Purchaser and Agency / Bidder's Team or any relationship of employer employee, principal and agent, or partnership, between the Purchaser and Bidder.
- b. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.
- c. The Purchaser has no obligations to the Bidder's Team except as agreed under the terms of this Contract.

5.43.2 No Assignment: The Bidder shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Purchaser. The Purchaser shall not assign, delegate or otherwise transfer any of its liabilities or obligations under this contract without prior written permission of the Bidder.

5.43.3 Survival: The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Purchaser notifies the Bidder of its release from those obligations.

5.43.4 Entire Contract: The terms and conditions laid down in the RFP and all annexure thereto as also the Bid and any attachments/annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior Contract, understanding or representation of the Parties on the subject matter.

5.43.5 Governing Law: This Contract shall be governed in accordance with the Laws of India

5.43.6 Jurisdiction of Courts: The courts of India at Chandigarh have exclusive jurisdiction to determine any proceeding in relation to this Contract

5.43.7 Compliance with Laws: The Bidder shall comply with the laws in force in India in the course of performing this Contract

### 5.43.8 Notices

- a. A "notice" means:
  - i. A notice; or
  - ii. A consent, approval or other communication required to be in writing under this Contract

All notices, requests or consents provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on

the date of delivery if personally delivered:

**To Purchaser at:**

Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC

<<Attn: XXXX, XXXX, Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala - CUM- CEO SLSC >>

[Phone:]

[Fax:] To Bidder at:

Attn:

[Phone:]

[Fax:]

Any Party may change the address to which notices are to be directed to it by notice to the other parties in the manner specified above.

A notice served on a Representative is taken to be notice to that Representative's Party

**5.43.9 Waiver**

- a. Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights
- b. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision
- c. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision

5.43.10 Modification: Any modification of this Contract shall be in writing and signed by an authorized representative of each Party

5.43.11 Application: These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them

**5.44 Exit Management Plan**

5.44.1 An Exit Management plan shall be furnished by Bidder in writing to the Purchaser within 60 days from the date of signing the Contract, which shall deal with at least the following aspects of exit management in relation to the Contract as a whole and in relation to the Project Implementation, and Service Level monitoring

- a. A detailed program of the transfer process that could be used in conjunction with a Replacement System Integrator including details of the means to be used to ensure continuing provision of the Services throughout the transfer process or until the cessation of the Services and of the management structure to be used during

the transfer

- b. Plans for provision of contingent support to Project and Replacement System Integrator for a reasonable period after transfer
- c. Exit Management plan in case of normal termination of Contract period
- d. Exit Management plan in case of any eventuality due to which Project is terminated before the Contract period
- e. Exit Management plan in case of termination of the Bidder

5.44.2 Exit Management plan at the minimum adhere to the following:

- a. Three (3) months of the support to Replacement System Integrator post termination of the Contract
- b. Complete handover of the Planning documents, bill of materials, functional requirements specification, technical specifications of all equipment, change requests if any, sources codes, reports, documents and other relevant items to the Replacement System Integrator / Purchaser
- c. Certificate of Acceptance from authorized representative of Replacement System Integrator issued to the Bidder on successful completion of handover and knowledge transfer
- d. In the event of termination or expiry of the Contract, Project Implementation, or Service Level monitoring, both Bidder and Purchaser shall comply with the Exit Management Plan
- e. During the exit management period, the Bidder shall use its best efforts to deliver the Services

**5.45 IT Act 2008**

5.45.1 Besides the terms and conditions stated in this document, the Contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2008 (amendment)

**5.46 Issue Management Procedures**

5.46.1 General

Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC and Bidder. Implementing such a process at the commencement of Services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process shall only be used on an exception basis if issues are not resolved at operational levels.

#### 5.46.2 Issue Management Procedures

- a. Either Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC or Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions
- b. The Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC and the Bidder shall determine which committee or executive level should logically be involved in resolution. A chain of management escalation is defined in the document.
- c. A meeting or conference call shall be conducted to resolve the issue in a timely manner. The documented issues shall be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- d. The Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC and the Bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The Bidder shall then communicate the resolution to all interested parties.
- e. In case the issue is still unresolved, the arbitration procedures described in the Contract shall be applicable

#### 5.46.3 SLA Change Control

- a. General: It is acknowledged that this SLA may change as Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC's business needs evolve over the course of the Contract period. This document also defines the following management procedures:
  - i. A process for negotiating changes to the SLA
  - ii. An issue management process for documenting and resolving difficult issues
  - iii. Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management

Any changes to the levels of Service provided during the Term of this Contract shall be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes shall be documented as an addendum to this SLA and, subsequently, the Contract.

If there is any confusion or conflict between this document and the Contract,

the RFP and its addenda, the Contract shall supersede.

- b. SLA Change Process: The parties may amend this SLA by mutual agreement in accordance with terms of this Contract. Changes can be proposed by either party. The Bidder can initiate an SLA review with the Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC. Normally, the forum for negotiating SLA changes shall be Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC's quarterly meetings. Unresolved issues shall be addressed using the issue management process.

The Bidder shall maintain and distribute current copies of the SLA document as directed by Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC. Additional copies of the current SLA shall be made available at all times to authorized parties.

- c. Version Control: All negotiated SLA changes shall require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.
- d. Responsibilities of the Parties

#### **Bidder**

Bidder is responsible for executing this Contract and delivering the services, while maintaining the specified performance targets.

Additionally, the Bidder is responsible for:

- i. Reporting problems to Sultanpur Lodhi Smart City (SLSC)/ O/O DC Kapurthala -CUM- CEO SLSC as soon as possible
- ii. Assisting Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC in monitoring of the SLA
- iii. Providing early warning of any organizational, functional or technical changes that might affect Bidder's ability to deliver the services
- iv. Assisting Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC to address and resolve issues from time to time

Bidder shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible.

#### **Sultanpur Lodhi Smart City (SLSC) / O/o DC Kapurthala -cum- CEO SLSC**

Sultanpur Lodhi Smart City (SLSC) / O/o DC Kapurthala -CUM- CEO SLSC is responsible for:

- i. Reporting defects and problems to the Bidder as soon as possible
- ii. Assisting Bidder in management of the SLA

- iii. Providing early warning of any organizational, functional or technical changes that might affect Bidder’s ability to deliver the services
  - iv. Assisting Bidder to address and resolve issues from time to time
- e. Penalties
- i. The total quarterly deduction shall not exceed 5% of the total Work Order Value.
  - ii. Two consecutive quarterly deductions of more than 4% of the total Work Order Value on account of any reasons, shall be deemed to be an event of default & termination General Conditions of the Contract & consequences shall follow

**Overall penalties including LD shall be deducted with a maximum capping of 10% of the Contract Value. Subsequently Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -cum- CEO SLSC reserves the right to initiate termination of the Contract / legal action against the Bidder.**

f. Management Escalation Procedures & Contact Map

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -cum- CEO SLSC and Bidder management are communicating at the appropriate levels.

**Escalation Procedure**

Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- i. Either Sultanpur Lodhi Smart City (SLSC) / O/O DC Kapurthala -CUM- CEO SLSC or Bidder can initiate the procedure
- ii. The “moving party” should promptly notify the other party that management escalation shall be initiated
- iii. Management escalation shall be defined as shown in the contact map below
- iv. Escalation shall be one level at a time and concurrently

**Contact Map**

Escalation Level	Department Representative with contact Details	Bidder* Representative with contact Details
Level 1: Technical Expert		
Level 2: DC -cum- CEO SLSC Kapurthala, Punjab		
Level 3: Steering Committee		

\*Bidder shall provide information for the following:

- i. Chief Executive Officer
- ii. Technical Expert
- iii. Team Members / Engineers

g. Acceptance of SLA

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement to vide Tender No. <TENDER REFERENCE NUMBER> Dated <DATE> to be executed by their respective authorized representatives

For and on behalf of:	For and on behalf of:
System Integrator (SI)/ Contractor	<b>Deputy Commissioner -cum- CEO, Sultanpur Lodhi Smart City, District Kapurthala</b>
Place:	Place:
Date:	Date:
Name:	Name:
Designation:	Designation:
Office Seal:	Office Seal:

**In Witness of:**

<b>Witness 1:</b>	<b>Witness 2:</b>
Place:	Place:
Date:	Date:
Name:	Name:
Designation:	Designation:
Office Seal:	Office Seal:

<b>Witness 3:</b>	<b>Witness 4:</b>
Place:	Place:
Date:	Date:
Name:	Name:
Designation:	Designation:
Office Seal:	Office Seal:

**5.47 Special Conditions of Contract (SCC)**

**5.48 Limitation of the Bidder's Liability towards the Purchaser**

- 5.48.1 The aggregate liability of Bidder to Purchaser (and to any affiliate thereof or other person or entity for or in respect of which any of the Services are provided) in connection with the performance of the Services or otherwise under this Agreement shall be limited to the Contract Value relating to and forming the basis

of Client's claim, regardless of whether liability is based on breach of contract, tort, strict liability, breach of warranty, failure of essential purpose or otherwise, provided that this limitation shall not apply to liability that has been finally determined to have resulted from the fraud or other wilful misconduct by or on behalf of Bidder.

- 5.48.2 Client shall bring any claim relating to the Services or otherwise under this Agreement within 48 months of completion of the Services.

#### **5.49 Ownership and Retention of Documents**

- 5.49.1 The Purchaser shall own the Documents, prepared by or for the Bidder arising out of or in connection with this Contract
- 5.49.2 Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

#### **5.50 Information Security**

- 5.50.1 The Bidder shall not carry any written/printed document, layout diagrams, floppy diskettes, hard disk, storage tapes, other storage devices or any other goods/material proprietary to Purchaser in/out of the DC and Project Office without written permission from the Purchaser
- 5.50.2 The Bidder shall not destroy any unwanted documents, defective tapes/media present at the DC and Project Office on their own. All such documents, tapes/media shall be handed over to the Purchaser.
- 5.50.3 The Bidder shall formulate a comprehensive Information Security Policy (ISP), Disaster Recovery and BCP policy based on BS7799 / ISO 27001 and BS15000 / ISO 20000 guidelines covering all the IT Infrastructure assets within 15 days from the date of signing of the Contract
- 5.50.4 The Bidder acknowledges that Purchaser's business Data and other proprietary information or materials, whether developed by Purchaser or being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "Proprietary Information") are confidential and Proprietary to Purchaser; and the Bidder along with its team agrees to use reasonable care to safeguard the Proprietary Information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the Bidder to protect its own Proprietary Information. The Bidder recognizes that

the goodwill of Purchaser depends, among other things, upon the Bidder keeping such Proprietary Information confidential and that unauthorized disclosure of the same by the Bidder or its team could damage the goodwill of Purchaser, and that by reason of the Bidder's duties hereunder. The Bidder may come into possession of such Proprietary Information, even though the Bidder does not take any direct part in or furnish the services performed for the creation of said Proprietary Information and shall limit access thereto to employees with a need to such access to perform the Services required by this Contract. The Bidder shall use such information only for the purpose of performing the said Services.

