

PHQ, Naya Raipur, Chhattisgarh

# Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police

October 2017

Technical Services, Police Headquarters

## 1.1 DISCLAIMER

- This document is being published in order to enable the applicants to make an offer for awarding the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police.
- This document does not constitute nor should it be interpreted as an offer or invitation for awarding the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police.
- This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police or be the basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police. While this document has been prepared in good faith, neither Police Headquarter (PHQ), nor any of its officers or subordinate offices make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by Chhattisgarh Police and any of its officers or subordinate offices even if any loss or damage is caused by any act or omission on the part of PHQ or any of their officers or subordinate offices, whether negligent or otherwise.
- By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of PHQ. PHQ and any of their respective officers or Subordinate Offices undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for awarding the Rate Contract for the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
- Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements for Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police, PHQ and of the information, facts and observations contained herein.
- This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves or/ and observe any applicable legal requirement.
- This document constitutes no form of commitment on the part of the PHQ. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed process of awarding the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police (PHQ).
- When any offer is submitted pursuant to this tender it shall be presumed by PHQ that the bidder has fully ascertained and ensured about its eligibility for Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police, under the respective governing laws and regulatory regimen, and it has the necessary approvals and permission, and suffers no disability in law or otherwise to act as such.
- PHQ reserves the right to terminate this tender process at any time prior to signing of the contract with successful bidder without assigning any reason therefor and shall not be liable to any bidder /party in any manner either directly or indirectly.

## 1.2 NOTICE INVITING TENDER

1. Chhattisgarh State Police Department invites sealed tenders bids from the firms having experience and expertise in the “Rate Contract for IT Works, Goods and Services” for Chhattisgarh State Police on Annual Rate Contract Basis, initially for a period of one year or until next rate contract is announced, whichever is earlier, but may be extended for a period of six months on the similar rates and no escalation in the rates will be considered by PHQ at any cost.
2. The tender document can be downloaded from the website at <http://www.cgpolice.gov.in>.
3. The Tenders, complete in all respects, should be submitted in a prescribed form along with supporting documents in a sealed envelope super-scribed “Tender for the Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police” addressed to the

Ms. Manisha Thakur Rawate,  
AIG Technical Services,  
Room No 106, Block 1,  
Chhattisgarh State Police Head Quarter,  
Naya Raipur,  
Chhattisgarh-Pin 492002  
Tel: (0771) 2511606 Fax: 2511622

and must reach on or before **09/11/2017 by 12.00 P.M.**

4. The terms & conditions of the tender are enclosed along with the format for the price bid.

Ms. Manisha Thakur Rawate,  
AIG (TS), Chhattisgarh Police

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## 1.3 IMPORTANT INFORMATION

Non-Refundable Tender Cost	Rs. 1000/- (Rs. One Thousand only) in cash or through demand draft from a scheduled bank, drawn in favour of “Assistant Inspector General of Police (Accounts & Welfare)”, payable at Raipur
Date of Publication	09/10/2017
Sale of RFP document	11.00 am to 5.00 pm on all working days starting from 10/10/2017 till bid submission date.
Earnest Money Deposit	As per schedule below in form of Demand Draft in favour of “Assistant Inspector General of Police (Accounts & Welfare)”, payable at Raipur from a scheduled bank. Schedule-1 – Rs 1,50,000/- (One lakh Fifty Thousand Only) Schedule-2 – Rs 3,00,000/- (Three lakhs Only) Schedule-3 – Rs 75,000/- (Seventy Five thousands Only) Schedule-4 – Rs 1,50,000/- (One lakh Fifty Thousand Only) Schedule-5 – Rs 15,000/- (Fifteen Thousand Only) Schedule-6 – Rs 1,80,000/- (One lakh Eighty Thousand Only)
Last Date of Submission of written queries on Bid document	23/10/2017 by email/ written request to AIG (TS), Chhattisgarh Police.
Last date for submission of Bids	Up to 3:00 P.M. on 09/11/2017
Opening of Pre-Qualification Bids	To be informed later.
Evaluation of Pre-qualification bids and notification to bidders qualifying Pre- Qualification round.	To be informed later.
Opening of technical bids	To be informed later.
Declaration of short-listed bidders for commercial / financial bid opening	To be informed later.
Opening of commercial / financial bids	To be informed later.
PHQ Contact person	Ms. Manisha Thakur Rawate, AIG (TS)
Email IDs	<a href="mailto:aigtech-phq.cg@gov.in">aigtech-phq.cg@gov.in</a>
PHQ Reference No.	ICT/TS/CCTNS/PM/179/2017 dated 09/10/2017

For further details regarding detailed tender notification, specifications please visit <http://www.cgpolice.gov.in> . Purchase of tender document is mandatory for participating in bidding process.

## Rate Contract

Department of Police Chhattisgarh, for its regular information technology related works, goods including consumables and related maintenance service wish to engage suitable vendors having sufficient experience and expertise of engagement for a Rate Contract (RC), which is a procurement strategy adopted by Chhattisgarh Police, aimed at standardizing procurement prices for commonly procured items and services where prices are fixed for defined period.

Accordingly this Rate Contract Tender is published by Technical Services Division of Chhattisgarh Police, Police Headquarters, Naya Raipur. This is to finalize Rate Contracts through Open Competitive Bidding (OCB), and notify the successful RC vendors. The Chhattisgarh Police Department will use this rate contract to address current requirements and any other future requirement during the validity of the contract as per the norms laid down in this document. This rate contract shall be effective for a minimum period of **12** month or until the next Rate Contract is announced, whichever is earlier, but may be extended for a period of six months on the similar rates and no escalation in the rates will be considered by PHQ at any cost. The rate contract may be reviewed periodically for obsolescence of products and addition of any new products. The rate contract may be used to procure items from empaneled RC vendors by other Government Departments through PHQ.

## The Goods and Services required

The rates finalized through this rate contract process shall in general be applicable for order within power delegated to the head of the departments in police or through committees of project chaired by them for the purpose. The successful bidder has to supply, install and commission the goods and services related to computer hardware and other items as the case may be. For detailed Schedule of Items and its specification, please refer Annexures to this document.

#### 1.4 Section A -General Instructions to Bidders

##### Definition of Terms

The following terms as used throughout this Contract shall have the meanings set forth below.

- 1.1. **'Acceptance'** shall mean that the Equipment has passed its Acceptance Testing and shall be formalized in a written notice from Purchaser to Vendor; or, if there is no separate Acceptance Testing, Acceptance shall occur when the Products are delivered.
- 1.2. **'Acceptance Date'** for Vendor-installed Equipment shall mean the date upon which Purchaser Accepts the Equipment as provided in the section titled **Standard of Performance and Acceptance**; and for Purchaser-installed Equipment, shall mean the date of delivery of the Equipment, or, if delivery of partial Orders has been agreed to between Purchaser and Vendor, the last date of delivery of the components of an Order.
- 1.3. **'Acceptance Testing'** shall mean the process for ascertaining that the Equipment meets the standards set forth in the section titled **Standard of Performance and Acceptance**, prior to Acceptance by the Purchaser.
- 1.4. **'Bidder'** means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word vendor when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom PHQ signs the contract for rendering of goods and services.
- 1.5. **'Business Days and Hours'** shall mean Monday through Saturday, 10:00 a.m. to 5:00 p.m., Indian Standard Time (IST), except for holidays observed by the Department of Police, State of Chhattisgarh.
- 1.6. **'Confidential Information'** shall mean information that may be exempt from disclosure to the public or other unauthorized persons. Confidential Information includes, but is not limited to, names, addresses, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data, law enforcement records, agency source code or object code, agency security data, or ***any other items as deemed necessary by Police Department.***
- 1.7. **"Contract"** means the agreement entered into between the PHQ and the vendor, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 1.8. **"Contract price"** means the price payable to the vendor under the contract for the full and proper performance of its contractual obligations;
- 1.9. **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract execution;
- 1.1. **'Delivery Date'** shall mean the date by which the specific Products ordered under this rate contract must be delivered.
- 1.2. **'Down time'** means the time period when specified services with specified technical and service standards are not available to user(s).
- 1.3. **'Effective Date'** shall mean the first date this Rate Contract is in full force and effect. It may be a specific date agreed to by the parties; or, if not so specified, the date of the last signature of a party to this Contract.
- 1.4. **'Effectiveness Level'** shall mean the percentage of time in a month that a Product is functioning properly in accordance with its Specifications.
- 1.5. **'Equipment'** shall mean the ***Equipment to be acquired under this Rate Contract*** as set forth in this tender document.
- 1.6. **'Financial Bid'** means that part of the offer, that provides price schedule, total project costs etc.
- 1.7. **'Firm'** means a company, authority, co-operative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.



- 1.8. **“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition:
- 1.9. **“GCC”** means the “General Conditions of Contract” to be entered into by the police Department with the successful bidder of this tender.
- 1.10. **“Goods and services”** mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications. The word goods when used singly shall mean the hardware, firmware component of the goods and services.
- 1.11. **‘Help Desk’** shall mean a service provided by Vendor/OEM for the support of Vendor’s Products. Purchaser shall report warranty or maintenance problems to Vendor’s Help Desk for initial troubleshooting and possible resolution of the problems or for the initiation of repair or replacement services.
- 1.12. **‘Incidental services’** means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the vendor covered under the contract.
- 1.13. **“Installation Date”** shall mean the date by which a specific Equipment ordered under this rate contract shall be in place, in good working order *or ready for Acceptance Testing*.
- 1.14. **‘Maintenance period’** means period mentioned in bid document for maintaining the systems beyond warranty period.
- 1.15. **‘Nodal Officer’** shall mean the person designated by Purchaser who is assigned as the primary contact person whom Vendor’s Account Manager shall work with for the duration of this Rate Contract.
- 1.16. **‘Order’** or **‘Order Document’** shall mean any official document and attachments thereto specifying the Products and/or Services to be purchased from Vendor under this ‘Rate Contract’.
- 1.17. **‘PHQ’** means the Police Headquarters, at Naya Raipur.
- 1.18. **‘Police Department’** shall mean the same as Purchaser.
- 1.19. **‘Pre- qualification’** and **‘Technical bid’** means that part of the offer, which provides information to facilitate assessment by PHQ, professional, technical and financial standing of the bidder, conformity to specifications etc.
- 1.20. **‘Price’** shall mean charges, costs, rates, and/or fees charged for the Products, Goods and Services under this Rate Contract and shall be paid in Indian Rupees.
- 1.21. **‘Product(s)’** shall mean any Vendor-supplied Equipment, Software and services and its documentation.
- 1.22. **‘Project site’**, where applicable, means the place(s) where goods/services are to be made available.
- 1.23. **‘Proprietary Information’** shall mean information owned by Vendor to which Vendor claims a protectable interest under law. Proprietary Information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
- 1.24. **‘Purchaser’** shall mean the Police Department, State of Chhattisgarh, *or its* any division, section, office, unit or other entity of Purchaser or any of the officers or other officials lawfully representing Purchaser.
- 1.25. **‘Purchaser Contract Administrator’** shall mean that person designated by Purchaser to administer this Contract on behalf of Purchaser.
- 1.26. **‘Rate Contract’** shall mean response to this document by the shortlisted vendors, all schedules and exhibits, and all amendments hereto.
- 1.27. **‘RCW’** shall mean the Revised Code of Chhattisgarh.

- 1.28. **‘RFP/Tender Document’** shall mean the Request for *Proposal* used as a solicitation document to establish this Rate Contract, including all its amendments and modifications.
- 1.29. **‘Response’** shall mean Vendor’s Response to Purchaser’s *tender / RFP* for *the works, goods and services*, indicated hereto.
- 1.30. **‘Services’** shall mean those services provided under this Rate Contract and also for those related to the Products being acquired, that are appropriate to the scope of this Rate Contract and includes such things as installation services, maintenance, training, etc.
- 1.31. **‘Software’** shall mean the object code version of computer programs licensed pursuant to this Rate Contract. Software also means the source code version, where provided by Vendor. Embedded code, firmware, internal code, microcode, and any other term referring to software residing in the Equipment that is necessary for the proper operation of the Equipment is included in this definition of Software. Software includes all prior, current, and future versions of the Software and all maintenance updates and error corrections.
- 1.32. **‘Specifications’** shall mean the technical, functional, statement of work and other specifications as the case may be, set forth in the *RFP*, and the specifications set forth in Vendor’s Product documentation, whether or not Vendor produces such documentation before or after this Rate Contract’s Effective Date.
- 1.33. **“SCC”** means the ‘Special Conditions of Contract’ if any which may be included in the agreement between PHQ and the successful bidder.
- 1.34. **‘Standard of Performance’** shall mean the criteria that must be met before Equipment Acceptance, as set forth in the section titled **Standard of Performance and Acceptance**. The Standard of Performance also applies to all additional, replacement or substitute Equipment and Equipment that is modified by or with the written approval of Vendor after having been accepted.
- 1.35. **‘Tender’ or ‘Invitation for bids’**, means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- 1.36. **‘Three part Bid’** means the pre-qualification bid, technical and financial bids.
- 1.37. **“Unethical practice”** means any activity on the part of bidder which tries to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc. after opening of first bid will be treated as unethical practice.
- 1.38. **‘Up time’** means the time period when specified services with specified technical and service standards are available to user(s).
- 1.39. **‘Vendor’** shall mean *Vendor*, its employees and agents. Vendor also includes any firm, provider, organization, individual, or other entity performing the business activities under this Rate Contract.
- 1.40. **‘Vendor Account Manager’** shall mean a representative of Vendor who is assigned as the primary contact person whom the Purchaser shall work with for the duration of this Rate Contract
- 1.41. **‘Warranty Period’** shall mean the period of time as set forth in the section titled **Equipment Warranty** wherein Vendor warrants that the Equipment shall be in good operating condition and shall conform to the Specifications.
- 1.42. **‘Work Product’** shall mean all data and products produced under this Contract including but not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, Software, databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law.