- 5.50.5 The Bidder shall, upon termination of this Contract for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to the Bidder by Purchaser, including any copies or reproductions, both hardcopy and electronic
- 5.50.6 The Bidder shall maintain strict confidentiality with respect to the Proprietary Information that it obtains during the term of this Contract. Such confidentiality shall be maintained by the Bidder even post termination or expiry of the term of the Contract for 15 years

#### **5.51 Confidentiality**

- 5.51.1 The Bidder shall not use Confidential Information, the name or the logo of the Purchaser except for the purposes of providing the Service as specified under this Contract
- 5.51.2 The Bidder shall not, either during the term or 6 months after expiration of this Contract, disclose any Proprietary or Confidential Information relating to the Services, Contract or the Architectures such as Solution architecture, Functional architecture, Business architecture, Security architecture, Network architecture and DC architecture, Purchaser's business or operations without the prior written consent of the Purchaser
- 5.51.3 The Bidder may only disclose Confidential Information in the following circumstances:
  - a. with the prior written consent of the Purchaser;
  - b. to a member of the Bidder's Team ("Authorized Person") if:
    - i. the Authorized Person needs the Confidential Information for the performance of obligations under this Contract;
    - ii. the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this Contract

iii. If the information is already made available in any public domain

- 5.51.4 The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality Agreement with the members of the, subcontractors, if permitted and other service provider's team members to the satisfaction of the Purchaser
- 5.51.5 The Bidder shall sign a Non-Disclosure Agreement (NDA) with the Purchaser as per format in Volume: I of the RFP at 6.1.4 Form A.4 of Section VI of RFP. The Bidder and its antecedents shall be bound by the NDA. The Bidder shall be held responsible for any breach of the NDA by its antecedents or delegates.
- 5.51.6 The Bidder shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Purchaser
- 5.51.7 The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause

## **5.52 Event of Default by the Bidder**

- 5.52.1 The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract which results in a material breach of the Contract shall constitute an Event of Default on the part of the Bidder. The Events of Default as mentioned above may include inter-alia the following:
- a. the Bidder has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures / Contract, or if the Bidder has fallen short of matching such standards/targets as the Purchaser may have designated with respect to any task necessary for the execution of the Scope of Work under this Contract which results in a material breach of the Contract. The above-mentioned failure on the part of the Bidder may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the Purchaser.
  - b. the Bidder has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the Purchaser, despite being served with a default notice which laid down the specific deviance on the part of the Bidder to comply with any stipulations or standards as laid down by the Purchaser
  - c. the Agency / Bidder's Team has failed to conform with any of the Service/Facility Specifications/standards as set out in the Scope of Work of this RFP or has failed to adhere to any amended direction, modification or

clarification as issued by the Purchaser during the Term of this Contract and which the Purchaser deems proper and necessary for the execution of the Scope of Work under this Contract

- d. the Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the RFP and this Contract
- e. There is an order from a court of competent jurisdiction for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder
- f. The Bidder Abandons the project during the Term of the Contract
- g. The Bidder's ISP license (in the event of the Bidder acting as an ISP/TSP/NSP) is revoked/ terminated/ suspended/ expired/ not renewed during the term of Contract

5.52.2 Where there has been an occurrence of such defaults inter alia as stated above, the Purchaser shall issue a notice of default to the Bidder, setting out specific defaults/deviances/omissions and providing a notice of Forty-Five (45) days to enable such defaulting party to remedy the default committed

5.52.3 Where despite the issuance of a default notice to the Bidder by the Purchaser the Bidder fails to remedy the default to the satisfaction of the Bidder, the Purchaser may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the Purchaser

### **5.53 Termination**

5.53.1 The Purchaser may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- a. Where the Purchaser is of the opinion that there has been such Event of Default on the part of the Bidder which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract
- b. Where it comes to the Purchaser's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid, the RFP or this Contract
- c. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the

filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the Project to a successor Bidder / Master System Integrator, and to ensure business continuity.

- d. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Purchaser
- e. Termination for Convenience: The Purchaser, may, by prior written notice sent to the Bidder at least 6 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. In case of termination, SULTANPUR LODHI SMART CITY shall pay for accepted Goods/Services completed up to the date of termination.

#### **5.54 Consequences of Termination**

- 5.54.1 In the event of termination of this Contract due to any cause whatsoever, the Contract with stand cancelled effective from the date of termination of this Contract
- 5.54.2 In case of exigency, if the Purchaser gets the undelivered or unfinished work done from elsewhere, the cost of getting that work done shall not exceed 10% over and above the quoted value of that undelivered or unfinished work, which shall be deducted from the payments of the successful Bidder
- 5.54.3 Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened / has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the Bidder as agreed mutually by the Purchaser and the Bidder or through a Third Party acceptable to both the parties may pay the Bidder for that part of the Services which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may

be required to offset any losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the Scope of Work under this Contract, the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, the subcontractor, if permitted/ other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Purchaser and as may be proper and necessary to execute the Scope of Work under the Contract in terms of the Bidder's Bid, the RFP and this Contract.

- 5.54.4 Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law
- 5.54.5 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operations of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination

## **5.55 Change Control**

### **5.55.1 Change Control Procedure**

This part of the section describes the procedure to be followed in the event of any proposed change to this Contract and Project Implementation & Maintenance. Such change shall include, but shall not be limited to, changes in the Scope of Work by bidder and changes to the terms of payment as stated in the RFP.

Sultanpur Lodhi Smart City recognize that frequent change is an inevitable part of delivering Services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The Bidder shall endeavour, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the RFP and Sultanpur Lodhi Smart City shall work with the Bidder to ensure that all changes are discussed and managed in a constructive manner.

This Change Control Schedule sets out the provisions which shall apply to changes to (a) the Contract; (b) the Project Implementation; and (c) the Project Maintenance.

- a. Change Control Note ("CCN") & Change Note on Scope of Work ("CNS")

- i. For performing of any functional changes to system, which are deviating from the signed- off Functional Requirements / System Requirements, a separate Change Control Note (CCN) shall be prepared by Bidder and the changes in the Solution shall be implemented accordingly at no additional cost to Sultanpur Lodhi Smart City. The time period for implementation of change shall be mutually decided between Bidder and Sultanpur Lodhi Smart City.
  - ii. In case there is a change request in the Scope of Work, the Bidder shall prepare the “CNS (change note on Scope of Work)” and get it approved by Sultanpur Lodhi Smart City for the additional cost, effort and implementation time
  - iii. The pricing of any change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the change.
- b. Decision of Sultanpur Lodhi Smart City on change being a CCN or CNS would be final & binding on Bidder
- i. Change requests in respect of the Contract, the Project Implementation, or the Maintenance SLA shall emanate from the Parties' respective Technical Expert who shall be responsible for obtaining approval for the change and who shall act as its sponsor throughout the Change Control Note / Change in Scope Process and shall complete Part A of the CCN/CNS attached below hereto. CCNs/CNSs shall be presented to the other Party's Technical Expert who shall acknowledge receipt by signature of the CCN/CNS.
  - ii. The Bidder and Sultanpur Lodhi Smart City, while preparing the CNS, shall consider the change only when such change is beyond the Scope of Work including ancillary and concomitant services required as detailed in RFP. The value of each CNS request should not be **exceeding 5% of the Contract value** in any case and overall cost of CNSs, during the term of Project, shall not **exceed 10% of the Contract Value**.
  - iii. It is hereby also clarified that the payment for the change of scope as stated shall be calculated as per the estimated man-month effort quoted by the Bidder in its bid and stated in a man-month effort to be submitted by the Bidder prior to taking up the change of control event and accepted by Sultanpur Lodhi Smart City
- c. Quotation
- i. The Bidder shall assess the CCN/CNS and complete Part B of the CCN/CNS.

In completing Part B of the CCN/CNS the Bidder shall provide as a minimum:

- a description of the change;
  - a list of deliverables required for implementing the change;
  - a timetable for implementation;
  - an estimate of any proposed change;
  - any relevant acceptance criteria;
  - an assessment of the value of the proposed change for CNS;
  - material evidence to prove that the proposed change is not already covered within the scope of the Project, SLAs, or Contract
- ii. Prior to submission of the completed CCN/CNS to Sultanpur Lodhi Smart City, the Bidder shall undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the Bidder shall consider the materiality of the proposed change in the context of the Contract, the Project Implementation & Maintenance including SLAs affected by the change and the total effect that may arise from implementation of the change.
- iii. Materiality criteria shall be established by Sultanpur Lodhi Smart City, and the Bidder's Technical Expert. Changes requiring no escalation of authority can be implemented. Discussion and Contract as to materiality shall be held in accordance with the Governance Schedule.
- iv. Upon receipt of the Change Proposal, Sultanpur Lodhi Smart City and the Bidder shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, Sultanpur Lodhi Smart City shall, if it intends to proceed with the Change, issue the Bidder a Change Order. If the Sultanpur Lodhi Smart City is unable to reach a decision within fourteen (14) days, it shall notify the Bidder with details of when the Bidder can expect a decision. If Sultanpur Lodhi Smart City decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Bidder accordingly.

d. Costs

Bidder shall be responsible for its own costs incurred in the quotation, preparation of CCNs/CNSs and in the completion of its obligations described in this process provided the Bidder meets the obligations as set in the CCN/CNS. In the event the Bidder is unable to meet the obligations as defined in the CCN/CNS then the cost of getting it done by third party shall be borne by the Bidder.

e. Reporting/Review

The Status on the progress of the change requests and CCNs/CNSs shall be reported by Bidder to Sultanpur Lodhi Smart City on a periodic basis and same shall be reviewed by both the parties on fort-nightly basis. For any changes in the Solution, identified by either party, Bidder shall prepare a detailed Change Control Note / Change Note on Scope of Work within 10 (ten) working days from the date of intimation of such change.

f. Obligations

The Bidder shall be obliged to implement any proposed changes once approval from Sultanpur Lodhi Smart City in accordance with this CCN/CNS has been given, with effect from the date agreed for implementation.

g. Payment for Change Order

Payment for any change order on Scope of Work (CNS) shall be on the basis of the blended Man-month rate as quoted in the Commercial Bid (exclusive of any Tax) and would be paid quarterly.

#### **5.56 Terms and Conditions of Bidders**

Any terms and conditions of the Bidders shall not be considered as forming part of their Bids.

#### **5.57 Deviations and Exclusions**

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bids with deviation(s) are liable for rejection.

#### **5.58 Disqualification**

5.58.1 SI/Bidder shall be liable for disqualification and forfeiture of the BID SECURITY / EMD submitted by it, if any legal, financial or technical adviser of Sultanpur Lodhi Smart City in relation to the Project is engaged by the Bidder, its members or any Associate thereof, as the case may be, in any manner for matters related to or incidental to such Project during the Bidding Process or subsequent to the (i) issuance of the LOI or (ii) execution of the Agreement.

5.58.2 In the event any such adviser is engaged by the Successful Bidder or the Contractor, as the case may be, after issuance of the LOI or execution of the Agreement for matters related or incidental to the Project, then notwithstanding anything to the contrary contained herein or in the LOI or the Agreement and without prejudice to any other right or remedy of Sultanpur Lodhi Smart City, including the forfeiture and appropriation of the BID SECURITY / EMD or PBG, as the case may be, the LOI and/or the Agreement shall be liable to be terminated without Sultanpur Lodhi Smart City being liable in any manner whatsoever to the Successful Bidder or Contractor for the same.

- 5.58.3 For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the Bidder, its member or Associate in the past but its assignment expired or was terminated prior to the Bid Due Date. Nor will this disqualification apply where such adviser is engaged after a period of 3 (three) years from the date of completion of Scope of Work of the Project.
- 5.58.4 The bid is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP
- a) During validity of the bid, or its extended period, if any, the bidder increases its quoted prices
  - b) The bidder's bid is conditional and has deviations from the terms and conditions of RFP
  - c) Bid is received in incomplete form
  - d) Bid is not accompanied by all the requisite documents
- 5.58.5 Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- 5.58.6 Financial bid is enclosed with the same document as technical bid.
- 5.58.7 Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- 5.58.8 In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.

#### **5.59 Right to vary quantity after survey**

- 5.59.1 The quantities of hardware, software, licenses, networking components, civil and electrical works, installation, integration, testing, commissioning, and Operation & Maintenance (O&M) services specified in the bidding documents are indicative and may be varied based on the outcome of detailed site surveys, design finalisation, field conditions, or operational requirements.
- 5.59.2 The Purchaser may increase or decrease the quantities up to twenty percent ( $\pm 20\%$ ) of the package quantities specified in this RFP without any change in unit rates, prices, taxes, duties, or other commercial terms and conditions of the Contract.
- 5.59.3 In case the cumulative variation of quantities exceeds  $\pm 20\%$ , Sultanpur Lodhi Smart City reserves the right, at its sole discretion, to renegotiate the prices of only the affected items (hardware, software, services, or O&M components), subject to

mutual agreement, availability of funds, and approval of the competent authority.

- 5.59.4 The Purchaser shall have the right to omit, reduce, defer, or cancel any item or quantity of the scope of work, including complete omission of certain components or locations, due to changes in site conditions, statutory requirements, funding constraints, or operational priorities. In such cases, the System Integrator shall not be entitled to any claim, compensation, loss of profit, or damages, except to the extent expressly provided under the Contract.
- 5.59.5 Repeat orders or procurement of additional quantities of identical or compatible items may be placed, where specifically provided in the bidding documents, on the same unit rates and contractual terms, provided the original award was made through open competitive bidding. The delivery, implementation, and O&M periods may be proportionately adjusted, as approved by the Purchaser.
- 5.59.6 All quantity variations, repeat orders, or scope adjustments shall be implemented only through formal Contract Amendments / Change Orders issued by the Purchaser and shall not, by themselves, constitute a change in the overall nature or classification of the Contract.