1.5 Data Sheet

No.	Section	Details
1.0	Introduction	<p>i) The Bidders are invited to submit a Technical Proposal and a financial proposal for <u>Rate Contract for IT Works, Goods and Services for Chhattisgarh State Police</u>. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected firm. The Chhattisgarh Police Department, will select a firm/company in accordance to the selection method specified.</p> <p>ii) The Request for Proposal (RFP) document can be collected from the</p> <p>Ms. Manisha Thakur Rawate, AIG (TS),  Room No 106, Block 1,  Chhattisgarh State Police Head Quarter,  Naya Raipur,  Chhattisgarh-Pin 492007  Tel: (0771) 2511606 Fax: 2511622</p> <p>on payment of a non-refundable amount specified. The amount has to be paid by an A/C Payee demand draft in favour of the <b>“Assistant Inspector General of Police (Accounts &amp; Welfare)”</b>, payable at Raipur, Chhattisgarh.</p> <p>A copy of the same can also be downloaded from the website of Chhattisgarh Police and the address for the same is given below:-</p> <p><a href="https://www.cgpolice.gov.in">https://www.cgpolice.gov.in</a></p> <p>In such case the cost of the document needs to be submitted as above at the time of submission of bid.</p> <p>iii) The Technical Proposal and Financial Proposal should be submitted in the manner specified.</p> <p>iv) Please note that (a.) the costs of preparing the proposal including a visit or visits to the Chhattisgarh Police Department, are not reimbursable as a direct cost of the assignment; and (b.) the Chhattisgarh Police Department reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without 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 Chhattisgarh Police Department’s action.</p> <p>v) The Chhattisgarh Police Department requires that Bidders provide professional, objective, and impartial advice and at all times hold the Chhattisgarh Police Department’s interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Bidders shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them</p>

No.	Section	Details
		<p>in a position of not being able to carry out the assignment in the best interest of the Chhattisgarh Police Department.</p> <p>vi) No Consortium of Firms will be allowed</p>
2.0	Eligibility Criteria	<p>The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully execute the rate contract in Chhattisgarh and support services sought by the Police Department, Government of Chhattisgarh, for the entire period of the contract. The bids must be complete in all respect and should cover scope of work for atleast one sub-Schedule as stipulated in the Tender document. The invitation to bid is open to all bidders who qualify the eligibility criteria as given below:</p> <ol style="list-style-type: none"> <li>(1) The bidder should be either be OEM/ manufacturer or authorized representative of a manufacturer/whole sale dealer and should be in business of manufacture and/or supply and maintenance of the offered items for a minimum period of 3 years in Chhattisgarh as on bid calling date.</li> <li>(2) The Manufacturer’s Authorization Form specific to this tender should be submitted as per the Annexure-III. (Ink signed copy to be submitted)</li> <li>(3) The bidder/OEM should have at least two (2) service centers in different locations of Chhattisgarh with minimum (4) services personnel at each service center as on bid calling date. To provide details in the proforma Form P-4.</li> <li>(4) The bidder should furnish the information on major past supplies under the relevant product/services and satisfactory performance for any two of the Financial years out of the last three financial years.</li> <li>(5) The bidder should have cumulative turnover (FY 2013-16) of company/organization for related items as mentioned below under (Statutory Auditor’s Certificate stating the average annual sales turnover for the last three financial years) <ol style="list-style-type: none"> <li>a. For <b>Schedule 1 to Schedule 4</b> – FY 2013-16 – <b>6 crores</b></li> <li>b. For <b>Schedule 5 to Schedule 6</b> – FY 2013-16 – <b>1.5 crores</b></li> </ol> <p>Note: Proof of sale of Items mentioned above to be submitted along with PQ bid in support for the claim.</p> </li> <li>(6) The Net Worth of the bidder should be positive (Statutory</li> </ol>

No.	Section	Details
		<p>Auditor’s Certificate stating that the bidder has a positive net worth).</p> <p>(7) The bidder should submit the MAF specific to this tender issued by OEM/ Principal authorizing the bidder to submit the bid for tendering which is deemed as an agreement in between the bidder and OEM/Principal for the support and spares till the warranty period.</p> <p>(8) Bidder should give a Declaration that the Bidder and its OEM/Principal has not been debarred/ blacklisted/any legal disputes as on bid calling date by any Central or State Government/Quasi–Government Departments or organizations for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices as per Format given in Form P-5.</p> <p>Note: Relevant documents in support of above should be furnished</p>
3.0	Earnest Money Deposit	<p>i) The Bidder shall furnish, as part of the Technical Proposal, an earnest money deposit as per the schedule of items below:-</p> <p><b>Schedule-1</b> – Rs 1,50,000/- (One lakh Fifty Thousand Only)</p> <p><b>Schedule-2</b> – Rs 3,00,000/- (Three lakhs Only)</p> <p><b>Schedule-3</b> – Rs 75,000/- (Seventy Five thousands Only)</p> <p><b>Schedule-4</b> – Rs 1,50,000/- (One lakh Fifty Thousand Only)</p> <p><b>Schedule-5</b> – Rs 15,000/- (Fifteen Thousand Only)</p> <p><b>Schedule-6</b> – Rs 1,80,000/- (One lakh Eighty Thousand Only)</p> <p>ii) The EMD shall be in Indian Rupees and in the form of a demand draft drawn in the name of “<b>Assistant Inspector General of Police (Accounts &amp; Welfare)</b>”, payable at <b>Raipur</b>. The instrument should be issued by a scheduled bank having at least one branch in Raipur or in form of bank guarantee (BG).</p> <p>iii) EMD should be valid for a period of 180 days from the last date for Proposal submission.</p> <p>iv) Unsuccessful Bidders’ EMD will be refunded without any interest after finalization of the RFP process.</p> <p>v) EMD of the successful Bidders will be released once the bidder signs the agreement and furnishes the performance guarantee.</p> <p>vi) EMD will be forfeited on account of one or more of the following reasons:</p> <p>a. Bidder does not respond to request for clarification of their proposal.</p> <p>b. Bidder fails to cooperate during the Proposal evaluation process.</p>

<b>No.</b>	<b>Section</b>	<b>Details</b>
		<p>c. In case of a successful Bidder, the Bidder fails to either sign the agreement in time or to furnish the performance guarantee in time.</p>
4.0	Clarification to RFP Document	<p>Clarification may be requested in writing, by email, up to the date as specified hereinabove. Chhattisgarh Police Department will respond through standard electronic means. Clarification mails may be addressed to:</p> <p align="center">Ms. Manisha Thakur Rawate, AIG (TS), Room No 106, Block 1, Chhattisgarh State Police Head Quarter, Naya Raipur, Chhattisgarh-Pin 492002 Tel: (0771) 2511606 Fax: 2511622 Mail to: <a href="mailto:aigtech-phq.cg@gov.in">aigtech-phq.cg@gov.in</a></p>
5.0	Amendment/ Cancellation of RFP.	<p>i) The Tendering Authority reserves the right to cancel this RFP at any time without any obligation to the Bidders.</p> <p>ii) The Tendering Authority at any time, prior to the deadline for submission of Proposals, may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum will be binding on all the Bidders. Bidders shall acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their Proposals, the Tendering Authority may, if the amendment is substantial, extend the deadline for the submission of Proposals.</p> <p>iii) The Tendering Authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without incurring any liability to the bidders or without any obligation to assign reasons thereof.</p>
6.0	Validity of the Proposal	<p>The Proposal shall be valid for 180 days from the last date for submission of the Proposal. A Proposal that is valid for a shorter period shall be rejected as non-responsive.</p>
7.0	Language of the Proposal	<p>Proposals shall be submitted in English only</p>
8.0	Proposal Preparation and submission	<p>i) Bidders are requested to submit a proposal written in the language(s) specified in the Data Sheet</p> <p>ii) The Proposal shall be submitted signed by the authorized signatories. The representative's authorization is confirmed by a written power of attorney accompanying the proposal.</p> <p>iii) The Proposal must be signed and duly sealed in all the pages and any erasures/amendments in the Proposals, duly attested.</p> <p>iv) Bidders may submit only one Proposal. If a Bidder submits or participates in more than one Proposal, such Proposals shall</p>

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		<p>be disqualified.</p> <p>v) Bidders should familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and local conditions, Bidders are encouraged to visit the Tendering Authority before submitting a Proposal. Bidders should ensure that these officials are advised of their visit in adequate time to allow them to make appropriate arrangements.</p> <p>vi) Bidders shall bear all costs associated with the preparation and submission of their Proposals, site visits and contract negotiation.</p> <p>vii) Proposals will be accepted from those Bidders who have purchased the Tender document as specified or has downloaded the tender document from the website and deposited the tender cost before or at the time of submission of bid.</p> <p>viii) The EMD shall be for the schedule or the sub schedule even though the Bidder is quoting for single item in a schedule or sub schedule. The bids with partial EMD will be treated as non-responsive and not considered for the next stage of evaluation.</p> <p>ix) The Bidder should submit the all the requisite documents, and EMD in person latest by Date as mentioned. Proposals, without applicable EMD will be rejected.</p> <p>x) Any proposal received after the closing time for submission of proposals shall be rejected and returned unopened.</p> <p>xi) The bidder and consortium partner shall not be a defaulted or black listed in India for corrupt, fraudulent and un-ethical practices as of bidding calling date. For this purpose the track record of the Bidder and Consortium partner will also be considered for evaluation.</p>
8.1	Technical Proposal	<p>i) In preparing the Technical Proposal, Bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.</p> <p>ii) The Technical Proposal shall provide the following information using the attached Standard Forms:</p> <p>a) Organizational details including</p> <p>(i) Turnover in crores – current and average for the last three years</p> <p>(ii) No. of qualified full time technical staff relevant to the current requirements</p> <p>b) Team composition and task assignment including</p>

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		<ul style="list-style-type: none"> <li>(i) Well defined roles and responsibilities of the project members with relevant experience as per requirement</li> <li>(ii) Curriculum Vitae of Domain Experts, Business Process Reengineering Consultants, Solution Architects, Software Professionals who will be actually deployed. The CVs should be aligned to the current scope of work</li> <li>(iii) Well defined Project Governance structure to manage stakeholder &amp; execute the project (Project Sponsor, Steering Committees, Chhattisgarh Police Department Co-ordination, Project Management, Project Execution team etc.)</li> <li>c) The Technical Proposal shall not include any financial information related to the scope of work laid down in the tender.</li> </ul>
8.2	Financial Proposal	<ul style="list-style-type: none"> <li>i) In preparing the Financial Proposal, Bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms provided in this tender document. It should be inclusive of all costs associated with the assignment including reimbursable/ non-reimbursable expenses such as subsistence (per diem, housing), transportation (for mobilization and demobilization), services and equipment (vehicles, office equipment, consumables, furniture, and supplies), office rent, insurance, printing of documents etc.</li> <li>ii) The Financial Proposal should clearly estimate, as a separate amount, all taxes, duties, fees, levies, and any other charges imposed under the applicable law. The Taxes will be reimbursed/paid to the Bidders as per the prevalent Tax Laws of the State and Union of India.</li> <li>iii) The Proposal must remain valid after the submission date as per the validity mentioned hereinabove. During this period, the Bidder is expected to keep available the professional staff proposed for the assignment. The Chhattisgarh Police Department will make its best effort to complete negotiations within this period. If the Chhattisgarh Police Department wishes to extend the validity period of the proposals, the Bidders who do not agree have the right not to extend the validity of their proposals.</li> </ul>
8.3	Submission, receipt and opening of proposals	<ul style="list-style-type: none"> <li>i) The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initiated by the persons or person who sign(s) the proposals.</li> </ul>



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		<p>ii) For each proposal, the Bidders shall prepare the 2 copies. Each Technical Proposal and Financial Proposal shall be marked “ORIGINAL” or “COPY” as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.</p> <p>iii) The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL” and the original and all copies of the Financial Proposal in a sealed envelope clearly marked “FINANCIAL PROPOSAL” and warning: “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, “DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE.”</p> <p>iv) The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated hereinabove.</p> <p>v) The bid opening and evaluation process will be sequential in nature. Means that bidder must qualify a particular stage to be eligible for next stage. Immediately after the closing time, the PHQ contact person shall open the Pre-qualification bids and list them for further evaluation. The Technical and financial bid covers shall be listed and put into a bag to be sealed according to PHQ procedure. The sealed bag of technical and financial bids shall be in custody of a designated officer for opening after evaluation of Pre-qualification bids. Thereafter, Technical bids of qualified bidders will be opened, keeping financial bid in sealed bag. Finally financial bids of those bidders will be opened who are short listed in technical evaluation.</p> <p>vi) In case of composite bid - technical and financial bids combined together, first technical evaluation will be done followed by financial evaluation of only those bids which have qualified in technical evaluation.</p> <p>vii) Any participating vendor may depute a representative to witness these processes.</p> <p>viii) The standard procedure, described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or decided by PHQ during the course of evaluation to meet any specific situation or need arising from time to time.</p> <p>ix) Bids will be opened in the presence of bidder’s representatives, who choose to attend. The bidder</p>

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		<p>representatives who are present shall sign a register evidencing their attendance.</p> <p>x) The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the PHQ officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at the bid opening, except for late bids, which shall be returned unopened.</p> <p>xi) Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.</p>
9.0	Modification and withdrawal of proposal	<p>i) The Bidder may modify or withdraw their submitted Proposal prior to the prescribed last date and time for submission of Proposal. Such withdrawal/modification should be in writing and in conformance with the terms and conditions specified for submission of the original Proposal.</p> <p>ii) No Proposal can be modified or withdrawn subsequent to the deadline for submission of Proposals.</p>
10.0	<p>Opening of Technical and Financial Proposals</p> <p><b>Preliminary examination of Bids</b></p>	<p>a. Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.</p> <p>b. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.</p> <p>c. PHQ may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.</p> <p>d. Prior to the detailed evaluation, PHQ will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations.</p> <p>e. If a bid is not substantially responsive, it will be rejected by the PHQ and may not subsequently be made responsive by the</p>