## **5.60 Service Level Agreement**

This Annexure outlines the key service level requirements of Sultanpur Lodhi Smart City based on the Command & Control Centre and software products, which needs to be ensured by the SI during the Operations and Maintenance period. These performance requirements shall be strictly imposed and a third-party audit/certification agency may be deployed for certifying the performance of the SI against the target performance metrics as outlined in the table provided subsequently. The SLA monitoring shall be performed/reviewed on a monthly basis. During the Contract period, it is envisaged that there may be changes to the SLA, in terms of addition, alteration or deletion of certain parameters based on mutual consent of both the parties i.e. SULTANPUR LODHI SMART CITY and the Bidder.

## **5.61 SLA Definition & Measurement**

The SLA specifies the expected levels of service (i.e. baseline service level) to be provided by the SI to the various stakeholders of the Project. Payment to SI shall be made as per the payment schedule and is linked to the compliance with the SLA metrics laid down in the tables provided subsequently. The table also specifies the limits and metrics for lower performance and breach levels. The SLAs consists of specific set of parameters for ensuring the desired performance level of CCC Project and are enlisted in the table below:

- a. Availability

- b. Performance
- c. ICT Infrastructure Management
- d. Helpdesk management

A summarized metrics of the above-mentioned SLA parameters is provided below and detailed out subsequent Section.

**SLA Metric**

S. No.	Metric	Score for Baseline Metric
A.	Availability	50
B.	Performance	25
C.	Infrastructure Management	15
D.	Helpdesk Management	10
<b>Total</b>		<b>100</b>

SI shall get 100% of EQI (Equated Quarterly Instalment) for the concerned quarter if the baseline performance metrics are complied with. The SI shall get lesser payment in case of a lower performance on any parameter.

The SLA score shall be calculated based on the following table:

S. No.	SLA Score Range	Incentives/ Deductions
1.	< 100 & ≥ 95	0.25 % penalty for every point < 100 & ≥95
2.	< 95 & ≥ 85	0.75 % penalty for every point <100 & ≥85
3.	< 85	1 % penalty for every point <100
<b>Note:</b> The percentage penalty would be calculated on the bill raised by the Bidder for the concerned quarter.		
<b>Example:</b> SLA Score of 82 shall lead to a Penalty of 18% (i.e. 18 x 1% =18%)		

**Note:** Sultanpur Lodhi Smart City may provide to the SI some period from the date of Go-Live as the SLA holiday period wherein the SLAs shall not be applicable on the SI. This SLA holiday period shall be decided by Sultanpur Lodhi Smart City and shall not be more than a quarter. This SLA holiday period is only for the purpose of streamlining the SLA measurement and monitoring process of CCC Project. However, during this period, Sultanpur Lodhi Smart City may also modify the SLAs. These SLAs shall continue to whole true in case of any enhancements/modifications/changes.

## 5.62 Implementation SLA Matrix & Payment Milestone

S. No.	Activity / Task	Timeline	Deliverables/ Milestone	Payment Milestone
1.	Issuance of Letter of Award (LoA)	A	Date of Award	Nil
2.	Signing of Contract with MSI	A + 21 days = T	Date of Signing of Contract	Nil
3.	Kick-off meeting and Mobilization of core Team (Technical Expert)	T + 7 days	<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	Nil
4.	Site survey for all business areas (Site survey report, prepared by SLC will be provided to selected SI)	T + 15 days	<ul style="list-style-type: none"> <li>Site Survey Report &amp; Detailed Work Plan</li> </ul>	Nil
5.	Completion of Site Readiness of CCC and local Data Centre and laying of OFC and readiness for pole erection.	T + 3 months	<ul style="list-style-type: none"> <li>Site readiness report</li> <li>Inspection report approved by SLSC</li> </ul>	Nil
6.	Delivery of all hardware including software licenses at the Data Centre, CCC and all field equipment/ components	T + 4 months	<ul style="list-style-type: none"> <li>Delivery Challan with date &amp; stamp on delivery proof</li> <li>Stock Entry of Hardware and Verification of Hardware by the concerned authority.</li> <li>Warranty certificate issued by respective OEMs for each hardware back to back in the name of respective SLSC</li> <li>Insurance certificate from the Insurance Company</li> </ul>	20% of CAPEX value on delivery of hardware and all software licenses (Delivery Challan with date & stamp on delivery proof)

S. No.	Activity / Task	Timeline	Deliverables/ Milestone	Payment Milestone
7.	Installation and commissioning of HW/Infrastructure, software development and customization	T + 7 months	<ul style="list-style-type: none"> <li>• Installation, Testing and Commissioning Report</li> <li>• Complete set of Technical, Operations &amp; Maintenance Manual</li> <li>• Software Installation Guide and Checklist</li> <li>• Device-wise configuration report stating IP schema</li> </ul>	20% of CAPEX value
8.	User Acceptance Testing, Training of all smart components	T + 8 months	<ul style="list-style-type: none"> <li>• UAT Report</li> <li>• Training and Capacity Building</li> <li>• Defect Resolution Report</li> <li>• Commissioning Report</li> <li>• Customization of solution as per User Feedback</li> <li>• User Acceptance Testing</li> </ul>	20 % of CAPEX value
9.	Go-Live of all Smart Solutions (G)	T + 9 months = G	<ul style="list-style-type: none"> <li>• User Acceptance testing sign off</li> <li>• Final Acceptance Testing Sign off</li> <li>• Go-Live of all Smart Solutions and Operational Certificate from Competent Authority</li> <li>• Mobilization of required staff for O&amp;M</li> </ul>	30 % of CAPEX value

S. No.	Activity / Task	Timeline	Deliverables/ Milestone	Payment Milestone
10.	Operation & Maintenance	G + 7 years	<ul style="list-style-type: none"> <li>SLA Adherence Report on a Monthly/ Quarterly basis</li> </ul>	<p>CAPEX amortized over 7 years: 10% (28 quarterly payments of 0.357 % after in equated instalments after deductions of penalties, if any)</p> <p><b>AND</b></p> <p>OPEX amortized for 7 years payable quarterly at the end of each quarter in equated instalments after deductions of SLA penalties</p>

### Operations and Maintenance SLAs

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
<b>A.</b>				<b>50</b>		<b>34</b>		<b>16</b>		<b>-50</b>
<b>Availability</b>	<b>A.1</b> DC Infra (Servers / Storage /Router/ Switches/ Link Load Balancers, Firewall / IPS/	<p><b>Monthly SLA Monitoring</b> Average of the day wise uptime of each component shall be taken for arriving at the monthly score for that component.</p> <p><b>Quarterly SLA Monitoring</b> Average of the month-wise scores shall be taken for the quarterly measurement</p>	≥ 99.982 %	9	< 99.982 % & ≤ 98.0 %	6	< 98.00 % & ≥ 96.00 %	4	< 96.00 %	-9
	AMP/ APT/DDOS/ WAF)	Average of the month-wise scores shall be taken for the quarterly measurement								
	<b>A.2</b> CCTV Cameras	<p><b>Following camera conditions shall also be counted under "Downtime"</b></p> <ul style="list-style-type: none"> <li>Bad feeds due to Video Jitter, dim, blurred, unfocused, obstructed, nonaligned feed</li> </ul>	≥ 99.982 %	9	< 99.982 % & ≥ 98.50 %	6	< 98.50 % & ≥ 97.50 %	4	< 97.50 %	-9

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		<ul style="list-style-type: none"> <li>Framerate for viewing and recording not as per the RFP requirements</li> </ul> <p><b>Daily SLA Monitoring</b> Average of the hourly uptime of each camera shall be taken for arriving at the daily score for CCTV Cameras</p> <p><b>Monthly SLA Monitoring</b> Average of the day wise uptime of each component shall be taken for arriving at the monthly score for that component.</p> <p><b>Quarterly SLA Monitoring</b> Average of the month-wise scores shall be taken for the quarterly measurement</p>								
	A.3 CCC Platform & associated applications	<p><b>Monthly SLA Monitoring</b> Average of the day wise uptime of each</p>	≥ 99.982 %	9	< 99.982 % & ≤ 98.00 %	6	< 98.00 % & ≥ 96.00	4	< 96.00 %	-9

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		<p>component shall be taken for arriving at the monthly score for that component.</p> <p><b>Quarterly SLA Monitoring</b> Average of the month-wise scores shall be taken for the quarterly measurement</p>					%			
	A.4 Network / OFC Backbone	<p><b>Daily SLA Monitoring</b> Average of the hourly uptime of each location and DC switch shall be taken for arriving at the daily score</p>	≥ 99.50 %	9	< 99.9 % & ≤ 98.00 %	6	< 98.00 % & ≥ 96.00 %	4	< 95.00 %	-9
		<p><b>Monthly SLA Monitoring</b> Average of the day wise uptime of each location and DC switch shall be taken for arriving at the monthly score.</p> <p><b>Quarterly SLA Monitoring</b> Average of the month-wise scores shall be taken for the quarterly</p>								

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		measurement								
	<b>A.5</b> Video Wall	<p>Equipment Downtime shall be measured from the time the equipment becomes unavailable (due to any reasons whatsoever attributable to the MSI) for Business processing to the end user to the time it becomes fully available</p> <p><b>Monthly SLA Monitoring</b></p> <p>Average of the day wise uptime of each component shall be taken for arriving at the monthly score for that component.</p>	≥ 99.70 %	8	< 99.70 % & ≥ 96.50 %	6	< 96.50 % & ≥ 95.00 %	2	< 95.00 %	-8

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		<p><b>Quarterly SLA Monitoring</b></p> <p>Average of the month-wise scores shall be taken for the quarterly measurement</p>								
	<b>A.6</b> Workstation equipment in NOC and Helpdesk	<p>Equipment Downtime shall be measured from the time the equipment becomes unavailable (due to any reasons whatsoever attributable to the MSI) for Business processing to the end user to the time it becomes fully available</p> <p><b>Monthly SLA Monitoring</b></p> <p>Average of the day wise uptime of each component shall be taken for arriving at the monthly score for that component.</p> <p><b>Quarterly SLA Monitoring</b></p> <p>Average of the month-wise scores</p>	≥ 99.70 %	6	< 99.70 % & ≥ 96.50 %	4	< 96.50 % & ≥ 95.00 %	2	< 95.00 %	-6

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		shall be taken for the quarterly measurement								
<b>B. Performance</b>				<b>25</b>						
	<b>B.1</b> CCC Platform including Reports Generation Response Time (Alerts/MIS/Logs etc.) Percentage of transactions meeting the Base Line Loading time for all pages	Response time to be measured at interval of 30 minutes and averaged quarterly	≤ 4 seconds	9	> 4 seconds & ≤ 7 seconds	6	>7 seconds & ≤ 10 seconds	3	> 10 seconds	-9
	<b>B.2</b> Network/OFC Backbone	Reports from EMS/NMS Tool	<ul style="list-style-type: none"> <li>• &gt; 99.00 % through put of minimum stipulated bandwidth during 24*7 hours</li> <li>• Average Packet loss ≤ 0.5%</li> <li>• Latency ≤50 ms</li> </ul>	9	N.A.		N.A.		Breach of Baseline metrics for sustained period of more than 600 seconds	0.2 X n (where n is the number of such instances)

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
	<b>B.4</b> Average Page Load time/ Maximum time for successful settings modification of field devices	Reports from EMS and Video Management System	≤ 4 seconds	7	> 4 seconds & ≤ 6 seconds	4	> 6 seconds & ≤ 8 seconds	0	> 8 Seconds	-7
<b>C.</b>				<b>15</b>						
<b>Infrastructure Management</b>	<b>C.1</b> Power Availability (DG, UPS etc.)	Availability of Power will be measured up to the socket level in the equipment room that will be providing power to the Racks.	≥ 99.982 %	3	< 99.982 % & ≥ 98.50 %	2	< 98.50 % & ≥ 97.50 %	1	< 97.50 %	-3
	<b>C.2</b> BMS system Availability	<b>Monthly SLA Monitoring</b> Average of the day wise uptime of BMS System shall be taken for arriving at the monthly score for that component. <b>Quarterly SLA Monitoring</b> Average of the month-wise scores shall be taken for the quarterly measurement	≥ 99.982 %	3	< 99.982 % & ≥ 98.50 %	2	< 98.50 % & ≥ 97.50 %	1	< 97.50 %	-3

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
	<b>C.3</b> Security rules & Policy update	As directed by SLSC	Within 90 minutes from the written instructions from DC - cum- CEO SLSC	3	≤ 3 violations of Baseline metrics	2	> 3 violations & ≤ 5 violations of Baseline metrics	1	> 5 violations of Baseline metrics	-3
	<b>C.4</b> Anti-virus, Anti-spyware, Anti-spam updates	As and when released officially by the Product vendor	Within 180 minutes from the release of the updates from the product vendor	3	≤ 3 violations of Baseline metrics	2	> 3 violations & ≤ 5 violations of Baseline metrics	1	> 5 violations of Baseline metrics	-3
	<b>C.5</b> Patches, firmware & Updates from Product vendor	As and when released officially by the Product vendor	Within 48 hours from the release of the updates from the product vendor	3	≤ 3 violations of Baseline metrics	2	> 3 violations & ≤ 5 violations of Baseline metrics	1	> 5 violations of Baseline metrics	-3
<b>D. Helpdesk Support</b>				<b>10</b>						
	<b>D.1</b> Help Desk Response Time	Time taken to sending emails and ticket assignment from the time of	≤1 hour	2	>1 hr and ≤ 2 hrs	1	N.A.	0	>2 hours	-2

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		<p>registering the request.</p> <p><b>Daily SLA Monitoring:</b> Average must be achieved for responding to the request in at least 95% of cases in the stipulated time.</p> <p><b>Quarterly SLA Monitoring:</b> Average day wise measurements shall be taken for the quarterly measurements.</p>								
	<b>D.2</b> L1 support resolution time	<p>Resolution time by L1 support after the issues has been logged.</p> <p>Average must be achieved for at least 95% of cases in a quarter</p>	<24 hours	4	> 24 hrs & ≤3 days	2	N.A.	0	>3 days	-4
	<b>D.3</b> L2 support resolution time	<p>Resolution time by L2 support after the issues has been logged.</p> <p>Activities under L2 supported need to be agreed upon.</p> <p>Average must be</p>	Within agreed timeline	4	N.A.	2	N.A.	0	Beyond agreed timeline	-4

Parameter	Components	Measurement methodology	Baseline Metrics		Lower Performance Category A		Lower Performance Category B		Breach	
			Metric	Score	Metric	Score	Metric	Score	Metric	Score
		achieved for at least 95% of cases in a quarter								

## **SECTION - VI**

### **BIDDING & CONTRACT FORMS**

## **SECTION VI: BIDDING & CONTRACT FORMS**

### **6.0 Documents Comprising the Bids & Contract Forms**

The bid prepared by the Bidder shall comprise of the following components:

### **6.1 Eligibility Criteria- The Eligibility Criteria shall comprise of the following:**

- 6.1.1 Form A.1: Bid Submission Checklist
- 6.1.2 Form A.2: Eligibility Criteria Covering Letter
- 6.1.3 Form A.3: Non-Disclosure Agreement
- 6.1.4 Form A.4: Company Profile
- 6.1.5 Form A.5: Turnover and Net Worth Certificate
- 6.1.6 Form A.6: Affidavit
- 6.1.7 Form A.7: Undertaking of non-blacklisting
- 6.1.8 Form A.8: Power of Attorney
- 6.1.9 Form A.9: Total Responsibility Certificate
- 6.1.10 Form A.10: Undertaking for NIL Deviation
- 6.1.11 Form A.11: Conflict of Interest
- 6.1.12 Form A.12: Disclosure of Court Cases
- 6.1.13 Form A.13: Self-declaration by the Bidder

### **6.2 Technical Bid - The Technical Bid shall comprise of the following:**

- 6.2.1 Form A.1: Technical Bid Cover Letter
- 6.2.2 Form A.2: Project Citation / Case Studies
- 6.2.3 Form A.3: Manufacturer's Authorization Format (MAF) from OEM
- 6.2.4 Form A.4: Technical Specifications of all the hardware and software
- 6.2.5 Form A.5: Undertaking on Change Request
- 6.2.6 Form A.6: Manpower Details
- 6.2.7 Form A.7: Undertaking of Products quoted are not blacklisted
- 6.2.8 Form A.8: Undertaking for Firmware/software upgrades
- 6.2.9 Form A.9: Declaration on OEM's letter head for MAC address of the cameras
- 6.2.10 Form A.10: Technical compliance on OEM's letterhead
- 6.2.11 Form A.11: Declaration on OEM's letter head for ICCC Platform technical support team
- 6.2.12 Form A.12: After Sales Service

**6.3 Commercial Bid - The Commercial Bid shall comprise of the following:**

6.3.1 Form A.1: Commercial Bid Cover Letter

6.3.2 Form A.2: Commercial Bid Format

**6.4 Indicative Bill of Material (BOM)**

**6.5 Performance Bank Guarantee (PBG): Contract Form - I**

**6.6 Draft Contract Agreement**

**6.7 Draft Notification of Award (NoA)**

**6.8 Format for Request for Clarification / Pre-bid queries**

## 6.1 Eligibility Criteria

### 6.1.1 Form A.1: Bid Submission Checklist

6.1.1.1 The following Checklist is intended to help the Bidders in submitting Proposals which are complete. Incomplete Proposals are liable to be rejected. Bidders are advised to go through the list carefully and submit Proposals complete in all respect.

6.1.1.2 Bidders are also required to submit this Checklist, duly completed, along with their Proposal.

6.1.1.3 Any other documents required as per any other clauses of the RFP Documents shall be submitted along with the Proposal even if not indicated in the following checklist.

6.1.1.4 Proposal Checklist:

S. No.	RFP Reference	Description	Format	Documentary Evidence Enclosed	Proposal Reference Section & Page No.
<b>Eligibility Criteria</b>					
1.	6.1.1	Bid Submission Checklist	Form A.1	As per form A.1	
2.	Clause 2.16 Earnest Money Deposit (BID SECURITY / EMD )/ Bid Security of Section II of RFP	Bid Security / EMD shall be submitted in the electronic format online (NEFT/ RTGS/ Internet Banking) or any other online mode available on Punjab Government eProcurement System.	Not applicable	A copy of online (eproc) receipt of BID SECURITY / EMD , should be uploaded as part of the Technical Proposal on <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> .	
3.	Clause 3 Eligibility Criteria for the Bidder of Section III of RFP	Eligibility Criteria Covering Letter	Form A.2	As per form A.2	
4.	Clause 5.51.5 of Section IV of RFP	Non-Disclosure Agreement	Form A.3	As per form A.3	
5.	Clause 3.1 (1) - Eligibility Criteria of Section III of RFP	Certificate of Incorporation/ Registration Certificate for the Lead Bidder and each of the consortium member	Not Applicable	Copy of Certificate of Incorporation/ Registration.	

S. No.	RFP Reference	Description	Format	Documentary Evidence Enclosed	Proposal Reference Section & Page No.
6.	Clause 3.1 (2) - Eligibility Criteria of Section III of RFP	Registration under labour laws & contract act for the Bidder	Not Applicable	Copy of Labour Registration Certificate	
7.	Clause 3.1 (1) - Eligibility Criteria of Section III of RFP	GST number for the Bidder	Not Applicable	Copy of Registration Certificates with the GST Authorities	
8.	Clause 3.1 (4) - Eligibility Criteria of Section III of RFP	Permanent Account Number (PAN) of the Bidder	Not Applicable	Copy of PAN	
9.	Clause 3.1 (5) - Eligibility Criteria of Section III of RFP	Memorandum of Association and Article of Association of the Bidder	Not Applicable	Copy of MoA & AoA	
10.	Clause 2.12.2 (A.4) of Section II of RFP	Company Profile	Form A.4	As per form A.4	
11.	Clause 3.1 (6 & 7) - Eligibility Criteria of Section III of RFP	Turnover and Net Worth Certificates	Form A.5	<p>Audited financial statements for the last three (3) financial years i.e. FY 2022-2023, FY 2023-2024 &amp; FY 2024-2025.</p> <p>Certificate from Statutory Auditor/ CA with UDIN no. on net worth for the last three (3) audited financial years i.e. FY 2022-2023, FY 2023-2024 &amp; FY 2024-2025, should be enclosed as per the format given at <b>Form A.5</b></p>	

S. No.	RFP Reference	Description	Format	Documentary Evidence Enclosed	Proposal Reference Section & Page No.
				(clause 6.1.6 of Section VI of RFP).	
12.	Clause 3.1.3 (10) of Section III of RFP	Affidavit	Form A.6	As per form A.6	
13.	Clause 3.1 (11) - Eligibility Criteria of Section III of RFP	Undertakings of non-black listing	Form A.7	As per form A.7	
14.	Clause 3.1 (15) - Eligibility Criteria of Section III of RFP	Power of Attorney	Form A.8	As per form A.8	
15.	Clause 2.38.1 of Section II of RFP	Total Responsibility Certificate	Form A.9	As per form A.9	
16.	Clause 2.35.1 (b) vii of Section II of RFP	Undertaking for NIL Deviation	Form A.10	As per form A.10	
17.	Clause 5.38 of Section V of RFP	Conflict of Interest	Form A.11	As per form A.11	
18.	Clause 2.12.2 (A.12) of Section II of RFP	Disclosure of Court Cases	Form A.12	As per form A.12	
19.	Clause 2.12.2 (A.13) of Section II of RFP	Self-declaration by the Bidder	Form A.13	As per form A.13	
<b>Technical Bid</b>					
20.	Clause 2.12 of Section II of RFP	Technical Bid Cover Letter (Company Letter head)	Form A.1	As per form A.1	
21.	Clause 2.12.2 (B.2) of Section II of RFP	Project Citation / Case Studies	Form A.2	As per form A.2	

<b>S. No.</b>	<b>RFP Reference</b>	<b>Description</b>	<b>Format</b>	<b>Documentary Evidence Enclosed</b>	<b>Proposal Reference Section &amp; Page No.</b>
22.	Clause 3.1 (12) - Eligibility Criteria of Section III of RFP	Manufacturer's Authorization Format (MAF) from OEM	Form A.3	As per form A.3	
23.	Clause 4.2 of Section IV of RFP	Technical Specifications of all the hardware and software	Form A.4	As per form A.4	
24.	Clause 5.57 of Section V of RFP	Undertaking on Change Request	Form A.5	As per form A.5	
25.	Clause 5.12.10, 5.13 & 5.14 of Section V of RFP	Manpower Details	Form A.6	As per form A.6	
26.	Clause 3.1 (11) - Eligibility Criteria of Section III of RFP	Undertaking of Products quoted are not blacklisted	Form A.7	As per form A.7	
27.	Clause 3.3.1 (2) of Section III of RFP	Undertaking for Firmware/software upgrades	Form A.8	As per form A.8	
28.	Clause 3.3.2 (3) of Section III of RFP	Declaration on OEM's letter head for MAC address of the cameras	Form A.9	As per form A.9	
29.	Clause 3.3.1 (3), 3.3.21 & 3.3.23 (b) of Section III of RFP	Technical compliance on OEM's letterhead	Form A.10	As per form A.10	
30.	Clause 3.3.6 of Section III of RFP	Declaration on OEM's letter head for ICCS Platform technical support team	Form A.11	As per form A.11	
31.	Clause 2.12.2 (B.12) of Section II of RFP	After Sales Service	Form A.12	As per form A.12	

S. No.	RFP Reference	Description	Format	Documentary Evidence Enclosed	Proposal Reference Section & Page No.
<b>Commercial Bid</b>					
32.	Clause 2.5.5 of Section II of RFP	Commercial Bid Cover Letter	Form A.1	As per form A.1	
33.	Clause 2.5.5 of Section II of RFP	Commercial Bid Format	Form A.2	As per form A.2	

**6.1.2 Form A.2: Eligibility Criteria Cover Letter**

(Company Letter Head)

To,

The Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City,  
District Kapurthala, Punjab.

Dear Sir,

We, the undersigned, offer to provide Implementation & Maintenance of Smart Solutions in in Sultanpur Lodhi response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no> for **“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”**. We are hereby submitting our Proposal, which includes this Eligibility Criteria, Technical Bid (Envelope 1) and the Commercial Bid (Envelope 2) in separate covers.

We hereby declare that all the information and statements made in this eligibility criteria are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet. We agree to abide by all the terms and conditions of the RFP and related corrigendum(s)/ addendum(s).

We confirm that we have read the RFP document and have no reservation in accepting the provisions of the RFP, General Conditions of Contract, Scope of Work. We undertake that we have no deviations to the terms and conditions of the RFP and related corrigendum(s)/addendum(s). At later date, if any deviation is observed, it shall stand withdrawn. We would hold the terms of our bid valid for 180 days as stipulated in the RFP.

We hereby undertake that in case the contract is awarded to us, we shall submit the PBG as per RFP terms and conditions. We hereby declare that our bid is made in good faith, without collusion or fraudulent intent.