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		<p>bidder by correction of the nonconformity.</p> <p>f. After the deadline for submission of proposals, the Technical Proposal shall be opened as per schedule mentioned herein by the evaluation committee.</p> <p>g. The representatives of Bidders, who are present, shall sign a register evidencing their attendance.</p> <p>h. The Financial Proposal shall remain sealed and deposited with an authorized officer until all submitted technical proposals are opened publicly and evaluated. The time, date and location of opening of Financial Proposal will be intimated in writing, by email or fax by the Chhattisgarh Police Department to the technically qualified Bidders.</p>
11.0	Evaluation of Proposal	<p>i) Bidder has the option to choose to bid any number of schedules. The bidder can quote one or more items in a schedule (i.e. sub schedule for bidding).</p> <p>ii) Bids will be evaluated at sub-schedule level and L1 bidder will be shortlisted based on the lowest quote received for a sub-schedule.</p> <p>iii) From the time the bids are opened to the time the contract is awarded, if any Bidder wishes to contact the Chhattisgarh Police Department on any matter related to its Proposal, it should do so in writing at the address indicated. Any effort by the firm to influence the Chhattisgarh Police Department in the Chhattisgarh Police Department's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Bidder's proposal.</p> <p>iv) Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, including the Chhattisgarh Police Department's review and decision, is concluded.</p> <p>v) A two-stage procedure will be adopted in evaluating the Proposals viz. a technical evaluation and a financial evaluation.</p> <p>vi) After the evaluation of quality is completed, the Chhattisgarh Police Department shall notify those Bidders whose proposals did not meet the minimum qualifying requirements or were considered non responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Chhattisgarh Police Department shall simultaneously notify the Bidders that have qualified, indicating the date and time set for opening the Financial Proposals. The notification may be sent by registered letter, cable, telex, facsimile, or electronic mail.</p> <p>vii) Financial Proposals of only those bidders will be opened who</p>

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		<p>satisfy all the eligibility criteria mentioned in the technical evaluation.</p> <p>viii) The Tendering Authority reserves the right to accept or reject in part or full any or all of the offers without assigning any reason.</p>
11.1	Evaluation of Technical Proposal	<p><b>Evaluation of Pre - qualification bids</b></p> <p>Pre - qualification bid documentation shall be evaluated in two sub-steps.</p> <p>i) Firstly, the documentation furnished by the vendor will be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of the requirement.</p> <p>ii) In the second step, PHQ may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.</p> <p>Technical bid documentation shall be evaluated in two sub-steps.</p> <p>i) Firstly, the documentation furnished by the vendor will be examined prima facie to see if the offer made is in compliance with the requirement and if, experience in similar work, financial capacity and vendor attributes claimed therein are consistent with the needs of the requirement.</p> <p>ii) In the second step, PHQ may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.</p> <p>iii) The Tendering Authority will first undertake a preliminary evaluation of the technical Proposals to check compliance with the eligibility criteria and with reference to completeness of the Proposals including if properly signed and whether the Proposals are generally in order.</p> <p>iv) Proposals found to be non-responsive for any reason or not meeting the minimum eligibility criteria, as specified in this RFP will be rejected and not included for further detailed technical evaluation.</p> <p>v) The Tendering Authority will thereafter undertake a detailed evaluation of the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, and sub criteria, specified in this paragraph.</p> <p>vi) Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, particularly the Terms of Reference.</p> <p>vii) The Technical aspects are details of bidder's plans to</p>

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		<p>provide technical support and that, they do not reveal the financial details for such support directly or indirectly.</p> <p>The minimum technical score required to pass is: 70 points out of a maximum of 100 points.</p>
	<p><b>In lab proof of concept</b></p>	<p>The in lab proof of concept on demand may be organized either in PHQ or in the vendor's lab by mutual discussion. In case it is organized in PHQ lab, PHQ would make available generic hardware for this purpose. Application specific hardware and software will have to be brought in by the vendor.</p>
	<p><b>Field demonstration</b></p>	<p>PHQ will identify a part or segment of the proposed project site. The concerned bidder, on demand, should be able to demonstrate functional requirements as described in the specifications.</p>
<p>11.2</p>	<p><b>Opening and Evaluation of Financial Proposal</b></p>	<ul style="list-style-type: none"> <li>i) After the technical evaluation is completed the Tendering Authority will invite those bidders, who have qualified in the technical evaluation to attend the opening of Financial Proposals.</li> <li>ii) The date, time and location of opening of Financial Proposal will be intimated at the appropriate time.</li> <li>iii) The Bidder's name, the total amount of Financial Proposal and such other details as considered appropriate by the Tendering Authority shall be read out at the opening of Financial Proposal. The bidder's representatives shall sign a register in evidence of their attendance.</li> <li>iv) During evaluation, the Tendering Authority will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections, the Tendering Authority will also check whether the Bidders have included cost for all items of the corresponding Technical Proposals; if not, the Chhattisgarh Police Department will cost them and add their cost to the initial price.</li> <li>v) Financial bids of those vendors who satisfy all stages of the pre-qualification and technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. PHQ will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid PHQ may at its discretion discuss with vendor(s) available at this stage to clarify contents of financial offer.</li> <li>vi) The Price Bide valuation will be done sub-schedule wise.</li> <li>vii) The value entered in the price bid as per format specified (F1) will be taken as reference for evaluation of the price bid.</li> <li>viii) The list of tenderers will be ranked in the ascending order</li> </ul>

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		<p>(i.e.) tenderer quoting the lowest value of Price Bid will be ranked first and soon and lowest Price Bid offered tenderer will be called L1. Rates quoted for AMC, if any, will be included while determining L1.</p> <p>ix) The Price Bid evaluation shall include all taxes including applicable Taxes as per Tax laws of the State and Union of India including central duties such as customs duty and sales tax/VAT/GST as a part of the price as detailed below.</p> <p>x) In evaluation of the price of an imported item, the price shall be determined inclusive of the customs duty.</p> <p>xi) In evaluation of the prices of articles that are subject to excise duty, the price shall be determined inclusive of such excise duty.</p> <p>xii) Against this tender where all the tenderers are from within the Chhattisgarh State or where all the tenderers are from outside the Chhattisgarh, the sales tax shall be included for the evaluation of the price.</p> <p>xiii) Opportunity to L-2, L3.....Ln bidder to match L-1 price for respective item if the following conditions are met.</p> <ul style="list-style-type: none"> <li>-If the L-n bidder is willing to match L-1 price and</li> <li>-The price difference between L-n and L-1 bidder is less than 1% of the L-1 bidder price.</li> </ul> <p>xiv) Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.</p> <p>xv) Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors</p> <ul style="list-style-type: none"> <li>a. The projected maintenance costs for the entire maintenance period;</li> <li>b. Past track record of bidder in supply/ services and</li> </ul> <p>Any other specific criteria indicated in the tender call and/or in the specifications.</p>
	<p><b>Contacting PHQ</b></p>	<ol style="list-style-type: none"> <li>1. Bidder shall not approach PHQ officers outside of office hours and / or outside PHQ office premises, from the time of the tender call notice to the time the contract is awarded.</li> <li>2. Any effort by a bidder to influence PHQ officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids. If the bidder wishes to bring additional information to the notice of the PHQ, it should do so in writing.</li> </ol>
	<p><b>PHQ' right to vary quantities at time of award</b></p>	<p>PHQ reserves the right at the time of award to increase or decrease the quantity, if indicated in tender call, from the quantity of goods and services originally specified in the specification without any</p>

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		change in unit price or other terms and conditions.
	<b>PHQ' right to accept any bid and to reject any or all bids</b>	PHQ reserves the right to accept or reject any bid, and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
12.0	<b>Disqualification of Proposals</b>	<p>PHQ will reject a proposal for award and also may debar the bidder for future tenders in PHQ, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.</p> <p>The Tendering Authority, may at its sole discretion, and at any time during the processing of the Proposal, disqualify any Bidder from the Bidding process if the Bidder has:</p> <ul style="list-style-type: none"> <li>• Submitted the Proposal after the date and time of submission of Proposals.</li> <li>• Made misleading or false representations.</li> <li>• Violated any of the terms laid down.</li> <li>• If found to have a record of poor performance.</li> <li>• Submitted Proposal documents not accompanied by EMD.</li> <li>• Submitted Proposal document which is non-responsive or not accompanied by required documentation as specified in this RFP.</li> <li>• Failed to provide clarification, when sought.</li> <li>• Submitted more than one Proposal</li> <li>• Failed to submit Proposal in accordance with the terms and conditions of this RFP.</li> <li>• Failed to submit a Proposal not valid for at least 180 days.</li> <li>• Any other reasons, as deemed appropriate by the Tendering Authority.</li> </ul>
13.0	<b>Negotiations</b>	<p>i) Prior to the expiration period of Proposal validity, the Tendering Authority will notify the successful Bidder who submitted the highest scoring Proposal in writing by email or facsimile or in person and invite the Bidder to negotiate the Contract.</p> <p>ii) Negotiations will commence with a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions the Bidder may have made to improve the TORs. Agreement will then be reached on the final TORs, the staffing and staff months, logistics and reporting. Special attention will be paid to optimize the required outputs from the Consultants within the available budget and to define clearly the inputs required from the</p>

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		<p>Chhattisgarh Police Department to ensure satisfactory implementation of the Assignment.</p> <p>iii) Changes agreed upon may then be reflected in the financial Proposal using proposed unit rates.</p> <p>iv) Having selected the successful Bidder, among other things, on the basis of an evaluation of the proposed key professional staff, the Chhattisgarh Police Department expects to negotiate a rate contract on the basis of these staff named in the Proposal. Therefore, prior to contract the Chhattisgarh Police Department will require written assurance of the staff who will be actually available. The Chhattisgarh Police Department will not consider substitutions during contract negotiations except in cases of unexpected delays in the starting date or incapacity of key professional staff for reasons of health or any other unavoidable reason.</p> <p>v) The negotiations will be concluded with a review of the draft form of Contract to be made available to the Bidder at the appropriate time. The Chhattisgarh Police Department and the Bidder will finalize the contract to conclude negotiations. The Contract will be awarded after successful negotiations, to the successful Bidder.</p> <p>vi) If negotiations fail, the Chhattisgarh Police Department will invite the Bidder having obtained the second highest score to Contract negotiations.</p>
14.0	<b>Award of Contract</b>	<p>i) After completing negotiations Tendering Authority shall award the Contract to the selected Bidder who is expected to commence the assignment within a fortnight of signing of the Contract.</p> <p>ii) After Contract signature, Tendering Authority shall return the unopened Financial Proposals to the unsuccessful Bidders.</p> <p>iii) At the same time as the PHQ notifies the successful bidder that its bid has been accepted, the PHQ will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.</p> <p>iv) On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the PHQ. Contract should be signed by PHQ.</p> <p>v) Decision of the Tendering Authority shall be final.</p>
15.0	<b>Performance Security</b>	<p>The successful Bidder to whom the contract is awarded will have to execute an agreement on a Non-Judicial Stamp Paper of appropriate value within a period of 15 days and deposit Performance Security equal to <b>three (3) times the EMD</b> in favor of <b>Additional Director General Police, Technical Services, PHQ.</b></p> <p>i) On receipt of notification of award from the PHQ, the</p>



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		<p>successful bidder shall furnish the performance security in accordance with the conditions of contract, in the performance security form provided in the bidding documents or in another form acceptable to the PHQ.</p> <p>ii) Failure of the successful bidder to sign the contract, proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the PHQ may make the award to another bidder or call for new bids.</p> <p>iii) Performance Security shall be furnished in the form of Bank Draft / Bank Guarantee duly discharged in favour of <b>Additional Director General Police, Technical Services, PHQ</b>, payable at Raipur.</p> <p>iv) No interest will be paid by the client on the performance security.</p> <p>v) Performance Security may be forfeited in full or part in the following cases:</p> <p>a. When the terms and conditions of contract are breached.</p> <p>b. When the Bidder fails to supply services satisfactorily.</p> <p>c. When contract is being terminated due to nonperformance of the Bidder.</p> <p>vi) Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Tendering Authority in this regard shall be final.</p> <p>vii) Failure of the successful Bidder to comply with the requirement of the furnishing the required Performance Security in time shall constitute sufficient grounds for the annulment of the award, in which event the Tendering Authority may make the award to the next best ranked Bidder or call for new Proposals.</p> <p>viii) The Performance Security will be released 3 months after Tendering Authority certifies successful closure of the contract or completion of warranty period, as applicable.</p>
	<b>Period for furnishing performance security</b>	Shall be submitted to PHQ within 15 days from date of Receipt of Notification of award for Rate Contract.
	<b>Performance security value</b>	<p>For entering in to Rate Contract: PBG of amount equal to <b>three (3) times the EMD</b> in favor of <b>Additional Director General Police, Technical Services, PHQ</b></p> <p>Separate PBG may be requested with cumulative value of the PBG's not exceeding 10% of the work order given to the successful bidder.</p>
	<b>Performance security validity period</b>	90 days beyond Warranty period.

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16.0	<b>Confidentiality</b>	Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the winning firm has been notified.