We hereby declare that as per RFP requirement, we have not been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date.

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

The information contained in the Proposal is true and correct to our best knowledge and belief.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

### 6.1.3 **Form A.3: Non-Disclosure Agreement**

*(To be executed on Non - judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)*

[Bidder Name and Address]

Subject: Non-Disclosure Agreement

We write to confirm the agreed terms in respect of the confidentiality and non-disclosure of information that we shall each, as a disclosing party, be making available to the other, as a receiving party.

Each party shall be providing the other with access to certain information which has been designated as confidential information, and which relates to the business, clients, customers, products, methodologies and working practices of the disclosing party (“the Information”). This Information may be disclosed either in writing, orally (oral information to be confirmed in writing within 3 days of its disclosure) or by access to computer systems or data. In consideration for the disclosing party granting this access to the Information, the receiving party agrees that:

1. Subject to clause 7 below, the receiving party shall keep the Information strictly confidential and shall not disclose it to any third party (except as set out below) without the prior written consent of the disclosing party.
2. The Information shall only be disclosed to those employees of the receiving party who need to know for the proper performance of their duties in relation to the project, and then only to the extent reasonably necessary. The receiving party shall take appropriate steps to ensure that all employees to whom access to the Information is given are aware of its confidentiality and agree to be bound by restrictions no less onerous than the terms contained in this letter.
3. The Information disclosed to the receiving party shall be used solely for the purpose of sharing technical and commercial information pertaining to the to be changed
4. Each party shall comply with the obligations set out herein and the obligation of the party shall terminate upon the earlier of (a) the expiry of <<to be inserted>> from the date hereof, or (b) the execution of a definitive agreement between the parties in furtherance of the Purpose
5. The receiving party shall establish and maintain reasonable security measures to provide for the safe custody of the Information and to prevent unauthorised access to it.
6. On the termination of the receiving party’s involvement in the above project, and upon being requested to do so, the receiving party shall either return the Information disclosed to it or destroy/ delete the same from its servers/ possession, including all copies thereof, within a reasonable period, subject only to the extent necessary for the maintenance of proper professional records. Such destruction has to be certified by the authorised officer of the company supervising the destruction.

7. The obligations set out above shall not apply to any Information which:
  - a. is or becomes publicly available other than through a breach of this agreement;
  - b. is already in the possession of the receiving party without any obligation of confidentiality;
  - c. is obtained by the receiving party from a third party without any obligation of confidentiality;
  - d. is independently developed by the receiving party outside the scope of this agreement; or
  - e. the receiving party is required to disclose by any legal or professional obligation or by order of any regulatory authority.
8. The receiving party acknowledges that the disclosing party retains the copyright and all intellectual property rights in the Information and that the receiving party may not copy, adapt, modify or amend any part of the Information or otherwise deal with any part of the Information except with the prior express written authority of the disclosing party.
9. This agreement shall be governed by, and construed in accordance with, the Laws of India and the High Court of Punjab and Haryana, Chandigarh shall have exclusive jurisdiction.

We should be grateful if you would also acknowledge your agreement to these terms by signing the copy of this letter where indicated and returning it to us.

Yours faithfully,

For Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala

We agree to the above terms regulating the disclosure of the Information.

Name of the Official  
Designation

For and on behalf of Bidder

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

**6.1.4 Form A.4: Company Profile**

*(To be provided on the Company letterhead by the Sole bidder)*

<b>Sr. No.</b>	<b>Particulars</b>	<b>Description or Details</b>
1.	Name of Bidder	
2.	Legal status of Bidder (company, Pvt. Ltd., LLP etc.)	
3.	Main business of the Bidder	
4.	Registered office address	
5.	Incorporation date and number	
6.	GST number	
7.	PAN details	
8.	Primary Contact Person (Name, Designation, address, mobile number, fax, email)	
9.	Secondary Contact Person (Name, Designation, address, mobile number, fax, email)	

*(Signature) Name: Designation: Address: Phone No: Fax No: Mobile No:*

**6.1.5 Form A.5: Turnover and Networth Certificate**

*(the certificate should be issued on the letter head of the auditor's firm)*

S. No.	Financial Year	Annual Turnover (INR Crores)	Average Annual Turnover (INR Crores)
1.	Financial Year 2022-23		
2.	Financial Year 2023-24		
3.	Financial Year 2024-25		

**Note:** The audited Financial Statements for the corresponding years have to be enclosed.

S. No.	Financial Year	Net Worth (INR Crores)
1.	Financial Year 2022-23	
2.	Financial Year 2023-24	
3.	Financial Year 2024-25	

**Note:** The audited Financial Statements for the corresponding years have to be enclosed.

Name of the auditor issuing the certificate

Name of the auditor's Firm:

Seal of auditor's Firm:

UDIN No.

Date:

*(Signature, name and designation of the authorized signatory for the Auditor's Firm)*

**6.1.6 Form A.6: Affidavit**

*(NOTE: This affidavit should be on a non-judicial stamp paper of Rs.10/- and shall be attested by Magistrate/Sub-Judge/ Notary Public)*

**Name of work:** Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab.

**Dear Sir**

I ..... (name of the authorized representative of the bidder) son/ daughter of .....resident .....(full address), aforesaid solemnly affirm and state as under;

1. I, undersigned, do hereby certify that all the information furnished and statement' s made in response to this notice inviting bid are true and correct and nothing has been concealed.
2. I, undersigned or our firm M/s .....have never been blacklisted or debarred by any State Govt. /Central Government/Autonomous Body/Authority in Law.
3. I, undersigned or our firm M/s .....have never been declared bankrupt/ insolvent as on date.
4. The undersigned hereby authorize(s) and request(s) any bank, person, firm PSU/Authority or Corporation to furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding may (our) competence and general reputation.
5. The undersigned understand and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Department/ Project implementing agency.
6. I, the undersigned do hereby undertake that our firm M/s would invest a minimum cash upto 25% of the value of the work during implementation of the Contract.
7. I, the undersigned do hereby undertake that our firm M/s \_\_\_\_\_agree to abide by this bid for a period of 180 days from the date fixed for receiving the same and it shall be binding on us and may be accepted at any time before the expiration of that period.
8. I, the undersigned do hereby undertake that our firm M/s \_\_\_\_\_agree to deploy on this work the machinery, equipment and technical personnel's as mentioned in the bid document.
9. I hereby certify that I have been authorized by ..... (the bidder) to sign on their behalf, the bid mentioned in paragraph 1 above.

*Yours faithfully, (Signature of the Bidder)*

*Printed Name Designation*

*Seal Date:*

*Business Address*

**6.1.7 Form A.7: Format for undertaking for non-blacklisting**

*(To be executed on non-judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)*

*(Insert Bidder Name)* have not been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date.

In case, the Bidder was blacklisted and subsequently blacklisting has been revoked in last 3 years as on bid submission date, please provide the details regarding the period for which the company / firm was blacklisted and the reason/s for the same

S. No.	Date of Blacklisting/ Debarment	Blacklisting/ Debarring Organization	Reason for Blacklisting/ Debarment	Date of Revocation	Remarks
1.					
2.					

*Note: All the supporting documents related to backlisting/ debarment and revocation are required to be appended to this letter.*

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

\*In case of a consortium, each of the consortium members shall submit above undertaking separately

**6.1.8 Form A.8: Format for Power of Attorney**

*<To be executed in favour of the Authorized Signatory>*

It is clarified that the Bidder may submit the Power of Attorney in their own format clearly stating that the person is authorized to sign on behalf of the bidder. It is also clarified that the “Letter of Authorization” is to be read as “Power of Attorney”.

*(To be executed by Bidder on Non - judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)*

Know all men by these presents, We, *[Insert full legal name of the bidding entity]*, having registered office at *[Insert registered office address]* (hereinafter referred to as the "Principal") do hereby constitute, nominate, appoint and authorize *[Insert full name of authorized signatory]* son of *[Insert father’s name]* presently residing at *[Insert address of authorized signatory]* who is presently employed with us and holding the position of *[Insert position/designation of the authorized signatory]* as our true and lawful attorney (hereinafter referred to as the "Authorized Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our proposal in response to the RFP bearing number \_\_\_\_ for ‘<RFP Name>’ dated \_\_\_\_\_, including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-Bid and other conferences and providing information/ responses to the Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala (hereinafter referred to as the "SLSC"), representing us in all matters before the SLSC, signing and execution of all contracts and undertakings/declarations consequent to acceptance of our Proposal and generally dealing with the SLSC in all matters in connection with or relating to or arising out of our Proposal for the said assignment and/or upon award thereof to us till the execution of appropriate Agreement/s with the SLSC.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Attorney pursuant to and in exercise of the powers conferred by this deed of Power of Attorney and that all acts, deeds and things done by our said Authorized Attorney in exercise of the powers hereby conferred shall always be deemed to have been done by us.

IN WITNESS THEREOF WE, \_\_\_\_\_ THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, <<YYYY>>

For \_\_\_\_\_

*(Signature, name, designation and address) [Please put company seal if required] [Notarize the signatures]*

Witness 1:

Witness 2:

Name:

Name: Designation:

Designation: Address:

Address:

Signature:

Signature:

**6.1.9 Form A.9: Total Responsibility Certificate (Company Letter Head)**

This is to certify that we < Bidder> undertakes the total responsibility for the defect free Design, Develop, Implement and Maintain to be inserted as per the requirements of the RFP.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**6.1.10 Form A.10: Undertaking for NIL Deviations (Company Letter Head)**

*(To be executed by all members of consortium)*

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City,  
District Kapurthala, Punjab.

Sub: Submission of the response to the RFP No <> dated <> for “Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.

Dear Sir,

We, the undersigned, offer to Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City Surveillance, Command & Control Centre and OFC based Network Connectivity in Sultanpur Lodhi Smart City of Punjab in response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for “for Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab” We are hereby certify & confirm that:

- I. We have read and understood all the requirements including Terms & Conditions of the RFP under reference
- II. We accept and undertake to comply with all the requirements including terms & conditions specified in the RFP under reference
- III. We hereby provide full & unconditional compliance to all Clauses, Sub clauses, Annexures & subsequent Addenda, Corrigenda, Amendments, Errata including but not limited to General Conditions of the Contract, Special Conditions of the Contract (if any), Scope of Work, Functional and Technical Specifications, Operations and Maintenance (O&M), all the Volumes of RFP, relevant polices and guidelines as stated in the RFP under the reference
- IV. We undertake to supply any additional component (over and above the quoted BoQ) that may be required to fulfil the requirements & Compliance of the RFP under Reference, in totality, and such additional components shall have no incremental impact on “Time and/or Commercial Terms, Price & Cost to the Purchaser”

We hereby declare NIL deviation to RFP under Reference. This NIL deviation undertaking supersedes all deviations/observations/remarks/comments, if any, in our Proposal, without any prejudice to the Purchaser.

At a later date, if any deviation is observed in our Proposal with respect to Tender under Reference, the same shall stand withdrawn at no additional implication & impact in terms of “Time and/or Commercial Terms, Price & Cost to the Purchaser”.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_ Name and Title of Signatory: \_

Name and Address of Firm: \_\_\_\_\_

**6.1.11 Form A.11: Conflict of Interest (Company Letter head)**

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Sub: Undertaking on Conflict of Interest regarding for “Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.

Dear Sir,

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala and/or its representatives subjected to the Clause 5.48 of Section V of RFP - Limitation of the Bidder's Liability towards the Purchaser, if any such conflict arises later.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_ Name and Title of Signatory: \_

Name of Firm: \_\_\_\_\_ Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**6.1.12 Form A.12: Disclosure of Court Cases**

Pending Litigation			
Year	Matter in Dispute	Value of Pending Claim in INR (if any)	Value of Pending Claim as a percentage of Net Worth (if any)

The information of pending litigation mentioned above is true and correct to our best knowledge and belief.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**6.1.13 Form A.13: Self-declaration by Bidder [On the Letterhead of the Bidder]**

To

Deputy Commissioner -cum - CEO Sultanpur Lodhi Smart City,  
District Kapurthala, Punjab

**Name of Work: "Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab">**

In response to the RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for "Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab", as an Authorized Signatory of .....I/We hereby declare that presently our Company/firm ..... at the time of bidding:

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Purchaser.
- b. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any State/ Central government/ PSU/ UT.
- c. does not have any debarment by any other procuring entity.
- d. is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
- e. does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.
- f. shall comply with the code of integrity and all the prevalent regulations and norms of the competent authority to execute the defined scope of work during the contract period.
- g. If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoP, my/ our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Seal of the Organization:

Date:

Place:

## 6.2 Technical Bid

**6.2.1 Form A.1: Technical Bid Cover Letter (Company Letter head)**

To,

The Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City,  
District Kapurthala, Punjab

Sub: Submission of the response to the RFP No <> dated <> for “Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.