**1.6 Pricing, Invoice and Payment Terms**

**PRICING**

- Vendor agrees to provide the Products and Services at the Prices indicated in the various sub-schedule \_\_\_\_ - Price Bid. No other Prices shall be payable to Vendor for the entire period of the rate contract.
- Maintenance and support fees - Upon expiration of Vendor-provided warranty as set forth in the section titled Equipment Warranty and upon selection by Purchaser to further receive maintenance and support services from Vendor, Purchaser shall pay maintenance and support fees to Vendor at the Prices set forth in the sub-schedule \_\_\_\_ - Price Bid.
- Prices shall remain unchanged during the entire term of the rate contract.
- The currency of pricing and payment will be Indian rupees only. All payments will be made either through RTGS or NEFT or through Treasury Cheque.
- Price Protection – Vendor agrees all the Prices, terms, warranties, and benefits provided in this Rate Contract are comparable to or better than the terms presently being offered by Vendor to any other governmental entity purchasing the same quantity under similar terms. If during the term of this Rate Contract Vendor shall enter into contracts with any other governmental entity providing greater benefits or more favorable terms than those provided by this Contract, Vendor shall be obligated to provide the same to Purchaser for subsequent purchases.
- Advance Payment Prohibited – No advance payment shall be made for the Products and Services furnished by Vendor pursuant to this Rate Contract.
- Taxes – Prices by vendor should be inclusive of all applicable taxes, if any, imposed on the Products and Services acquired hereunder.
- Vendor shall complete all necessary registration with the Chhattisgarh State Departments and be responsible for payment of all taxes due on payments made under this Rate Contract.
- The annual maintenance/repair cost if any, shall be paid in equal quarterly installments at the end of each quarter

**INVOICE AND PAYMENT**

- Vendor's request(s) for payment shall be made to the PHQ in writing, accompanied by an invoice describing, as appropriate, the goods/service delivered/performed.
- Vendor will submit properly itemized invoices to [title of person to receive invoices] at [appropriate address]. Invoices shall provide and itemize, as applicable:
  - a) Purchase Order number [XXX-XXX-XXX];
  - b) Vendor name, address, phone number, and GST Identification Number;
  - c) Description of Products, including quantity ordered, model and serial numbers;
  - d) Date(s) of delivery and/or date(s) of installation and set up;
  - e) Price for each item, or Vendor's list Price for each item and applicable discounts;

- f) Maintenance charges;
  - g) Net invoice Price for each item;
  - h) Applicable taxes;
  - i) Other applicable charges;
  - j) Total invoice Price; and
  - k) Payment terms including any available prompt payment discounts.
- Payments shall be due and payable within thirty (30) calendar days after receipt and Acceptance of Products or Services or thirty (30) calendar days after receipt of properly prepared invoices, whichever is later.
  - 80% of the purchase value will be paid upon delivery and successful installation. The remaining 20% will be released upon successful completion of Acceptance Test (AT) of the purchased equipment by the Department through its nominated agency/officer.
  - In case Acceptance Test is not done within 60 days from the date of submission of all supporting documents pertaining to delivery (e.g. delivery challan and installation report), and installation, the equipment will be deemed as accepted and 20% Amount will be released against submission of separate additional BG (valid for 2 months or 60 days) of the payable amount.
  - In-case of shortfall in shipment or part-shipment or malfunctioning or defective equipment being shipped for an order the Department will carry-out 'Acceptance Test' for 2<sup>nd</sup> time, once vendor confirm making it good. However an amount equivalent to 1% for the specific delivery will be deducted from the vendor payment due or Performance Guarantee subject to maximum amount of 10% of PO value.
  - In-case the installation and commissioning requires preparation of site and which has not been ready, under such circumstances 70% of the cost the equipment for that site will be released on Submission of 'Site not ready certificate from the user'.
  - Incorrect or incomplete invoices will be returned by Purchaser to Vendor for correction and re-issue.
  - The Purchase Order number [XXX-XXX-XXX] must appear on all bills of lading, packages, and correspondence relating to this Rate Contract.
  - Purchaser shall not honor drafts, nor accept goods on a sight draft basis.

#### **OVERPAYMENTS TO VENDOR**

Vendor shall refund to Purchaser the full amount of any erroneous payment or overpayment under this Contract within thirty (30) days' written notice. If Vendor fails to make timely refund, Purchaser may charge Vendor one percent (1%) per month on the amount due, until paid in full.

## **1.7 Vendor's Responsibilities**

### **TITLE TO EQUIPMENT**

Upon successful completion of Acceptance Testing and receipt of Purchaser's letter of Acceptance, or upon delivery, if there is no Acceptance Testing, Vendor shall convey to Purchaser good title to the Equipment free and clear of all liens, pledges, mortgages, encumbrances, or other security interests.

Transfer of title to the Equipment deemed to include an irrevocable, fully paid-up, perpetual license to use the internal code (embedded software) in the Equipment. If Purchaser subsequently transfers title to the Equipment to another entity, Purchaser shall have the right to transfer the license to use the internal code with the transfer of Equipment title. A subsequent transfer of this software license shall be at no additional cost or charge to either Purchaser or Purchaser's transferee.

### **SHIPPING AND RISK OF LOSS**

Vendor shall ship all Products purchased pursuant to this Rate Contract, freight prepaid, FOB Purchaser's destination. The method of shipment shall be consistent with the nature of the Products and hazards of transportation. Regardless of FOB point, Vendor agrees to bear all risks of loss, damage, or destruction of the Products ordered hereunder that occurs prior to the Delivery Date or Acceptance, whichever is applicable, except loss or damage attributable to Purchaser's fault or negligence; and such loss, damage, or destruction shall not release Vendor from any obligation hereunder.

Only after Delivery Date or Acceptance, whichever is applicable, the risk of loss or damage shall be borne by Purchaser, except loss or damage attributable to Vendor's fault or negligence.

### **EQUIPMENT COMPATIBILITY/SPECIFICATIONS/CONFIGURATIONS**

- Vendor shall notify Purchaser of the existence of any compatibility issues between Vendor's Equipment and Purchaser's already existing or planned for hardware, software, and cabling. Purchaser will provide Vendor timely access to necessary areas and Equipment sites and shall provide Vendor with a list of any existing or planned for hardware, software, and cabling, as necessary.
- Vendor warrants that each item of Equipment delivered hereunder will conform to that item's detailed Specifications in all respects including, but not limited to: physical characteristics, operating characteristics, space requirements, power requirements, maintenance or warranty characteristics, modularity, compatibility, and the like, as may be modified in writing and agreed to by the parties.
- For the purpose of delivery and performance under this Contract, Equipment purchased hereunder shall be grouped together in one or more Equipment, firmware, and/or software configurations as set forth in Vendor's Response. Any such configuration shall be deemed incomplete and undelivered if any item of Equipment within that configuration has not been

delivered, or if delivered, not installed or operational in accordance with this Contract's Delivery and Installation.

- Purchaser shall have the right to connect the Equipment purchased hereunder to any equipment manufactured or supplied by others including other computers, peripheral equipment, terminal devices, communications equipment, software and the like that interface with the Equipment purchased hereunder.
- If requested by Purchaser, Vendor agrees to identify, on all items of Equipment supplied under this Contract, all appropriate test points for connecting commercially available equipment monitors designed to measure system capacity, performance, or activity.

## **DELIVERY**

- Vendor shall deliver the Products ordered pursuant to this Rate Contract on or before the specific delivery date indicated in the work order or minimum 45 days from the date of work-order, as applicable. For any exception to this Delivery Date, Vendor must notify Purchaser and obtain prior approval in writing. Time is of the essence with respect to delivery and Vendor may be subject to liquidated damages and/or termination of an Order or of this Contract and/or other damages available under law for failure to deliver on time.
- All deliveries made pursuant to this Contract must be complete. Unless Vendor has obtained prior written approval from Purchaser, which shall not be withheld unreasonably, incomplete deliveries or backorders will not be accepted. All packages must be accompanied by a packing slip that identifies all items included with the shipment and the Purchaser's Work Order Document number. Vendor's delivery receipt must be signed by an authorized representative of Purchaser for all deliveries made hereunder.
- No deliveries before 10 a.m. and after 5:00 p.m. will be accepted

## **SITE SECURITY**

- While on Purchaser's premises, Vendor, its agents, employees, or Subcontractors shall conform in all respects with physical, fire, or other security regulations.

## **INSTALLATION AND SET-UP**

- Purchaser shall prepare the environment to house the Equipment based upon written requirements provided by Vendor in its Response, as modified in writing and agreed to by the parties. Vendor's specialists shall be available to provide required consultation related to environment preparation at no extra cost to Purchaser apart from the costs presented in Vendor's Response. Any requirements for the environment not disclosed in Vendor's Response will be completed by Vendor at no additional cost to Purchaser.
- Vendor is hereby notified that fiber optic, communications, control systems, and other types of cable (collectively called 'cabling') may be located within Purchaser's grounds and facilities.

- Before beginning work on or about Purchaser's premises, Vendor shall contact Purchaser's authorized representative to determine if Purchaser's cabling systems will be impacted and to make necessary arrangements.
- Purchaser hereby permits Vendor to interface with such cabling and design engineering systems in support of the delivery of the Products and Services ordered under this Rate Contract.
- Vendor shall install the Equipment, ready for Acceptance Testing, on or before the Installation Date(s) as specified in the respective Work Order Document. Failure to meet the Installation Date(s) may subject Vendor to liquidated damages and/or termination of an Order or of this Contract and other damages available under law, unless such failure is caused by acts or omissions of Purchaser.
- After installing the Equipment, Vendor shall provide Purchaser with documentation of a successful system audit, performed at Purchaser's installation site using Vendor's diagnostic routines, as approved by Purchaser that demonstrates that the Equipment meets or exceeds the Specifications. Vendor shall certify to Purchaser in writing that the Equipment is ready for Acceptance Testing. If after reviewing such documentation Purchaser agrees that the Equipment is ready for Acceptance Testing, Purchaser shall begin Acceptance Testing, as set forth in the section titled Standard of Performance and Acceptance herein below.

#### **STANDARD OF PERFORMANCE AND ACCEPTANCE**

- This section establishes a Standard of Performance that must be met before Acceptance. This Standard of Performance is also applicable to any additional, replacement, or substitute Product and any Product that is modified by or with the written approval of Purchaser.
- The Standard of Performance for a Product is defined as a ninety nine percent (99%) Effectiveness Level during the Acceptance Testing period set forth below.
- The Effectiveness Level for a Product is the percentage of time in a month that the Product is functioning properly in accordance with its Specifications. The Effectiveness Level is determined by dividing the Operational Use Time of the Product by the sum of the Operational Use Time plus the Product Failure downtime, all of which shall be measured in hours and whole minutes. Operational Use Time for a Product is defined as the total time the Product would normally be used. Product Failure downtime is defined as the accumulated time during Operational Use time when work cannot be processed or accurately completed because of a Product Failure. Product Failure is defined as a malfunction in the Equipment or Software that prevents the accomplishment of the intended function(s) of the Product.
- Downtime for each incident shall start from the time that Vendor knew or reasonably should have known of the Product Failure, or Purchaser makes a bona fide attempt to contact Vendor's designated representative at the prearranged contact point, whichever occurs earlier, until the Product is returned to fully operational status in conformance with its Specifications. During periods of Product Failure downtime, Purchaser may use operable Products when such action does not interfere with repair of the inoperable Product.

- The Acceptance Testing period shall be [thirty (30) or other appropriate time period] [calendar days/Business Days], starting from the day after the Product is installed and Vendor certifies that the Product is ready for Acceptance Testing. Purchaser will review all pertinent data and shall maintain appropriate daily records to ascertain whether the Standard of Performance has been met.
- In the event the Product does not meet the Standard of Performance during the initial period of Acceptance Testing, Purchaser may, at its discretion, continue Acceptance Testing on a day-to-day basis until the Standard of Performance is met. If after ninety (90) calendar days, or other appropriate time period as deemed fit by the purchaser, the Product still has not met the Standard of Performance Purchaser may, at its option: (1) declare Vendor to be in breach of this Contract and terminate this Order or this Contract; or, (2) demand replacement Product from Vendor at no additional cost to Purchaser; or, (3) continue the Acceptance Testing for an additional thirty (30) calendar days. Vendor shall pay all costs related to the preparation and shipping for Product returned pursuant to this section. Purchaser's option to declare Vendor in breach and terminate the respective Work Order or this Rate Contract shall remain in effect until exercised or until such time as Acceptance Testing is successfully completed.
- No Product shall be accepted and no charges shall be paid until this Standard of Performance is met. The date of Acceptance shall be the first Purchaser Business Day following the successful Acceptance Testing period and shall be formalized in a notice of Acceptance from Purchaser to Vendor.
- Monthly Performance Monitoring. Throughout the warranty period and the initial and subsequent maintenance terms of this Contract, Purchaser shall monitor the Product to ensure that it conforms to the Standard of Performance established in this Standard of Performance and Acceptance section. Should the Product fail to operate in conformance with the Standard of Performance for 10 calendar days or other appropriate time period as deemed fit by the purchaser, Vendor shall take corrective action as directed by Purchaser and, if the Product is Equipment, credit Purchaser a portion of the maintenance fees paid below of the Equipment Maintenance section.

## EQUIPMENT WARRANTY

- Vendor warrants that the Equipment shall be in good operating condition and shall conform to the Specifications for a period of one (1) year, or other time period as specified by Purchaser in the RFP or respective work order, the Warranty Period, commencing upon the first day after the Acceptance Date.
- During the Warranty Period, Vendor shall adjust, repair, or replace all Equipment that is defective or not performing in conformance with the Specifications. All costs for such adjustments, repairs, or replacements, including all costs for replacing parts or units and their installation and any transportation and delivery fees, shall be at Vendor's expense. Any defective Equipment shall be repaired or replaced for Purchaser so that it conforms to the Specifications.
- Vendor agrees that all warranty service provided hereunder shall be performed by manufacturer-trained, certified, and authorized technicians only. Vendor further agrees to act

as the sole point of contact for warranty service. Vendor warrants that it has or will obtain and pass through to Purchaser any and all warranties obtained or available from the Original Equipment Manufacturer (OEM), including any replacement, upgraded, or additional Equipment warranties.

- Vendor shall provide Help Desk Services for reporting warranty issues and for troubleshooting problems. Vendor's Help Desk Services shall be web-based or accessible via e-mail or via one or more toll-free telephone lines.
- User shall also have option to log complaint of procured systems directly to the OEM. A toll free number and Web Complaint systems of OEM should be provided with each supplied systems in the form of a sticker. It will be responsibility of OEM to provide support for all such cases. User should also be able to see the warranty support period of procured systems of OEM website by entering a service tag/serial number of system.
- Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure. Failing which, penalty will be applicable as per rates mentioned under Section 1.9 on SLA during the warranty period.
- Vendor shall visit each site at least once in a year to carryout preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period. The preventive maintenance may also be clubbed with regular service visit if any. Failing to which penalty will be applicable as per rates mentioned under Section 1.9 on SLA during the warranty period.
- Vendor shall provide escalation procedures to ensure that the proper level of attention and resources are directed towards resolution of Products and Services problems in a timely manner. The escalation procedures shall indicate the steps to be taken in response to a problem report, the contact information and title of Vendor's employee(s) responding at each level and the elapsed time before the next level of response is invoked. In addition, Vendor shall provide a copy of its disaster recovery plan for managing crisis situations in order to help avoid or reduce the potential adverse effects of catastrophic events (e.g., floods, fires, earthquakes, fuel/gas leaks rendering a building unusable, etc.).
- THE WARRANTIES IN THIS RATE CONTRACT REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE.