Dear Sir,

We, the undersigned, offer to provide Implementation & Maintenance of Smart Solutions in response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for **“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”**. We are hereby submitting our Proposal, which includes Eligibility Criteria, Technical Bid (Cover 1) and the Commercial Bid (Cover 2) in separate covers.

We hereby declare that all the information and statements made in this Technical Bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP and related corrigendum(s)/addendum(s).

We confirm that we have read the RFP document and have no reservation in accepting the provisions of the RFP, General Conditions of Contract, Scope of Work. We undertake that we have no deviations to the terms and conditions of the RFP and related corrigendum(s)/addendum(s). At later date, if any deviation is observed, it shall stand withdrawn. We would hold the terms of our bid valid for 180 days as stipulated in the RFP.

We hereby undertake that in case the contract is awarded to us, we shall submit the PBG as per RFP terms and conditions.

We hereby declare that our bid is made in good faith, without collusion or fraudulent intent.

We hereby declare that as per RFP requirement, we have not been black-listed/debarred by any Central/State Government during last three (3) years.

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

The information contained in the Proposal is true and correct to our best knowledge and belief.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

**6.2.2 Form A.2: Format for Project Citation / Case Studies**

<b>General Information</b>	
Name of the Project	
Client for which the Project was executed	
Name and contact details of the client	
<b>Project Details</b>	
Description of the Project	
Scope of services	
Relevance to the current Project	
Outcomes of the Project	
<b>Other Details</b>	
Total cost of the Project	
Total cost of the services provided by the Bidder	
Duration of the Project (no. of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Letter from the client to indicate the completion of the Projects (if any)	
Copy of Work Order/ Apostle*/ Agreement/ Client Certificate or self-certificate from authorized signatory	

**Note:** \* indicates documents requirement for international projects

### **6.2.3 Form A.3: Manufacturer's Authorization Format (MAF) from OEM**

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Sub: *Manufacturer Authorization Letter for RFP No <> dated <> for "Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab".*

Dear Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of the following items quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder.

We confirm that we have understood the delivery & installation timelines defined in the RFP. We confirm that we have worked out all necessary logistics and pricing agreement with <bidder name>, and there won't be any delay in delivery, installation and support due to any delay from our side. Our full support as per pre-purchased support Contract is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide the required spares and service support as pre-purchased for the supplied equipment for Contract Term. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support center.

We also undertake that in case of default in execution of this tender by Bidder, we shall provide necessary support to Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala in identifying another authorized partner with similar certifications/ capabilities and extend support to the new partner in accordance with OEM's agreement with the new partner.

The OEM is registered under Companies Act, 1956/ 2013 or as amended (from time to time) or an LLP registered under LLP Act 2008/ Partnership firm under Partnership Act 1932.

The OEMs should not have been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission.

The OEMs should have its own Support Centre/Service Centre/Project office/Regional office in any city of Punjab with a provision of maintaining & replacing the faulty parts within 2 - 3

calendar days and keeping an inventory of spares as and when required.

If any product is declared end of sale, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the existing Bidder to Deputy Commissioner - cum- CEO Sultanpur Lodhi Smart City, District Kapurthala for due approval, empanelment and order executions thereafter.

We also undertake that all our quoted products (Hardware / Software equipment) by the bidder has compliance to the product specifications and requirements of above mentioned tender

We understand that any false information/ commitment provided here may result in <OEM's Name> getting debarred from doing business with Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala.

Yours sincerely,

For <OEM/ Manufacturer name>

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

*Note:*

- *The letter should be submitted on the letter head of the Manufacturer/ OEM and should be signed by the authorized signatory*
- *Any deviation would lead to summarily rejection of bids*
- *For all the CCTV Cameras supplied MAC address of the cameras should be in the name of the CCTV OEM company supplying the cameras.*

**6.2.4 Form A.4: Technical Specifications for Hardware and Software**

<b>S. No.</b>	<b>Hardware / Software Equipment</b>	<b>Specification</b>	<b>Compliance (Yes / No)</b>	<b>Proposal Reference (Section No. and Page No.)</b>	<b>Datasheet / Brochure / Catalogue<sup>1</sup></b>
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

<sup>1</sup> Note: Bidder shall clearly highlight product compliance in its data sheet/brochure. URLs / product website references shall not be acceptable

**6.2.5 Form A.5: Undertaking on Change Request (Company Letter Head)**

*(To be executed by all members of consortium)*

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

**Subject: Undertaking on Change Request**

We, the undersigned, offer to provide Implementation & Maintenance of Smart Solutions in response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for **“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”**.

We understand that as per the provisions stipulated at Clause 3.3 of Section III of the RFP, the Bidder is required to quote only a single make and model for each item and further that any requests for change in the quoted make and model shall not be permitted after bid submission, at the time of contract signing, or during the contract period and that it shall be the sole responsibility of the Bidder to ensure that the quoted items are not declared as End-of-Sale (EoS), End-of-Warranty (EoW), or End-of-Life (EoL) during the entire duration of the project.

Further, it is confirmed that we shall provide comprehensive Return Merchandised Authorization “RMA” support for all the equipments supplies under this contract for a minimum period of 7 years from the date of supply, installation, testing & acceptance, commissioning of all hardware/ software solution.

Authorized Signature: \_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

### 6.2.6 **Form A.6: Manpower Details**

The Bidder should furnish the project team details such as the qualifications, experience, certification and other details as per format given below;

S. No.	Role	Name of Resource	Qualification	Overall Experience (Years)	Relevant Experience In respective role (Years)	Compliance (Yes / No)
1.						
2.						

**Note:** It is mandatory that the resource proposed for the Technical Expert position should not change till the Go-Live of the Smart Solutions

#### Manpower requirements

##### 1. Technical Expert -2 Nos.

S. No.	Description
1.	B.E./B. Tech. / M. Tech / MCA degree from a recognized university
2.	Minimum 5 years of IT experience out of which 3 years of experience as Network Administrator
3.	Must have knowledge of switching, routing, QoS, OSPF, BGP, NAT, Virtual Networks, Net Flow, etc.
4.	Must have sound knowledge of network administration, shell scripting, python, ansible, puppet, Application load balancing, routing, IP tables, HTTP/HTTPS, SSL offloading, web- server, TCP multiplexing, etc.
5.	Industry accredited certifications like CCNA / CCNP or certifications from OEM products

**6.2.7 Form A.7: Undertaking on products quoted are not Blacklisted**

( To be submitted on Lead bidder's company letter head )

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Subject: Undertaking on products quoted are not Blacklisted

**Ref:** Submission of response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for ***“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”***.

We <Bidder's Name> hereby certify that the products quoted by us in response to the above mentioned RFP, are not blacklisted as on bid submission date

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**6.2.8 Form A.8: Undertaking for Firmware/software upgrades**

( To be submitted on OEM's letter head)

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Subject: Declaration on MAC address of the cameras in the name of the CCTV OEM company supplying the cameras

**Ref:** Submission of response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for ***“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”***.

We <OEM's Name> hereby undertake that Firmware/ software upgrades shall be provided by the <OEM's Name> free of cost during the warranty period and AMC Period

Authorized Signature (Sign and stamp of OEM) : \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**6.2.9 Form A.9: Declaration on MAC address of the cameras**

( To be submitted on OEM's letter head)

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Subject: Declaration on MAC address of the cameras in the name of the CCTV OEM company supplying the cameras

**Ref:** Submission of response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for ***“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”***.

We <OEM's Name> hereby declare that MAC address of the cameras quoted in the bid in response to the above mentioned RFP are in the name of the <OEM's Name>

Authorized Signature (Sign and stamp of OEM) : \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**6.2.10 Form A.10: Technical compliance on OEM's letterhead**

( To be submitted on OEM's letter head )

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Subject: Technical Compliance to the Product(s)

**Ref:** Submission of response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for **“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”**.

We <OEM's Name> undertake that all our quoted products (Hardware / Software equipment) by the bidder has compliance to the product specifications and requirements of above mentioned tender

Ref: <Product(s) Name with RFP reference no.>

S. No.	Parameter/ Requirement	Minimum specifications / requirements	Compliance (YES / No)
1.			
2.			

(Note: Above table to be filled with the respective product specification / requirements specified in the RFP)

We understand that any false information/ declaration provided here may result in <OEM's Name> getting debarred from doing business with Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala.

Authorized Signature (Sign and stamp of OEM) : \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**6.2.11 Form A.11: Declaration on OEM's letter head for ICCC Platform technical support team**

*( To be submitted on OEM's letter head )*

To,

The Deputy Commissioner -cum-  
CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Subject: Declaration on OEM's letter head for ICCC Platform technical support team

**Ref:** Submission of response to the Request for Proposal dated <insert RFP date> and RFP No <insert RFP no.> for ***“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”***.

We <OEM's Name> hereby declare that <OEM's Name> have Indian technical support team with a registered office setup in India or subsidiary setup in India for technical support for more than 3 years as on bid submission date.

Authorized Signature (Sign and stamp of OEM) : \_\_

Name and Title of Signatory: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**6.2.12 Form A.12: After Sale Certificate**

*(To be submitted on OEM's letter head)*

To

Deputy Commissioner -cum - CEO,  
Sultanpur Lodhi Smart City District Kapurthala, Punjab

**Name of Work: "Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab".**

Whereas, we M/s (*Bidder Name*) are established & reputable manufacturers/ authorized dealer for sales & services of (Make of equipment/accessories) of equipment/ accessories having service offices at..... Details are as under.

S. No.	Address of Service	Phone No.	TIN No. / Sales Tax No.

We do hereby confirm that: Services including repair/ replacement of defective parts will be done by us and fully backed by (name of the principal). Replacement of defective equipment's /parts will be done by equivalent. or better equipment's/parts of the same make.

We will attend all the complaints/service calls within 24 hours. Down time will not exceed beyond 48 hours including holidays.

In case, down time exceed 48 hours including holidays then we will extend the warranty period of that equipment / peripheral double of the down time.

In case of failure of any camera or any other item installed in various depots, the complaints shall be attended within 24 hours of reporting through email/ telephone etc. and should be rectified within 48 hours failing which penalty @1000/- per day per item shall be deducted from the invoices of the vendor/performance bank guarantee.

In case we fail to rectify the complaint within 7 days, then the department will get this rectified at the risk and cost to vendor from open market.

(Signature)

Name:

Designation:

Address:

Phone No:

Fax No:

Mobile No:

### **6.3 Commercial Bid**

### **6.3.1 Form A.1: Commercial Bid Cover Letter (Company Letter Head)**

To,

The Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City  
District Kapurthala, Punjab

Sub: *“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.*

Ref: RFP No: < > dated < >

Dear Sir,

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of *“Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”* do hereby propose to provide services as specified in the RFP No. < > dated < >

#### **I. PRICE AND VALIDITY**

- a. All the prices mentioned in our Bid are in accordance with the terms & conditions as specified in the RFP. The validity of bid is 180 days from the date of opening of the RFP.
- b. We are an Indian Firm and do hereby confirm that our Tender prices include all taxes. However, all the taxes are quoted separately under relevant Sections.
- c. We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same.

#### **II. UNIT RATES**

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the Scope of Work under the Contract.

#### **III. DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the RFP irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.

IV. *BID SECURITY / EARNEST MONEY DEPOSIT (BID SECURITY / EMD )*

We have deposited a Bid Security/ EMD for a sum of INR 32,00,000 (Rupees Thirty Two Lacs only) on eproc portal and receipt of the same is enclosed herewith. This BID SECURITY / EMD is liable to be forfeited in accordance with the provisions of the Clause 2.16 of Section II of the RFP.

V. *TENDER PRICING*

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

VI. *QUALIFYING DATA*

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information / documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

VII. *BID PRICE*

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in (Form A.2: Commercial Bid Format) attached with our Tender as part of the Tender.

VIII. *PERFORMANCE BANK GUARANTEE*

We hereby declare that in case the Contract is awarded to us, we shall submit the Performance Bank Guarantee in the form prescribed in **Clause 6.5: Contract Form - I of Section VI of RFP**.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We confirm that no technical deviations are attached here with this commercial offer.

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

### **6.3.2 Form A.2: Commercial Bid Format**

- 6.3.2.1 The total price (CAPEX + OPEX) would be considered for commercial evaluation of the bids, DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala reserves the right at the time of award of Contract to increase or decrease the quantity of goods and/or services from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.
- 6.3.2.2 Itemized rates shall be valid for the entire project duration and any further extensions thereof and basis on these rates DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala may increase scope/ BoM as change order upto 25% of total cost of the Project. Additional, scope/ BoM shall be coterminous with the original project.
- 6.3.2.3 The price quoted by the bidder is including cost of goods & services, freight, forwarding, transit, insurance and installation charges, GST and/or other applicable levies, taxes, and any other cost element as may be required to operational sing the project as per the commercial format shall be considered for deciding the L1 price.
- 6.3.2.4 Nothing in the Contract shall relieve the SI from its responsibility to pay any tax that may be levied in India on profits made or otherwise by it in respect of the Contract.
- 6.3.2.5 The SI shall comply with the proper byelaws and legal orders of the local body or public authority under the jurisdiction of which the work is executed and pay all fees and charges for which he may be liable. Nothing extra shall be payable on this account.
- 6.3.2.6 Unit price is required to be mentioned for each line item/ component mandatorily.
- 6.3.2.7 Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes to the account of the Authority (DC Kapurthala -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala).

### 6.3.2.8 Summary of Total Price

#### 6.3.2.8.1 Summary of Complete Solution

S. No.	Item Description	CAPEX		OPEX		CAPEX+OPEX	
		Total Price (INR) (excluding taxes)	Total Price (INR) (including taxes)	Total Price (INR) (excluding taxes)	Total Price (INR) (including taxes)	Total Price (INR) (excluding taxes)	Total Price (INR) (including taxes)
		A	B	C	D	E=A+C	F=B+D
1.	Summary of BoM Price						
2.	Summary of Manpower Price (For Operations & Maintenance)	-Blank-	-Blank-				
3.	<b>Total (In Figures)</b>						
3.	<b>Bid Price (In Figures)</b>						
4.	<b>Bid Price (In Words)</b>						

**6.3.2.8.2 BoM Price (Sultanpur Lodhi) - in line with Clause 6.4 (Indicative Bill of Material)**

S. No.	Item Description	Unit	Qty. (No.)	CAPEX						OPEX (AMC/ Service Price for) excluding Taxes (Amount in Rs.)							Total				
				Unit Rate (excl. Tax) (INR)	Total Price (excl. Taxes) (INR)	Rate of Duty / Tax / Govt. Levy etc.* on Unit Rate (%)	Total Tax on Unit Rate (INR)	Total Unit Rate (incl. Taxes) (INR)	Total Price (incl Taxes) (INR)	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5	Yr. 6	Yr. 7		Total 7 Years Price for AMC (INR) (excl. Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Price (INR) (including Taxes)
				A	T1=Q*A	R1	B=A*R1	C=A+B	T2=Q*C	D	E	F	G	H	I	J		T3=D+E+F+G+H+I+J	R2 (%)	K=T3*R2	T4=T3+K
<b>A</b>	<b>Surveillance Camera &amp; VMS as per Specification</b>																				
A1	Supply, Installation, Testing & Commissioning (S.I.T.C.) of full HD Box / Bullet Type Camera	Nos.	234																		
A2	S.I.T.C. of full HD IR PTZ Type Camera with inbuilt analytics, Built-in cybersecurity, IR	Nos.	9																		
A3	S.I.T.C. of Industrial Grade Power Supply for IR, operating temperature of 0-70°C	Nos.	210																		
A4	S.I.T.C. of IP Based Outdoor Network Horn Speaker for clear long- range speech having POE Port (PAS)	Nos.	9																		
A5	S.I.T.C. of IP Based SIP supported Console for PAS with Mic	Nos.	1																		
A6	S.I.T.C. of Video Management Software with Base Software license, Client license (VMS): Upgradable up to unlimited camera license	Nos.	1																		
A7	S.I.T.C. of Central Control Dashboard for System Health monitoring, Network Management Software License with Network Discovery	Nos.	1																		

S. No.	Item Description	Unit	Qty. (No.)	CAPEX					OPEX (AMC/ Service Price for) excluding Taxes (Amount in Rs.)							Total					
				Unit Rate (excl. Tax) (INR)	Total Price (excl.) Taxes) (INR)	Rate of Duty / Tax / Govt. Levy etc. * on Unit Rate (%)	Total Tax on Unit Rate (INR)	Total Unit Rate (incl. Taxes) (INR)	Total Price (incl Taxes) (INR)	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5	Yr. 6		Yr. 7	Total 7 Years Price for AMC (INR) (excl. Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Price (INR) (including Taxes)
				A	T1=Q*A	R1	B=A*R1	C=A+B	T2=Q*C	D	E	F	G	H	I		J	T3=D+E+F+G+H+I+J	R2 (%)	K=T3*R2	T4=T3+K
	Network Availability /Performance Monitoring Fault/Alarm Management SLA Management Reporting for all devices																				
<b>B</b>	<b>B. Server &amp; Storage as per Specification</b>																				
B1	S.I.T.C. of High-End Central Server for VMS with Failover	Lot	1																		
B2	S.I.T.C. of Next Generation Firewall (NGFW) along with Reporting & Antivirus	Nos.	1																		
B3	S.I.T.C. of Commercial Series PC/ Workstation:	Nos.	5																		
B4	S.I.T.C. of SAN (Storage Area Network) with backup for 30 days	Nos.	1																		
B5	S.I.T.C. of 5x2" Video wall along with controller.	Nos.	1																		
B6	S.I.T.C. of OS, Database & Other Software pack for Storage, Server, video wall etc	Lot	1																		
<b>C</b>	<b>Active Network as per Specification</b>																				
C1	S.I.T.C. of Layer-3 Fully Managed 20 Port Switch having 4 x 10/100/1000 RJ45/SFP with 4 x SFP+	Nos.	4																		
C2	S.I.T.C. of Layer-2 Industrial	Nos.	50																		

S. No.	Item Description	Unit	Qty. (No.)	CAPEX					OPEX (AMC/ Service Price for) excluding Taxes (Amount in Rs.)							Total					
				Unit Rate (excl. Tax) (INR)	Total Price (excl.) Taxes) (INR)	Rate of Duty / Tax / Govt. Levy etc. * on Unit Rate (%)	Total Tax on Unit Rate (INR)	Total Unit Rate (incl. Taxes) (INR)	Total Price (incl Taxes) (INR)	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5	Yr. 6		Yr. 7	Total 7 Years Price for AMC (INR) (excl. Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Price (INR) (including Taxes)
				A	T1=Q*A	R1	B=A*R1	C=A+B	T2=Q*C	D	E	F	G	H	I		J	T3=D+E+F+G+H+I+J	R2 (%)	K=T3*R2	T4=T3+K
	grade 10/100/1000 MBPS 8 Port POE Switch with 4 SFP																				
C3	S.I.T.C. of Layer-2 Industrial grade 10/100/1000 MBPS 4 Port POE Switch with 2 SFP	Nos.	10																		
C4	S.I.T.C. of Industrial Grade Single Mode 10/100/1000 Media Converter with POE+ Port	Nos.	6																		
C5	S.I.T.C. of Industrial Grade 100/1000 MBPS Mini-Gbic SFP Module operating temperature of 0-60°C.	Nos.	220																		
C6	S.I.T.C. of Industrial Grade Power Supply For Switches operating temperature of 0-70°C	Nos.	66																		
C7	S.I.T.C. of 20 KVA UPS with battery backup of 01 Hr	Nos.	1																		
C8	S.I.T.C. of 1 KVA Online UPS with 2 hours power backup	Nos.	62																		
	<b>D. Passive Network as per Specification</b>																				
D1	S.I.T.C. of Control Room setup with 42-U Rack with 5 Nos Modular Workstation with chairs,5 Nos Split AC (2 Ton Each) and anti-static flooring, Electrical Cabling, Networking for control room, Hardware for VC, IP EPBX for 4-6 seating,	Per Nos.	1																		

S. No.	Item Description	Unit	Qty. (No.)	CAPEX					OPEX (AMC/ Service Price for) excluding Taxes (Amount in Rs.)							Total					
				Unit Rate (excl. Tax) (INR)	Total Price (excl.) Taxes (INR)	Rate of Duty / Tax / Govt. Levy etc. * on Unit Rate (%)	Total Tax on Unit Rate (INR)	Total Unit Rate (incl. Taxes) (INR)	Total Price (incl Taxes) (INR)	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5	Yr. 6		Yr. 7	Total 7 Years Price for AMC (INR) (excl. Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Price (INR) (including Taxes)
				A	T1=Q*A	R1	B=A*R1	C=A+B	T2=Q*C	D	E	F	G	H	I		J	T3=D+E+F+G+H+I+J	R2 (%)	K=T3*R2	T4=T3+K
	Printer																				
D2	S.I.T.C. of 15-U Outdoor IP-55 floor mounted junction box with stabilizer, Power line SPD, PDU, Tray, Fan, Filter, , mounting acc., Earthing at each location	Per Nos.	62																		
D3	S.I.T.C. of Cat-6 UTP Cable Outdoor Armoured (305 mtr roll)	Per Nos.	40																		
D4	S.I.T.C. of 8/16/24 Port Cat-6 Patch Panel fully loaded	Per Nos.	64																		
D5	S.I.T.C. of Cat--6 Patch Cord 1 Meter	Per Nos.	275																		
D6	S.I.T.C. of 24 Core Outdoor Single Mode Armoured OFC	Per Mtr	18500																		
D7	S.I.T.C. of 24 Core Outdoor Fiber Termination Unit fully loaded	Per Nos.	70																		
D8	S.I.T.C. of Single mode Fiber pig tails	Per Nos.	1680																		
D9	S.I.T.C. of Single mode Fiber Patch cord (1 meter/3 mtr)	Per Nos.	150																		
D10	S.I.T.C. of 1"PVC Pipe with all acc. like flexible, bend and steal clump	Per Mtr	250																		
D11	S.I.T.C. of 40/33 MM PLB HDPE Pipe with all accessories	Per Mtr	18500																		

S. No.	Item Description	Unit	Qty. (No.)	CAPEX					OPEX (AMC/ Service Price for) excluding Taxes (Amount in Rs.)							Total					
				Unit Rate (excl. Tax) (INR)	Total Price (excl.) Taxes) (INR)	Rate of Duty / Tax / Govt. Levy etc. * on Unit Rate (%)	Total Tax on Unit Rate (INR)	Total Unit Rate (incl. Taxes) (INR)	Total Price (incl Taxes) (INR)	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5	Yr. 6		Yr. 7	Total 7 Years Price for AMC (INR) (excl. Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Price (INR) (including Taxes)
				A	T1=Q*A	R1	B=A*R1	C=A+B	T2=Q*C	D	E	F	G	H	I		J	T3=D+E+F+G+H+I+J	R2 (%)	K=T3*R2	T4=T3+K
D12	S/I/T/C Armoured Aluminium Power cable	Per Mtr	9300																		
	<b>E. Miscellaneous Other Items as per Specification</b>																				
E1	S.I.T.C. of 4/6 / 8 Meter Hexagonal Heavy-duty Pole with all mounting accessories & grouting for Cameras	Per Nos.	155																		
E2	S.I.T.C. of 25/50 MM GI PIPE with Accessories	Per Mtr	750																		
E3	S.I.T.C. of RCC Chambers For OFC	Per Nos.	50																		
E4	S.I.T.C. of Soft Soil Digging/Hard Soil Digging/Road Cutting/HDD/Moling etc	Per Mtr	17500																		
E5	S.I.T.C. of Rodent Repellent System	No.	1																		
E6	S.I.T.C. of Project Management & Documentation.	Job	1																		
T	<b>Total (In Figures) (A+B+C+D+E)</b>																				



#### 6.4 Indicative Bill of Material (BOM)

The estimated Bill of Material (BoM) for Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City Surveillance, Command & Control Centre and OFC based Network Connectivity in Sultanpur Lodhi Smart City of Punjab.