## **USE OF DOCUMENTS AND INFORMATION**

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



**Material Delivery Schedules and calculation of penalty**

**1.8 Time Schedule for Delivery, Installation & Commissioning of Hardware**

From the date of indent through Purchase Order by the PHQ, respective items should be supplied to user offices.			
a)	For locations within Raipur/Durg/Bilaspur:	To a <b>single office/site</b> where the entire equipment is to be supplied & installed.	< <b>30 days</b> > working days
b)		To <b>multiple locations</b> where the entire equipment is to be supplied & installed.	< <b>45 days</b> > working days
c)	For locations outside Raipur/Durg/Bilaspur	To a <b>single office/site</b> where the entire equipment is to be supplied & installed.	< <b>45 days</b> > working days
d)		To <b>multiple locations</b> where the entire equipment is to be supplied & installed.	< <b>60 days</b> > working days
e)	LD for late deliveries	1% of the value of the late delivered or deemed late delivered goods for One week or part thereof, 1.5% for Second week or part thereof, 2% for Three week or part there-of and so on.	
f)	Maximum LD for late deliveries	10% of value of late delivered or deemed late delivered goods. In-case of more than 3 instances of late delivery PHQ reserves the right to cancel Rate Contract entered with the successful bidder and also forfeit PBG.	

<b>Penalty for failure to maintain quality as per specification</b>	Cancellation of orders and forfeiture of performance security.
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**1.9 Penalty for failure to maintain during warranty period**

Up time and penalty for failure to maintain during warranty period for all items	
The bidder should attend to the breakdown call within 24 Hours for the sites in District Headquarters & Head Office and within 48 Hours for the sites in other locations. If any spare parts are to be replaced the call shall be completed within 96 Hours excluding Govt. holidays from the date of attending the call. Failing which penalty is applicable as per terms & conditions.	
If the down time is more than the 'permissible down time period', the following penalties shall apply for every day beyond the permissible window of 'down time period', shall be imposed mentioned below in the table.	
Item	Penalty beyond permissible down time for every day or part thereof and soon.
Servers, Desktops PCs, Printers, Tablets, Laptop, POS devices etc.	0.4% of the total equipment cost at that site subject to a maximum of total equipment cost at that site
UPS, Tape Library, SSL VPN,	0.2% of the total cost of the equipment at that site

Structured Cabling related infrastructure.	subject to a maximum of total equipment cost at that site.
SLA for manufacturing defects and preventive maintenance etc.	
Failing to address Chronic system design or manufacturing defects or Quality Control problem	Penalty at the rate of 0.2% of system purchase value per day per system will be charged or recovered from the withheld amount subject to a maximum of the price of the system purchased
Failing to carryout yearly preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period	Penalty at the rate of 0.2% (point two percent) of the purchase value of the equipment per day per equipment subject to maximum penalty of 10% of the purchase order value.
<p>*The penalty amount will be deducted from the amounts payable to the bidder by PHQ/Department. Once this amount is exhausted, penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time the bidder recoups the Performance Security.</p>	

**1.10 SLA for performance during maintenance period**

S. No.	Description																									
1	The original call log for all the logged calls of complaints & calls closed status should be sent by email to Department on fortnightly basis for monitoring.																									
2	Along with the above mentioned call log, a date wise abstract of calls logged and repair status within SLA and outside SLA should be provided to Department in the following format with supporting call reports duly signed by the user:																									
3	Calls closed																									
	<table border="1"> <thead> <tr> <th rowspan="2">Date</th> <th rowspan="2">No. of calls logged</th> <th colspan="7">Within</th> </tr> <tr> <th>24 hrs.</th> <th>48 hrs.</th> <th>72 hrs.</th> <th>96 hrs.</th> <th>5 days</th> <th>10 days</th> <th>15days</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Date	No. of calls logged	Within							24 hrs.	48 hrs.	72 hrs.	96 hrs.	5 days	10 days	15days									
	Date			No. of calls logged	Within																					
24 hrs.		48 hrs.	72 hrs.		96 hrs.	5 days	10 days	15days																		
4	<p>The above table may be used for calculation of penalties for not meeting the SLA Requirements during maintenance/warranty period.</p> <p>Copy of the SLA promptly filled in the details should be given by every 16th and 30th of the month to Department.</p>																									

## **1.11 Section F – Standard Procedure for Opening and Evaluation of Bids**

### **1. General Guidelines for bid opening and evaluation**

Bids will be in three parts (pre-qualification, technical and financial) or two parts (Technical and financial) or composite bid (technical and financial bid together) as indicated in the tender call. For three part bids there will be three bid opening events, in two part bid there will be two bid opening events and in case of composite bids there will be only one bid opening event. Following guidelines will generally be followed by PHQ officers at each such event. However PHQ may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

### **2. Clarification of bids**

During evaluation of the bids, PHQ may, at its discretion, ask the bidder for clarification of its bid.

### **3. Performance and productivity of the equipment**

Bidders shall state the guaranteed performance or efficiency in response to the specifications.

### **4. Notification of award**

- a.) Prior to expiration of the period of bid validity, PHQ will notify the successful bidder in writing, that its bid has been accepted.
- b.) Upon the successful bidder's furnishing of performance security, PHQ will promptly notify each unsuccessful bidder and will discharge its bid security.

## 1.12 Section G – General Conditions of Proposed Contract (GCC)

### 1. Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.

### 2. Standards

The goods supplied under this contract shall conform to the standards mentioned in the specifications, and, when no applicable standard is mentioned, the authoritative standards appropriate to the goods' country of origin shall apply. Such standard shall be the latest issued by the concerned institution.

### 3. User license and patent rights

1. The Vendor shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim. If the vendor fails to comply and the PHQ is required to pay compensation to a third party resulting from such software piracy, the vendor shall be responsible for compensation including all expenses, court costs and lawyer fees. The PHQ will give notice to the vendor of such claim, if it is made, without delay.
2. The Vendor shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

### 4. Performance security

1. On receipt of notification of award, the Vendor shall furnish performance security to **PHQ** in accordance with bid document requirement.
2. The proceeds of the performance security shall be payable to the **PHQ** as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
3. The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to **PHQ** and shall be in one of the following forms:
  - A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India with at least one branch office in Raipur, in the form provided in the bidding document or another form acceptable to the **PHQ**; or
  - A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favour of the **PHQ**.
4. The performance security will be discharged by the PHQ and returned to the Vendor not later than thirty (30) days following the date of completion of all formalities under the contract and if activities, post warranty, by the Vendor is envisaged, following receipt of a performance guarantee for annual maintenance as per bid document.
5. In the event of any contract amendment, the vendor shall, within 15 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the Contract.

## **5. Inspection and acceptance tests**

Inspection and tests prior to shipment of Goods and at final acceptance are as follows:

- a. Inspection of the goods shall be carried out to check whether the goods are in Conformity with the specifications mentioned in the bid document. Following broad test procedure will generally be followed for inspection and testing of hard ware and firm wares. The vendor will dispatch the goods to the ultimate consignee after internal inspection testing along with the supplier's inspection report, manufacturer's warranty certificate. The PHQ will test the equipment after completion of the installation and commissioning at the site of the installation. (If site preparation is not included in the tender call or specification, the vendor should furnish all details of the site requirement to the PHQ sufficiently in advance so as to get the works completed before receipt of the equipment.)
- b. The Inspections and tests, at the discretion of PHQ, may be conducted on the premises of the Vendor or its subcontractor(s), at point of delivery, and / or at the good's final destination. If conducted on the premises of the Vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the PHQ.
- c. Should any inspected or tested goods fail to confirm to the specifications the PHQ may reject the goods, and the vendor shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to the PHQ/user.
- d. PHQ' right to inspect, test and, where necessary reject the goods after the goods' arrival at user's site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the PHQ or its representative prior to the goods shipment from the country of origin.
- e. Nothing in this clause shall in any way release the vendor from any warranty or other obligations under this contract. The acceptance test will be conducted by the PHQ, their consultant or any other person nominated by the PHQ, at its option. There shall not be any additional charges for carrying out acceptance tests. Any reduction in functional requirements, and performance specifications shall be ground for failure. Any malfunction, partial or complete failure of any part of hardware, firmware or excessive heating of hardware enclosures, motors attached to printers, drivers etc. or bugs in the software shall be grounds for failure of acceptance test. All the software should be complete and no missing modules / sections will be allowed. The vendor shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the PHQ, the successful completion of the test specified. An average uptake efficiency of 97% for the duration of test period (7 days) shall be considered as satisfactory.
- f. In the event of the hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the PHQ reserves the rights to get the equipment replaced by the vendor at no extra cost to the PHQ/user.

## **6. Acceptance certificates**

On successful completion of acceptability test, receipt of deliverables etc., and after PHQ is satisfied with the working of the system, the acceptance certificate signed by the vendor and the representative of the PHQ will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

## **7. Packing**

1. The vendor shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand,

without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

2. The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the PHQ.

## **8. Delivery and documents**

Delivery of the goods/services shall be made by the vendor in accordance with the terms specified in the Schedule of requirements. The details of shipping and / or other documents to be furnished and submitted by the vendor are specified below.

### **For Goods supplied from abroad:**

1. Within 24 hours of shipment, the Vendor shall notify the PHQ and the Insurance Company by cable or telex or fax full details of the shipment including contract number, description of goods, quantity, the vessel, the bill of lading number and date, port of loading, date of shipment, port of discharge, etc. The Vendor shall mail the following documents to the PHQ, with a copy to the Insurance Company.
2. Four copies of supplier's invoice showing goods description, quantity, unit price and total amount;
3. copies of packing list identifying contents of each package;
4. Insurance certificate; Manufacturer's/Supplier's warranty certificate;
5. Inspection certificate, issued by the nominated inspection agency and the supplier's factory inspection report; and Certificate of origin.

The above documents shall be received by the PHQ at least one week before arrival of Goods at the port or place of arrival and, if not received, the Vendor will be responsible for any consequent expenses.

### **For Goods from within India:**

Upon delivery of the goods to the user, the vendor shall notify the PHQ and mail the following documents to the PHQ:

1. Four copies of the Vendor invoice showing goods description, quantity, unit price total amount;
2. Delivery note, or acknowledgement of receipt of goods from the user;
3. Manufacturer's or Supplier's warranty certificate;
4. Inspection Certificate issued by the nominated inspection agency, and the supplier's factory inspection report.
  - a) Certificate of Origin;
  - b) Insurance policy;
  - c) Excise gate pass Octroi receipts wherever applicable duly sealed indicating payments made; and any of the documents evidencing payment of statutory taxes.

The above documents shall be received by the PHQ before arrival of the Goods (except deliver note and where it is handed over to the user with all documents) and if not received, the vendor will be responsible for any consequent expenses.

## **9. Insurance**

1. It is suggested that the goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery up to user site.
2. The insurance should be for replacement value from "Warehouse to warehouse (final destination)" on "All Risks" valid for a period not less than 3 months after installation and commissioning.

#### **10. Transportation**

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

#### **11. Hardware Installation**

The vendor is responsible for all unpacking, assemblies, wiring, installations, Cabling between computer units and connecting to power supplies. The vendor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the computer hardware at all installation sites.

#### **12. Incidental services**

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

- a. Performance or supervision or maintenance and/or repair of the supplied goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Vendor of any warranty obligations under this Contract, and
- b. Training of PHQ and/or its user organization personnel, at the Vendor's site and / or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied goods and services. Prices charged by the Vendor for the preceding incidental services, if any, should be indicated separately (if required), and same will be mutually negotiated separately.

#### **13. Spare parts**

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

#### **14. Warranty**

1. The Vendor warrants that the goods and services supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The Vendor further warrants that all goods and services supplied under this contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Vendor that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
2. The warranty period shall be as stated in bid document. The Vendor shall, in addition, comply with the performance guarantees specified under the contract.
3. Besides service/maintenance of Hardware and System Software and all driver software up-gradation, installing patches and services shall also be provided at no extra cost. It is the responsibility of the vendor to provide all necessary support and loading of systems software patches etc.
4. The equipment supplied should achieve required up time.
5. PHQ/user shall promptly notify the Vendor in writing of any claims arising under this warranty.

6. Upon receipt of such notice, the Vendor shall, within the period specified in GCC and with all reasonable speed, repair or replace the defective goods and services or parts thereof, without costs to the user.
7. If the Vendor, having been notified, fails to remedy the defect(s) within a reasonable period, the PHQ/user may proceed to take such remedial action as may be necessary, at the vendor's risk and expense and without prejudice to any other rights which the PHQ /user may have against the Vendor under the contract.

**15. Maintenance service**

1. Free maintenance services including spares shall be provided by the vendor during the period of warranty. User, at its discretion may ask the vendor to provide maintenance services after warranty period, i.e. annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the vendor shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter.
2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 48 hours.
3. The vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware and firmware execute without defect or interruption for at least required up time.
4. In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the vendor.
5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be.

**16. Change orders**

PHQ may, at any time, by written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:

- a. drawing, designs, or specifications, where Goods to be supplied under the Contract are to be specifically manufactured for the PHQ;
- b. the method of shipment or packing;
- c. The place of delivery and/or the services to be provided by the Vendor. If any such change causes an increase or decrease in the cost of, or the time required for, the vendor's performance of any provisions under the contract, an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within thirty (30) days from the date of the Vendor's receipt of the change order.

**17. Contract amendment**

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

**18. Assignment**

The Vendor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the prior written consent from PHQ.

**19. Subcontracts**



The Vendor shall notify the PHQ in writing of all subcontracts awarded under this contract if not already specified in the bidder's proposal. Such notification, in the original bid or later, shall not relieve the Vendor from any liability or obligation under the contract. Subcontract shall be only for bought-out items and sub-assemblies.

## **20. Delays in the supplier's performance**

1. Delivery of the Goods and performance of the services shall be made by the Vendor in accordance with the time schedule specified by the PHQ in the specifications.
2. If at any time during performance of the Contract, the Vendor or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the Vendor shall promptly notify the PHQ in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, PHQ shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages.
3. A delay by the Vendor in the performance of its delivery obligations shall render the vendor liable to the imposition of appropriate liquidated damages, unless an extension of time is agreed upon by PHQ without liquidated damages.

## **21. Liquidated damages**

If the Vendor fails to deliver any or all of the goods or perform the services within the time period(s) specified in the Contract, the PHQ shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to, as per the terms indicated in the bid document, until actual delivery or performance, subject to maximum limit. Once the maximum is reached, the PHQ may consider termination of the contract.

## **22. Termination for default**

1. The PHQ, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate the Contract in whole or in part:
  - a. if the Vendor fails to deliver any or all of the Goods/services within the time period(s) specified in the contract, or within any extension thereof granted by the PHQ pursuant to Clause 10.25 of this section or
  - b. If the Vendor fails to perform any other obligation(s) under the Contract or
  - c. If the Vendor, in the judgment of the PHQ has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
2. In the event the PHQ terminated the contract in whole or in part, PHQ may procure, upon such terms and in such manner as it deems appropriate, goods or services similar to those undelivered, and the Vendor shall be liable to the PHQ for any excess costs for such similar goods or services. However, the Vendor shall continue performance of the contract to the extent not terminated.

## **23. Force majeure**

1. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the PHQ in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3. If a Force Majeure situation arises, the Vendor shall promptly notify the PHQ in writing of such condition and the cause thereof. Unless otherwise directed by the PHQ in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**24. Termination for insolvency**

PHQ, may at any time terminate the contract by giving 30 days written notice to the Vendor if the Vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue there-after to the PHQ.

**25. Termination for convenience**

1. PHQ may at any time by giving 30 days written notice to the Vendor, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the PHQ/Purchaser's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.
2. The goods that is complete and ready for shipment within thirty (30) days after the vendor's receipt of notice of termination shall be accepted by the PHQ at the contract terms and prices. For the remaining Goods, the PHQ may elect to have any portion completed and delivered at the contract terms and prices at its discretion.

**26. Resolution of disputes**

1. The PHQ and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, the PHQ and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
3. The dispute resolution mechanism shall be as follows:

In case of a dispute or difference arising between the PHQ and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

**27. Governing language**

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

**28. Applicable law**

The contract shall be interpreted in accordance with appropriate Indian laws.

**29. Notices**

1. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by fax, email and confirmed in writing to the other party's address.
2. A notice shall be effective when delivered or tendered to other party whichever is earlier.

**30. Taxes and duties**

The vendor shall be entirely responsible for all taxes, duties, license fee Octroi, road permits etc. incurred until delivery of the contracted Goods/services at the site of the user or as per the terms of tender document if specifically mentioned. However, any revision in taxes after empanelment would be adjusted with upward/ downward revision of prices (as applicable)

**31. Training**

For each component installed, if required to train the designated PHQ and user personnel to enable them to effectively operate the total system. The training, if required, shall be given, as specified in the SCC at the locations specified. The training schedule will be agreed to by both parties during the performance of the Contract.

**1.13 STANDARD FORMS**

**1. Bid letter form**

From:

<<Registered name and address of the bidder>>

To:

ADGP Technical Services

Police Headquarters

Naya Raipur

Sir/Madam,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated .....

Project title: \_\_\_\_\_

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum as quoted in tender in Rs. which may vary in accordance with the schedule of prices attached herewith and coverage options made by PHQ or its user organization.

If our bid is accepted, we undertake to provide services/execute the work according to the time schedule specified in the bid document, obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and agree to abide by the bid conditions, including pre-bid meeting minutes, if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

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

Place: Bidder's signature

Date: and seal.

**2. Contract form**

**THIS AGREEMENT made the ..... day of ..... (Year).**

Between the Police Headquarters (hereinafter “**the PHQ**”) of one part and

..... (Name of Vendor) of ..... (City and Country of Vendor) (Hereinafter “**the Vendor**”) of the other part:

WHEREAS the PHQ is desirous that certain solution, service and materials, as described in the bid document and briefly outlined below, should be provided by the Vendor.

Date of tender call:

Title of the project:

Brief outline of the work:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this agreement words and expression shall have the same meanings as are respectively assigned to them in the bid document referred to the following documents shall be deemed to form and be read and construed as part of this Agreement, viz..

1. Bid documents
2. Pre – Bid conference minutes if any,
3. Clarification on bid document issued if any,
4. PHQ notification of award.

In consideration of the payments to be made by the PHQ to the Vendor as herein after mentioned, the Vendor hereby covenants with the PHQ to provide the goods and services (solution, service and materials) and to remedy defects therein in conformity, in all respects, with the provisions of the contract. The PHQ hereby covenants to pay the Vendor in consideration of the provision of the goods and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

S. No.	Schedule - Brief particulars of the goods and services which shall be supplied / provided by the Vendor are as under: Solution, service or Material	Qty (Nos)	Unit price Inclusive All taxes Rs.	Total Amount Incl. all Taxes Rs.	Remarks
A	B	C	D	E=C*D	F
	Grand Total				

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year above written.

Signed, and delivered by  
for the Vendor.

Vendor's common seal:

Place

Date:

Signed, and delivered by  
For Police Headquarters.

PHQ common seal:

Place:

Date:

In the presence of:

**3. Bid security (EMD) form**

(To be issued by a bank scheduled in India and having at least one branch in Raipur)

**PHQ. Tender Ref. No.....**

Whereas ..... (Here in after called “the Bidder”) has submitted its bid Dated ..... (Date). For the execution of ..... (Here in after called “the Bid”) KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at ..... (Hereinafter called the “Bank”) are bound unto the Police Headquarters, Naya Raipur (hereinafter called “The PHQ”) in the sum of ..... for which payment well and truly to be made to the said PHQ itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the PHQ during the period of bid validity:
  - a. Fails or refuses to execute the contract form if required; or fails or refuses to furnish the performance security, in accordance with the bid requirement;

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

This guarantee will remain in force up to and including <specify days> days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Signature of the Bank

Date:

and seal.

**4. Performance Security form**

(To be issued by a bank scheduled in India and having at least one branch in Raipur)

**PHQ Ref. No.....**

To: ..... <<*Address of PHQ*>>

WHEREAS ...	..... (Name of Vendor)	hereinafter called “the Vendor” has
Undertaken, in pursuance of Contract No.....		dated..... (Date), to supply
..... .....	called “the Contract”.	

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor Shall furnish you with a Bank Guarantee by a recognized bank for the sum Specified therein as security for compliance with the Supplier’s performance Obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs. ....and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ..... day of..... (Date)

Place:

Signature of guarantors

Date:

and seal.



## 5. Manufacturer Authorization Form

The authorization should be tender specific may be in the nature of a letter, memorandum or certificate regularly granted by the manufacturer to its channel partners, authorized solution providers, system integrators, distributors, etc. or a specific letter issued for purposes of this bid. Such communication should include statements/undertakings from the said manufacturer to the following effect.

1. Warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provide back to back technical support to the said bidder on a continuing basis.
4. The manufacturer should maintain necessary spares for atleast the warranty period specified for the item.
5. The said bidder is authorized to provide service and solutions using hardware firmware and / or software as the case may be.

### **Note:**

1. The letter of authority should be signed by a person competent and having the power of attorney to bind the manufacturer.
2. Ink signed copy of the MAF should be submitted in original along with the bid.

**6. Form P1 - Bidder Information**

1.	Name of the organization	
2.	Year of establishment	
3.	Registered Office Address	
4.	Name of the Authorized Representative	
5.	Phone No.	
6.	Fax No.	
7.	Email	
8.	Total No. of branch offices in CG	
9.	Total Support engineers at	
10.	At Head office (No.)	
11.	At branch offices (No.)	
12.	Bank Details for Online Transfer of Payments: <b>Name of the Bank</b> <b>Branch Address</b> <b>A/c No.,</b> <b>IFSC Code</b>	
13.	Whether Manufacturer?	If Yes, Provide relevant documents
14.	Whether authorized dealer/ Service Provider?	If Yes, Provide relevant documents
15.	Details of EMD furnished	
16.	Details of certificates enclosed.	
17.	PAN NO. of Company	
18.	TAN No. of Company	
19.	GST No. of Company	

**7. Form P2 - Turn over details of Item/product supplied during the last three financial years**

S. No.	Financial Year	Item Name	Amount (Rs in Lakhs)

**8. Form P3 - Schedule wise List of Major Customers**

S. No	Customer Full address	Year of supply	Item Name	Turn-over in Rs.

**9. Form P4 -- Schedule for Service Center in Chhattisgarh**

S.No	Full Address of service center	Contact person with phone No.	No. of support engineers

**10. Form P7 - Declaration Regarding Clean Track Record**

To:

ADGP Technical Services  
 Police Headquarters  
 Sector 19, Naya Raipur

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No.\_\_\_\_\_]. I hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, World Bank and any other major Enterprise/Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. Further, declaring that no cases pending against the firm/organization either in Government (State or Union) or as mentioned above for involvement in cases for supply of sub-standard goods/material or track record of supply of inferior quality or no enquiries on past supplies are being conducted or underway. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

<<Registered name and address of the bidder>>

**11. Schedule wise Form T-1**

S. No	Sub-Schedule No.	Item	Specification Required	Specification of proposed item	Specification Higher/Lower	Reference (Page No. /flag No.)

**12. Schedule wise Form T-2**

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

	<b>Bid document reference</b>	<b>Remarks</b>
1	Delivery period	
2	Form P-1	
3	Form P-2	
4	Form P-3	
5	Form T-1	
6	Form T-2	
7	Form T-3	
8	Form T-4 (Bidders format if required)	
9	Form T-5 (Bidders format if required)	
10	Form F-1	
11	Pre-qualification criterion	
12	Technical specifications	
13	Financial bid format	
14	General instruction to bidders	
15	Standard procedure for bid evaluation	
16	General condition of proposed contract(GCC)	
17	Special Condition of proposed Contract(SCC)	
18	Annexure (Bidders format if any)	

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

Place:

Bidder's signature

Date:

and seal.

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

**13. Form-T3 - Un-Priced schedule for goods/ services offered**

S. No	Sub-Schedule Reference	Item details with make and model	Qty. (nos)
			1

**14. Schedule wise Form F-1 - Price schedule for goods/ services offered (in Indian Rs.)**

S.No	Sub Schedule Ref no.	Item details with make and model	Qty. (nos)	Unit Price without taxes (Rs.)	Taxes/Duties etc. on unit price (Rs.)	Total Amount in Rs.
	Sub Schedule Code	1	2	3	4	5
			Per Unit			
			Per Unit			
					Total	

Bid amount in words (Col. No. 5) for \_\_\_ sub-schedule\* \_\_\_\_\_

Bid amount in words (Col. No. 6) for \_\_\_ schedule \_\_\_\_\_

(Signature of Bidder)

**Note:** The above should be given Schedule wise.

\* Bid amount in words as per Col. No. 5 should be reproduced for each sub-schedule.

**1.14 Annexure – Schedules of Goods & Services**

**Note:** i) All the bidders must submit the technical compliance statement for annexure in prescribed format (Form- T1) along with technical bid.

**1. SERVERS - Schedule-1**

- Warranty 5 years
- EMD – Rs 1,50,000/- (One lakh Fifty Thousand Only)

<b>S.No</b>	<b>Sub-Schedules</b>	<b>Server Type</b>
1	S-01	Blade Server
2	S-02	Rack Server
3	S-03	Blade Server with preinstalled Windows Server 2012 R2 Standard
4	S-04	Rack Server with preinstalled Windows Server 2012 R2 Standard
5	S-05	Blade Server with preinstalled Windows Server 2012 R2 Datacenter
6	S-06	Rack Server with preinstalled Windows Server 2012 R2 Datacenter

**2. Desktops - Schedule-2**

- Warranty 3 years (On-Site)
- EMD – Rs 3,00,000/- (Three lakhs Only)

<b>S.No</b>	<b>Sub-Schedules</b>	<b>Desktop Processor</b>
1	D-01	i3 6 <sup>th</sup> Gen
2	D-02	i5 6 <sup>th</sup> Gen

**3. Printers - Schedule-3**

- Warranty 3 years (On-Site)
- EMD – Rs 75,000/- (Seventy Five thousands Only)

S.No	Sub-Schedules	Printer Type
1	P-01	Duplex Printer
2	P-02	MFP Printer

**4. UPS – Schedule-4**

- Warranty 3 years including battery (On-Site)
- EMD – Rs 1,50,000/- (One lakh Fifty Thousand Only)

S.No	Sub-Schedules	UPS
1	UPS-01	2KVA UPS with 120 min backup
2	UPS-02	Line Interactive UPS 600 VA

**5. SSL VPN Hardware - Schedule-5**

- Warranty 5 years
- EMD – Rs 15,000/- (Fifteen Thousand Only)

S.No	Sub-Schedules	SSL VPN
1	SV-01	SSL VPN



**6. Structured Cabling and related infrastructure – Schedule-6**

- Warranty 3 years (On-Site)
- EMD – Rs 1,80,000/- (One lakh Eighty Thousand Only)

<b>S.No</b>	<b>Sub-Schedules</b>	<b>Desktop Furniture</b>
1	SC-01	Computer Table Chair Pair
2a.	SC-02	8 Port Switch
2b.		16 Port Switch
2c.		24 Port Switch
3	SC-03	Earth Pit & Earthing
4a.	SC-04	9U Rack
4b.		24 Port CAT 6 Patch Panel
4c.		Electrical Cabling
4d.		Information Outlet CAT 6
4e.		CAT 6 Cable Laying 20 mtrs
4f.		CAT 6 Patch Cord 2 mtr
4g.		CAT 6 Patch Cord 3 mtr

**1.13 Annexure II – Technical Specifications****1. Technical Specification of Servers****S-01 Blade Servers**

<b>S. No</b>	<b>Parameter</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
1	Processor	Latest Generation (not older than 12 months ) x86-64 Bit Minimum eight- Core Processor, Multi-Core physical CPUs and 24 MB L3 Cache or higher			
2	CPU/ Socket	Dual socket blade with Intel Xeon Processor E5-2650 v3 series or higher, Minimum 2.6 Ghz Clock Speed			
3	Memory	Configured with 256 GB ECC DDR4 DIMM Memory, scalable to 768 GB or higher within the blade			
4	PCI Slots	Minimum 2 nos. of PCI Express 3.0/ Mezzanine slots			
5	Network Interface Ports	Minimum 2*10GbE NIC Ports or higher. The NIC Ports should support FCoE & iSCSI			
6	FC-HBA Ports	2 * 8 Gb/s FC-HBA Ports for redundant switch connectivity. Provision of pull patch cords for all supplied physical ports			
7	Internal RAID	Internal RAID Controller should be able to do RAID 1,1+0			
8	Internal HDD	Should be configured with minimum 2 *900 GB Internal SAS/ SSD SFF Hot Pluggable/ Hot-Swap HDD or higher within the blade			
9	Warranty	Five years comprehensive warranty from OEM (Proof of the warranty must be attached) onsite service support from day one			