S. No.	Items Description	Tentative Quantity	Units of Items
<b>A. Camera &amp; VMS (Part-A) as per Specification</b>			
A1	S/I/T/C of full HD Box / Bullet Type Camera with inbuilt analytics, Built-in cybersecurity, 12-40 mm IR Corrected Lens IP66 outdoor Housing	234	Per Nos.
A2	S/I/T/C of full HD IR PTZ Type Camera with inbuilt analytics, Built-in cybersecurity, IR	9	Per Nos.
A3	S/I/T/C of Industrial Grade Power Supply for IR, operating temperature of 0-70°C	210	Per Nos.
A4	S/I/T/C of IP Based Outdoor Network Horn Speaker for clear long- range speech having POE Port (PAS)	9	Per Nos.
A5	S/I/T/C of IP Based SIP supported Console for PAS with Mic	1	Per Nos.
A6	S/I/T/C of Video Management Software with Base Software license, Client license (VMS): Upgradable up to unlimited camera license	1	Per Nos.
A7	S/I/T/C of Central Control Dashboard for System Health monitoring, Network Management Software License with Network Discovery Network Availability /Performance Monitoring Fault/Alarm Management SLA Management Reporting for all devices	1	Per Nos.
<b>B. Server &amp; Storage (Part-B) as per Specification</b>			
B1	S/I/T/C of High End Central Server for VMS with Failover	1	Lot
B2	S/I/T/C of Next Generation Firewall (NGFW) along with Reporting & Antivirus	1	Per Nos.
B3	S/I/T/C of Commercial Series PC/ Workstation:	5	Per Nos.
B4	S/I/T/C of SAN (Storage Area Network) with backup for 30 days	1	Per Nos.
B5	S/I/T/C of 5x2" Video wall along with controller.	1	Per Nos.
B6	S/I/T/C of OS, Database & Other Software pack for Storage, Server, video wall etc	1	Lot
<b>C. Active Network (Part-C) as per Specification</b>			
C1	S/I/T/C of Layer-3 Fully Managed 20 Port Switch having 4 x 10/100/1000 RJ45/SFP with 4 x SFP+	4	Per Nos.
C2	S/I/T/C of Layer-2 Industrial grade 10/100/1000 MBPS 8 Port POE Switch with 4 SFP	50	Per Nos.

S. No.	Items Description	Tentative Quantity	Units of Items
C3	S/I/T/C of Layer-2 Industrial grade 10/100/1000 MBPS 4 Port POE Switch with 2 SFP	10	Per Nos.
C4	S/I/T/C of Industrial Grade Single Mode 10/100/1000 Media Converter with POE+ Port	6	Per Nos.
C5	S/I/T/C of Industrial Grade 100/1000 MBPS Mini-Gbic SFP Module operating temperature of 0–60°C.	220	Per Nos.
C6	S/I/T/C of Industrial Grade Power Supply For Switches operating temperature of 0–70°C	66	Per Nos.
C7	S/I/T/C of 20 KVA UPS with battery backup of 01 Hr	1	Per Nos.
C8	S/I/T/C of 1 KVA Online UPS with 2 hours power backup	62	Per Nos.
<b>D. Passive Network (Part-D) as per Specification</b>			
D1	S/I/T/C of Control Room setup with 42-U Rack with 5 Nos Modular Workstation with chairs,5 Nos Split AC (2 Ton Each) and anti-static flooring, Electrical Cabling, Networking for control room, Hardware for VC, IP EPBX for 4-6 seating, Printer	1	Per Nos.
D2	S/I/T/C of 15-U Outdoor IP-55 floor mounted junction box with stabilizer, Power line SPD, PDU, Tray, Fan, Filter, , mounting acc., Earthing at each location	62	Per Nos.
D3	S/I/T/C of Cat-6 UTP Cable Outdoor Armoured (305 mtr roll)	40	Per Nos.
D4	S/I/T/C of 8/16/24 Port Cat-6 Patch Panel fully loaded	64	Per Nos.
D5	S/I/T/C of Cat--6 Patch Cord 1 Meter	275	Per Nos.
D6	S/I/T/C of 24 Core Outdoor Single Mode Armoured OFC	18500	Per Mtr
D7	S/I/T/C of 24 Core Outdoor Fiber Termination Unit fully loaded	70	Per Nos.
D8	S/I/T/C of Single mode Fiber pig tails	1680	Per Nos.
D9	S/I/T/C of Single mode Fiber Patch cord (1 meter/3 mtr)	150	Per Nos.
D10	S/I/T/C of 1"PVC Pipe with all acc. like flexible, bend and steal clump	250	Per Mtr
D11	S/I/T/C of 40/33 MM PLB HDPE Pipe with all accessories	18500	Per Mtr
D12	S/I/T/C Armoured Aluminium Power cable	9300	Per Mtr
<b>E. Miscellaneous Other Items (Part-E) as per Specification</b>			
E1	S/I/T/C of 4/6 / 8 Meter Hexagonal Heavy-duty Pole with all mounting accessories & grouting for Cameras	155	Per Nos.
E2	S/I/T/C of 25/50 MM GI PIPE with Acc	750	Per Mtr
E3	S/I/T/C of RCC Chambers For OFC	50	Per Nos.
E4	S/I/T/C of Soft Soil Digging/Hard Soil Digging/Road Cutting/HDD/Moling etc	17500	Per Mtr

S. No.	Items Description	Tentative Quantity	Units of Items
E5	Rodent Repellent System	1	No.
E6	S/I/T/C of Project Management & Documentation.	1	Job
<b>F. 7 Year AMC of the Project (Part-F)</b>			
F1	2 Nos. Onsite Technical Expert, 8 Hours x 5 days in a week for 7 Years	28	Quarter
F2	7 Year AMC Charges for complete system including IT/Non-IT Infrastructure of Field Elements i.e Cameras, Switch, UPS, Hardware, device, OFC Network, OFC, LIU, Pig tails ,Patch Cords ,HDPE, Digging Chamber, Splicing etc	28	Quarter

*(Note: It's mandatory that bidder have to submit Item wise un-priced BOQ along with Make-Model of all items. Bids submitted without un-price bid & make model will be considered as non-responsive & will be rejected.)*

**6.5 Performance Bank Guarantee (PBG): Contract Form - I**

**Performance Bank Guarantee**  
[including Additional Performance Security for unbalanced bids]  
[Guarantor letterhead or SWIFT identifier code]

Performance Guarantee No.....[insert guarantee reference number]

Date.....[insert date of issue of the guarantee]

To: \_\_\_\_\_ [name of Employer]

\_\_\_\_\_ [address of Employer]

WHEREAS \_\_\_\_\_ [name and address of Contractor<sup>1</sup>] (hereinafter called "the Applicant") has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to execute \_\_\_\_\_ [name of Contract and brief description of Works] (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Applicant shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Applicant such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Applicant, up to a total of \_\_\_\_\_ [amount of guarantee<sup>2</sup>] \_\_\_\_\_ [in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_ [amount of guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed thereunder or of any of the Contract documents which may be made between you and the Applicant shall in any way release us from any liability under this guarantee, and we hereby waive

<sup>1</sup> In the case of a JV, insert the name of the Joint Venture

<sup>2</sup> An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract less provisional sums, if any, plus additional performance security for unbalanced bids if any, and denominated in Indian Rupees.

notice of any such change, addition or modification.

This guarantee shall be valid until .....<sup>3</sup>, and any demand for payment under it must be received by us at this office on or before that date.

Signature and seal of the guarantor \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

***Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.***

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<sup>3</sup> *Insert the date twenty-eight days after the expected completion date as described in GC Clause 5.24. The Employer should note that in the event of an extension of this date for completion of the Contract, the Employer would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Employer might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Employer's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee"*

**6.6**

**Draft Contract Agreement (*attached separately*)**

## 6.7 Draft Notification of Award (NoA)

To,

<<Name of the Company (System Integrator)>>  
<<Company Address>>  
<<Phone No.>>  
<<Email>>

**Kind Attention: Authorized Representative of <<insert Company Name (SI) >>**

**Memo. No: DC/Kpt/SLSC/CS&CCC/2025-26/**

**dated:XX.XX.2026**

**Sub: Letter of Award (LoA) against the RFP for “Request for Proposal (RfP) for Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.**

**Ref.:**

1. RFP Reference No. DC/Kpt/SLSC/CS&CCC/2025-26/.... published on DD.MM.YYYY and all subsequent clarifications / corrigendum issued.
2. Bid submitted by <<insert Company Name (System Integrator) >> in response to the above mentioned RFP and all subsequent clarifications, presentation, proof of concept (PoC) and undertakings submitted.
3. Undertaking by <<insert Company Name (System Integrator) >> for compliance of BOM/BOQ and Technical Specification dated DD.MM.YYYY.

Dear Sir,

We are pleased to inform you that Deputy Commissioner -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala (Punjab) has completed the bid process for ***“Request for Proposal (RfP) for Selection of System Integrator (SI) for Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab”.***

Based on the evaluation of “Technical Proposal and Commercial Bid of the referred RFP, the Bid of <<insert Company Name (System Integrator) >> has been found to be the **successful Bid**. This Letter of Award (LoA) is being issued with the following details for your acceptance;

**1. Scope of work:**

This Letter of Award (LOA) to <<insert Company Name (System Integrator) >> for *Supply, Installation, Testing & Commissioning (SITC) and Maintenance of City-wide Surveillance, Command & Control Centre in Sultanpur Lodhi Smart City of Punjab* of Punjab as envisaged in the RFP. The detailed Scope of Work given in the RFP and its related corrigendum / clarifications documents, your proposal / bid documents and all subsequent clarifications, presentation, proof of concept (PoC) and undertakings submitted will form part of the Contract with <<insert Company Name (System Integrator) >>.

**2. Total cost of the Project:**

The total project value for the assignment is **INR..... (INR .....)** inclusive of all taxes and duties.

**3. Payment Terms:**

Payment terms shall be in accordance with the provisions of the RFP document and also successful submission of deliverables and completion of milestones in time-bound manner as defined in the RFP.

**4. Period of Engagement:**

<<insert Company Name (System Integrator) >> shall be engaged for a period of Ninty-Three (93) months i.e. **Nine (9) months for Implementation & Go-Live and then Eighty-Four (84) months for Operations & Maintenance of the Project.** The Project shall be governed in accordance with the provisions of the RFP.

**5. Submission of Performance Bank Guarantee (PBG) and signing of the Contract:**

1. You are requested to submit the “**Performance Bank Guarantee**” for the required amount (**5% of the total Contract Value**) as specified in the RFP within **Twenty-One (21) calendar days** from the date of receipt of LoA.
2. The agreement shall be executed as per RFP Section VI Clause 6.4 Award of Contract
3. Please acknowledge the receipt of this LoA and convey your acceptance of the LoA with Signature and Seal within 5 working days from the date of issuance of LOA to the Office of DC -cum- CEO Sultanpur Lodhi Smart City, District Kapurthala (Punjab).

In case formalities are not completed within the above specified period, it may be presumed that you are not interested in executing the order and LoA may be canceled

**Encl.:** As above.

**Deputy Commissioner -cum- CEO Sultanpur  
Lodhi Smart City, District Kapurthala (Punjab)**

## 6.8 Format for Request for Clarification / Pre-bid queries

The Bidders requiring specific points of clarification may submit queries through email .....@..... in MS excel document only using the following format:

Bidder's Request for clarification / pre-bid queries					
Name of Organization submitting request			Name & position of person submitting request	Full address of the Organization including phone, fax and email points of contact	
				Tel:	
				Fax:	
				Email:	
S. No.	RFP Document Reference(s)			Content of RFP requiring Clarification	Points of clarification Required
	Clause number	Section number	Page number		

**Note:**

- *The name of the organization and the date shall appear in each page of such as document/email in the header or footer portion.*
- **Pre-bid queries of the Bidders who have not purchased the Tender/RFP document shall not be entertained. The bidder shall submit proof of tender / RFP document fee payment along with the Pre-bid queries**

## ABBREVIATION

Abbreviations	Definitions/Description
AMC	Annual Maintenance Contract
BoQ/BoM	Bill of Quantity/ Bill of Materials
CCTV	Closed-Circuit Television
FPS	Frame per second
FY	Financial Year
Gol	Government of India
GPRS	General Packet Radio Service
GPS	Global Positioning System
GUI	Graphical User Interface
ICT	Information & Communication Technology
IRC	Indian Road Congress
ITMS	Intelligent Traffic Management System
KPI	Key Performance Indicator
LOA	Letter of Award
MIS	Management Information System
O&M	Operations & Maintenance
RFP	Request for Proposal
RLVD	Red Light Violation Detection
SI	System Integrator
SLA	Service Level Agreement
SSL	Secure Sockets Layer
SVD	Speed Violation Detection
UAT	User Acceptance Testing
UPS	Uninterruptible Power Supply
VPN	Virtual Private Network
GPS	Global Positioning system
PMC	Project Management Consultant