**Rate Contract RFP For IT and IT Related Goods and Services For Chhattisgarh State Police**

<b>S. No</b>	<b>Parameter</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
		without any extra cost.			
<b>10</b>	Pre-Failure Warranty	Critical Components like CPU, Memory, SSD & PCI Slots should be covered under Pre-Failure Warranty			
<b>11</b>	OS & Virtualization Infrastructure Support	MS Windows, RHEL, SLES, OEL, Oracle Solaris, VMware Sphere & Microsoft Hyper			
<b>12</b>	Console I/O Port Power Supply (Connector) Redundancy & Management	Dedicated management port for out of band management. Server Should have redundant power supply (Connector) and redundant I/O Connector. Must be able to show the actual power usage and temperature and air flow data. Must show power trends using historical data. It should be able to schedule and control the power consumption based on user defined settings.			
<b>13</b>	Form Factor	Blade c7000			

**S-02 Rack Mount Servers**

<b>S. No</b>	<b>Parameter</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Processor	Latest Generation (not older than 12 months) x86-64 Bit Server with Minimum 2*4 Core with Intel Xeon Processor, Minimum 2.6 Ghz Clock Speed and 24 MB L3 Cache or higher			
<b>2</b>	Memory	Minimum 256 GB DDR4 (DIMM) Memory Per Server expandable upto 2 TB			

**Rate Contract RFP For IT and IT Related Goods and Services For Chhattisgarh State Police**

<b>S. No</b>	<b>Parameter</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>3</b>	Network Interface Expansion Ports	Minimum 4 Nos. 10/100/1000 Mbps Ethernet ports and 2 no of 10 GbE ports			
<b>4</b>	FC-HBA Ports	Minimum 2 * 8Gb/s auto negotiable FC HBA Ports with minimum two number of 5m LC-LC cable connecting Server to storage			
<b>5</b>	Internal RAID	Internal RAID Controller offering Striping, Mirroring with minimum 2GB FBWC/BBWC or equivalent, support RAID (0,1 and 5)			
<b>6</b>	Internal HDD	Minimum 4 * 900GB Internal SAS SFF 6Gbps, Hot Plug HDD Per Server			
<b>7</b>	Ports	Remote Management Port-1, USB Min 4 Nos			
<b>8</b>	Power Supplies	Hot-Plug Redundant Power Supply			
<b>9</b>	Fans	Redundant Hot Swappable Fans			
<b>10</b>	Warranty & Support	Five years comprehensive warranty from OEM (Proof of the warranty must be attached) onsite service support from day one without any extra cost.			
<b>11</b>	Pre-Failure Warranty	Critical Components like CPU, Memory, HDD and PCI Slots should be covered under Pre-Failure Warranty			
<b>12</b>	Benchmarks Certification	UL/CSA, FCC, ROHS For OEM: ISO 9001:2008			
<b>13</b>	OS & Virtualization Infrastructure Support	Should support 64 bit OS and application. MS Windows, RHEL, SLES, OEL, Oracle Solaris, VMware VSphere & Microsoft HyperVb			

**Rate Contract RFP For IT and IT Related Goods and Services For Chhattisgarh State Police**

<b>S. No</b>	<b>Parameter</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>14</b>	Server Management	Driver software for all the adaptors as per the configuration and operating system required Dedicated port for out of band remote management, including BIOS and Firmware updates			
<b>15</b>	Form Factor	2U/4U Rack-Mount			

**S-03 to S-04 Technical Specification – Specs as per S-01 & S-02 respectively with Windows Server 2012 Standard license**

**S-05 to S-06 Technical Specification – Specs as per S-01 & S-02 respectively with Windows Server 2012 Datacenter license**

**2. Technical Specifications for Desktop Systems**

**D -01 Desktop i3 6<sup>th</sup> Generation**

<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/ Same</b>
<b>1</b>	<b>OEM Certifications</b>	Should be in the in the list of top 5 desktop brands as per latest IDC report published for India.			
<b>2</b>	Processor	i3 6th Generation , 64bit x86 Processor @ 3GHz or higher ,4MB L3 cache, or higher Memory support DDR4			
<b>3</b>	Motherboard & Chipset	OEM Motherboard with TPM			
<b>4</b>	Video	Integrated Graphic controller			
<b>5</b>	Audio	Integrated audio with internal speaker			
<b>6</b>	Network	Integrated 10/100/1000 Gigabit Ethernet controller or higher			

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<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/Same</b>
7	Ports	6 Nos or higher Nos of USB Ports with atleast 2 USB 3.0 Ports and remaining with USB 2.0 Ports. (Min 2Nos in the front)			
8	HDD Controller	Integrated dual port SATA-III controller			
9	Memory	4 GB DDR4 DIMM RAM @1600 or higher MHz expandable up to 8 GB or more			
10	Storage	500GB SATA HDD or better			
11	Optical Drive	22X DVD writer or higher			
12	Monitor	18.5” TFT or more (4:3 aspect ratio) LCD Monitor 1280 x 1024 resolution with 5 ms or lower response time, TCO 06 certified - Same make as PC			
13	Keyboard	Bilingual (Hindi & English) 107 or more Keys mechanical Keyboard			
14	Mouse	USB Optical Scroll Mouse with antistatic mouse pad resolution of Optical 1000 cpi, Complying to CE and FCC norms			
15	Out Of Band Management	System should support out-of-band management			
16	Power Management & DMI	System with Power management features & Desktop Management Interface implementation with 90% energy efficiency - Certification to be enclosed			
17	System Chassis	Tower Model – Tool Less with active power factor correction feature to sustain full load.			
18	OS Support & Certification	Pre-Loaded MS Windows 8 or Windows 10 64 bit Professional			

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<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/ Same</b>
<b>19</b>	Preloaded Software	Above configuration preloaded with <b>OS</b> (Latest Version) with Hindi Language packs, <b>Open Office Suite</b> with Hindi Unicode fonts. Antivirus Symantec/ MacAfee /NOD32 /eTrust /Kaspersky /eScan /Quickheal /Msecure with following features anti-virus, Antispyware, Intrusion Prevention Browser protection with single management console with 3Years subscriptions with support updates and patches			

**D -02 Desktop i5 6<sup>th</sup> Generation**

<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/ Same</b>
<b>1</b>	<b>OEM Certifications</b>	Should be in the in the list of top 5 desktop brands as per latest IDC report published for India.			
<b>2</b>	Processor	i5 6th Generation , 64bit x86 Processor @ 3GHz or higher ,4MB L3 cache, or higher Memory support DDR4			
<b>3</b>	Motherboard & Chipset	OEM Motherboard with TPM			
<b>4</b>	Video	Integrated Graphic controller			
<b>5</b>	Audio	Integrated audio with internal speaker			
<b>6</b>	Network	Integrated 10/100/1000 Gigabit Ethernet controller or higher			
<b>7</b>	Ports	6 Nos or higher Nos of USB Ports with atleast 2 USB 3.0 Ports and remaining with USB 2.0 Ports. (Min 2Nos in the front)			

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<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/ Same</b>
<b>8</b>	HDD Controller	Integrated dual port SATA-III controller			
<b>9</b>	Memory	4 GB DDR4 DIMM RAM @1600 or higher MHz speed expandable up to 8 GB or more			
<b>10</b>	Storage	500GB SATA HDD or better			
<b>11</b>	Optical Drive	22X DVD writer or higher			
<b>12</b>	Monitor	18.5” TFT or more (4:3 aspect ratio) LCD Monitor 1280 x 1024 resolution with 5 ms or lower response time, TCO 06 certified - Same make as PC			
<b>13</b>	Keyboard	Bilingual (Hindi & English) 107 or more Keys mechanical Keyboard			
<b>14</b>	Mouse	USB Optical Scroll Mouse with antistatic mouse pad resolution of Optical 1000 cpi, Complying to CE and FCC norms			
<b>15</b>	Out Of Band Management	System should support out-of-band management			
<b>16</b>	Power Management & DMI	System with Power management features & Desktop Management Interface implementation with 90% energy efficiency - Certification to be enclosed			
<b>17</b>	System Chassis	Tower Model – Tool Less with active power factor correction feature to sustain full load.			
<b>18</b>	OS Support & Certification	Pre-Loaded MS Windows 8 or Windows 10 64 bit Professional			
<b>19</b>	Preloaded Software	Above configuration preloaded with <b>OS</b> (Latest Version) with Hindi Language packs, <b>Open Office Suite</b> with Hindi Unicode fonts.  Antivirus Symantec/ MacAfee /NOD32			



**Rate Contract RFP For IT and IT Related Goods and Services For Chhattisgarh State Police**

<b>S. No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No.____ Flag No.____)</b>	<b>Higher/ Same</b>
		/eTrust /Kaspersky /eScan /Quickheal /Msecure with following features anti-virus, Antispyware, Intrusion Prevention Browser protection with single management console with 3Years subscriptions with support updates and patches			

**3. Technical Specifications for Printer**

**P-01 Laser Jet Network Printer (Duplex)**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Print speed, black	24 ppm or higher			
<b>2</b>	Print resolution, black	Up to 600 x 600 x 2 dpi			
<b>3</b>	Print technology	Laser			
<b>4</b>	Monthly duty cycle	Up to 8000 pages			
<b>5</b>	Memory, standard	32 MB or higher			
<b>6</b>	Print languages, standard	Host-based printing, PCL 5e			
<b>7</b>	Duplex printing (printing on both sides of paper)	Automatic (standard)			
<b>8</b>	Media sizes, standard	Letter, legal, executive, postcards, envelopes (No. 10, Monarch)			
<b>9</b>	Media sizes, custom	250-sheet input tray: 5.8 x 8.27 to 8.5 x 14 in; priority feed slot: 3 x 5 to 8.5 x 14 in			
<b>10</b>	Media types	Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock,			

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<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
		transparencies, postcards			
<b>11</b>	Accessories included	USB cable , Driver CD ,Utility software ,Cat5/6 UTP patch cable & One printing cartridge			
<b>12</b>	Network ready	Standard (built-in Ethernet)			
<b>13</b>	Power consumption	<=450 watts			
<b>14</b>	Power Consumption (Standby)	<=2.2 watts			
<b>15</b>	Operating temperature range	63.5 to 77° F			
<b>16</b>	ENERGY STAR® Qualified	Yes			

**4. Technical Specifications for UPS**

**UPS-01 On-Line Ups (2KVA) Single Phase Input/ Output**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Capacity	<b>2KVA</b>			
	Battery Backup	<b>120minutes</b>			
<b>2</b>	<b>General</b>				
	Inverter Technology	Pulse Width Modulation (PWM) using IGBTs, double conversion			
	Switching frequency	20 KHz or higher			
	Total Harmonic Distortion (THD) Voltage	< 2% for 100% linear load < 3% for 100% non-linear load			

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<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No./flag No.)</b>	<b>Higher/Same</b>
	Noise level	Less than 55 dB			
	Operating Temperature	0°- 50° C			
	Output Wave Form	Pure sine wave			
	Cooling	Air Cooled			
<b>3</b>	<b>Input</b>				
	Voltage Range	160 V AC to 260 V AC			
	Frequency range	50 ± 6% Hz			
	D/G set comp ability	Required			
	Input Power Factor	0.9 or better at full output load leading to Unity with power factor correction (PFC)			
<b>4</b>	<b>Output</b>				
	Voltage	230V AC +1 %, single phase			
	Regulation	Less than + 1% in the following conditions 1.No load to full load/Full load to no load 2.0.6 lag to Unity PF 3.During Entire Backup time. 4.Complete Input Voltage Range			
	Frequency	50 Hz + 0.5 %			
<b>5</b>	<b>Efficiency</b>				
	Overall	Efficiency 80 % or better on rated full load of 0.8 PF & 230V, 50Hz AC output			
	Inverter Efficiency	90% or better on rated full load of 0.8 PF & 230V, 50Hz AC output			
<b>6</b>	Overload Capacity	110% for 2 min. & 125% overload for 30sec.			
<b>7</b>	Load Power Factor	0.8 lagging			

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<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No./flag No.)</b>	<b>Higher/Same</b>
<b>8</b>	Protection	Required for : Short Circuits / Over Loading/ Over Temperature / Input low/ high voltage control/ DC low/high voltage trip			
<b>9</b>	<b>Battery Make</b>	SMF-VRLA Complying with JIS C 8702 test.			
	Battery recharge time (after complete discharge to 100% charge) & charge rating	Battery recharge time should not exceed 8 hours and charger should be capable to charge battery on C10 rating.			
<b>11</b>	<b>Battery Capacity</b>				
	Capacity of UPS	D.C.Bus Voltage	Battery Bank for Back-up Time		
	2KVA	<192 V	120minutes		
	UPS & Battery Housing	Powder coated UPS & battery cabinet with caster wheel should be of minimum 1mm thick good quality material and should be free from sharp edge, scratches, nicks, & burs etc. Enclosure should conform to protection requirement of IP2L1 to IS13947 (Part 1)/1993 (reaffirmed 2004).			
<b>12</b>	<b>L.C.D. meter</b>	To measure and monitor input voltage, output voltage, output current, DC current, DC voltage, input / output frequency			
<b>13</b>	<b>Indications</b>	Mains on/ Load on Battery/ Inverter/ Battery level/ Load level/ Inverter over load			
<b>14</b>	Audible Alarm	Over Temperature / Main failure/ Battery low/ Inverter Overload			
<b>15</b>	Switches	Main ON/OFF MCB/ Battery ON/OFF MCB/ Inverter push button with reset.			

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<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
<b>16</b>	Output Connection	O/P Terminals of standard quality should be provided. 03 Nos. of 5/15A/230V female ISI/ IEC Mark socket and all 3 sockets should			
<b>17</b>	Isolation Transformer	Galvanic Isolation through Transformer			
<b>18</b>	Dry Heat Test	In accordance with IS:9000 (part 3/sec.5)1977 (reaffirmed 2007) At 55 Degree C for 16 Hrs			
<b>19</b>	Damp Test	In accordance with IS:9000 (part 5/sec.2)1981 At Temperature of 40 Degree C, two Cycles of (12+2) Hours Each 2007)			
<b>20</b>	Cold Test	In Accordance with IS:9000 (Part2/ Sec.4) 1977(Reaffirmed 2007) At -10 Degree Celsius for 4 Hrs.			
<b>21</b>	Availability of The Type Test	Report From Central Govt. /NABL/ILAC Accredited Lab Covering All Technical Requirement			
<b>22</b>	Test Certificate No. & Date				
<b>23</b>	Name & Address of Lab				
<b>24</b>	Supply & Commissioning	Included in scope			
<b>Note -More than two battery banks should not be used in parallel in the configuration.</b>					

**UPS-02 Off-Line Ups (600 VA line interactive UPS)**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Capacity	600 VA or higher			

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2	Battery Backup	15 Minutes			
3	Operating Mode	Standalone			
4	<b>AC Input</b>				
	Voltage	150 to 260 V AC			
	Frequency	50 Hz +/-6%			
5	<b>AC Output</b>				
	Voltage (Main AVR Mode)	220V +/- 2%			
	Voltage (Inverter Mode)	220V , 50 Hz +/-2%			
6	Transfer Time	<=3 ms or Better			
7	Protection	Protection against surge or noise or overload or short circuit or battery low			
10	Battery	Sealed Maintenance Free			
11	Charging	Charging when UPS is off but Connected to Mains			
12	Indications	Display Indicators for AC normal, Battery Charging, System on Backup, AC power failure etc.			
13	Frequency	AC power failure etc.			
14	<b>Alarms</b>	On battery mode: Beeps every 30 sec. Low Battery Pre-alarm: Two Beeps Every 3 Sec			

**5. Technical Specifications for SSL VPN Hardware**

**SV-01 SSL VPN**

S. No.	Feature /Specification	Specifications Provided by Bidder	Reference (Page No. /flag No.)	Higher/Same
1	SSL VPN should be a hardware based purpose built appliance with minimum 4 triple speed 100/1000 Mbps interface ports.			
2	Should support minimum 500 concurrent users and scalable up to 1000 users on same hardware with throughput of atleast 2			

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<b>S. No.</b>	<b>Feature /Specification</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
	Gbps.			
<b>3</b>	Should include software and necessary licenses (if any) for atleast 1000 users			
<b>4</b>	Should provide fast and easy access to all applications including Web based, client/server, server based architecture			
<b>5</b>	Should support external WAN optimization feature functions including TCP optimization, data deduplication, single instance store and application optimization blueprints for HTTP, HTTPS, CIFS, MAPI protocols for optimized application access through SSL VPN.			
<b>6</b>	Should support standard compression mechanism and stream based differencing to avoid transmission of content that has been previously received in the local data store.			
<b>7</b>	Should support Active Active High availability with stateful session failover (SSF)			
<b>8</b>	Should support following Authentication methods:			
<b>a</b>	a) Username and Password, Active Directory, LDAP.			
<b>b</b>	b) Chhattisgarh Police Department side digital certificates.			
<b>9</b>	Should support at least 5 Virtual portals.			
<b>10</b>	SSL VPN solution must provide machine authentication based on combination of HDD ID, CPU info and OS related parameters i.e. mac address to provide secure access to corporate resources.			
<b>11</b>	SSL VPN solution should provide provision for auto collect, auto approve functions for automated collection and approval of hardware ID's without any manual intervention.			
<b>12</b>	Appliance must support workflow functionality that should allow security administrators to approve end user hardware machine before users can access the published resources.			

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<b>S. No.</b>	<b>Feature /Specification</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
<b>13</b>	SSL VPN solution offers encrypted and authenticated access to internal applications from internet. Multi factor authentication is additional layer of security that ensure only authorized user can access the resources, Static passwords can be compromised having said that attacker or intruder can bypass SSL security control and gain unauthorized access to internal applications. it is highly recommended form security stand point proposed SSL solution.			
<b>14</b>	SSL VPN should have support for Android and iOS phones.			
<b>15</b>	SSL VPN should be able to authorize based on the Device ID of android and IOS phones.			
<b>16</b>	Should provide workflow mechanism to auto collect and approval of hardware id and device IDs.			

**6. Technical Specifications for Structured Cabling and related Infrastructure**

**SC-01 Computer Table & Chairs Pair**

**Computer Table Size: L 910 x W 610 x H 728 mm**

<b>S. No.</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	<p>Top: Size 910 x 610 mm made of 18 mm thick pre laminated medium density fibre (MDF) board ISI Marked (IS: 14587-1998). The top shall be firmly screwed on 25x25x1 mm square tube frame.</p> <p>Upper side of laminated board shall be in natural teak shade while the bottom side shall be white/cream shade.</p> <p>Sliding key Board tray: A Sliding key Board tray shall be made of 18mm pre laminated medium density fibre board of size 725x450 mm. The gap between top and tray shall be 100mm.</p> <p>Sufficient top and bottom racks space to accommodate CPU, UPS and Printers. Table top should have one wire manager for wires control. Table top, keyboard and storage shelf should be made of 19 mm pre-laminated MDF Board of premium brands.</p>			



**Computer Chair with Handle**

S. No.	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No. / flag No.)	Higher/ Same
1	<p>Seat size shall be 430x430 mm on 10 mm thick molded comm. ply with 60 mm thick 40 density molded PU foam. Back rest size shall be 400x300 mm on 10 mm thick molded comm. ply with 40 mm thick 32 density molded PU foam covered with tapestry.</p> <p>The height of back rest shall be 900x500 mm for top and bottom edges respectively. The back rest shall be provided with lifting arrangement on flat iron &amp; helical spring. Two nos. suitable PU handles shall be provided.</p> <p>The base stand should be made up of 5 prongs duly pressed welded together centrally with a pedestal bush with good quality twin wheel castors. The stand and other metal parts excluding central spindle shall be powder coated. Complete steel structure shall be pretreated and powder coated with minimum thickness of 60 microns coating. A central spindle of 25mm dia rod without threads shall be provided with revolving arrangements. The adjustable height of chair shall be from 530 to 570 mm. A good quality tapestry cloth shall be provided on seat &amp; back in attractive colour/ shade.</p>			

**SC-02a 8 Port Unmanaged Switch**

S No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No. / flag No.)	Higher/ Same
1	Network Ports	The switch should have minimum 8 x 10/100 Ports			
		UTP RJ-45 ports			

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<b>2</b>	Protocol	CSMA/CD			
<b>3</b>	Standards Compliance	IEEE 802.3 10 Base-T Ethernet			
		IEEE 802.3u 100BASE-TX Fast Ethernet			
		IEEE/ANSI 802.3 Auto Negotiation			
		IEEE 802.3x Full duplex Flow Control			
<b>4</b>	Data Transfer Rates	Ethernet 10 Mbps(Half-duplex ,20 Mbps Full duplex)			
		Fast Ethernet 100 Mbps(Half Duplex), 200 Mbps(Full-Duplex)			
<b>5</b>	Performance Specifications	Bandwidth: 3.2 Gbps or above			
		Mac Address Database 4k			
<b>6</b>	Power Supply	100V-240VAC			

**SC-02b 16 Port Unmanaged Switch**

<b>S No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Network Ports	The switch should have minimum 16 x 10/100 Ports			
		UTP RJ-45 ports			
<b>2</b>	Protocol	CSMA/CD			
<b>3</b>	Standards Compliance	IEEE 802.3 10 Base-T Ethernet			
		IEEE 802.3u 100BASE-TX Fast Ethernet			

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		IEEE/ANSI 802.3 Auto Negotiation			
		IEEE 802.3x Full duplex Flow Control			
<b>4</b>	Data Transfer Rates	Ethernet 10 Mbps(Half-duplex ,20 Mbps Full duplex)			
		Fast Ethernet 100 Mbps(Half Duplex), 200 Mbps(Full-Duplex)			
<b>5</b>	Performance Specifications	Bandwidth: 3.2 Gbps or above			
		Mac Address Database 4k			
<b>6</b>	Power Supply	100V-240VAC			

**SC-02c 24 Port Unmanaged Switch**

<b>S No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Network Ports	The switch should have minimum 24 x 10/100 Ports			
		UTP RJ-45 ports			
<b>2</b>	Protocol	CSMA/CD			
<b>3</b>	Standards Compliance	IEEE 802.3 10 Base-T Ethernet			
		IEEE 802.3u 100BASE-TX Fast Ethernet			
		IEEE/ANSI 802.3 Auto Negotiation			
		IEEE 802.3x Full duplex Flow Control			
<b>4</b>	Data Transfer Rates	Ethernet 10 Mbps(Half-duplex ,20 Mbps Full duplex)			

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		Fast Ethernet 100 Mbps(Half Duplex), 200 Mbps(Full-Duplex)			
<b>5</b>	Performance Specifications	Bandwidth: 3.2 Gbps or above			
		Mac Address Database 4k			
<b>6</b>	Power Supply	100V-240VAC			

## SC-03 Earth Pit &amp; Earthing

S. No.	Materials	Specifications Provided by Bidder	Reference (Page No. / flag No.)	Higher/Same
1	<p><b>General: Earth resistance measured must be less than 2 Ohm.</b>            G.I. Pipe of 60 mm diameter with a sole plate to be laid vertically down inside the ground to depth of 3.5 meter. To the G.I. Pipe four copper plates are fitted at the bottom inside the earth. The Copper plate is of One-meter Square. G.I. Pipe is fitted to Copper plates by means of brass bolts &amp; nuts of 9.4 mm X 50 mm and with spring Washers &amp; Plate washer. The trench is fitted with fine ash to a height of One meter, then Salt to a height of One meter, followed by Saw Dust to a height of One meter. Thus the G.I. Pipe is buried inside, to a depth of three meters &amp; only 0.5 meter Is kept above ground level. From this portion connection is made to equipment Earth Strip as desired. Copper plate .5-meter square 3 mm thick, sole plate 60 Sq. mm, 6 mm thick GI wire-to-wire earthing system connection should be made with compression connectors or otherwise weld connection.</p>			
	<b>Copper Plate Earthing</b>	<b>QTY.</b>		
1.	300mm x 300mm x 4mm Thick Copper Plate (Not less than 95% copper purity)	15 Kg (1 in No)		
2.	25mm x 3mm Thick Copper Strip (Not less than 95% copper purity)	12 ft./ 6 Kg		
3.	Charcoal	200 Kg		
4.	Salt	40 Kg		
5.	(150 x 100 x 6mm Thick Terminal Plate Copper	2 Nos (0.900 Kg) each		
6.	Sundries such as Brass, Nut bolts, Porcelain, Insulator, Thimbles, I/Tape etc.	As per requirement		
7.	40mm Dia B-Class GI Pipe for watering & Strip protection.	10 ft.		
8.	Supply of Soft Soil (Optional)	4 Cu.Mts.		

**SC-04a Wall Mounted Network 9U Rack**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
1	Size	19" Wall mount ,9 U height			
2	Body	Minimum Powder coated steel Body with front door of glass. Completely covered & have security locks.			
4	Accessories:	Proper ventilated with One Fan, One Cable Manager, Power Distribution Unit of 6 No. (5 and 5 Amp) Sockets with surge protection, Mounting Accessories,			
5	Earthing	Fitted with Copper Strip for earthing the equipment			

**SC-04b 24 Port Cat-6 Patch Panel**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. /flag No.)</b>	<b>Higher/ Same</b>
1	Type	24 port patch panel as per requirement, Unshielded Twisted Pair, Category 6, ANSI/TIA/EIA 568- B.2.1			
2	Circuit identification Scheme	Port Labeling for port identification on each of 24-ports			
4	Port Identification	Labels on each of 24/48-ports (to be included in supply),			
5	Height	1U			
6	Category	Category 6			
7	Modular Jack	750 mating cycles			

**SC-04c Electrical Cabling**

<b>S. No</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Scope	Supply, install, testing, commissioning and maintenance of electrical cabling for supplying power to run installed devices.			
<b>2</b>	Skilled Manpower	Electrical Cabling shall be laid by skilled and experienced workmen using adequate equipment to minimize stretching of the cable.			
<b>3</b>	Cable Terminations	All terminations should be carried out according to the manufacturer's instructions and guidelines and standards of generic cabling systems. When terminating outlets, care must be taken for safety.			
<b>4</b>	Testing & Documentation	Testing of each node should be done as per manufacturer standards and the final report should be submitted.			
<b>5</b>	<b>Specifications</b>	<b>Total 8 Electrical Points</b> Including 3 Switches & 3 Sockets in Each Point, (2 No. 5-Amps and 1 No. 15 Amps.) - Point wiring using ISI approved PVC Conduit / Casing Capping, 1.1 KV grade 2.5 Square meter FRLS Cu flexible wire including supply of wire, switch, socket and GI Box. Including all necessary hardware & accessories complete, material and labour as per requirement of the CG Police. For point wiring having Average Point length is 12 to 18 Meters.			
<b>6</b>	UPS	Electrical Cabling for Network Rack, Four Computer Points, separate cabling for Two Printers from main input and Generator set to UPS Including change-over, MCB and all other accessories as per requirement.			

**SC-04d Information Outlet (Cat6-Single Port)**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
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<b>1</b>	Type	1-port, Shuttered, White, with surface box for surface mount applications, Category 6, TIA/EIA 568-b Category			
<b>2</b>	Material	ABS/Polycarbonate			
<b>3</b>	No. of ports	One			
<b>4</b>	Protection	Shutters			
<b>5</b>	Identification	To be supplied with label for port identification			

**SC-4e Technical Specifications for CAT 6 Cable Lying**

<b>S. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>	<b>Specifications Provided by Bidder</b>	<b>Reference (Page No. / flag No.)</b>	<b>Higher/ Same</b>
<b>1</b>	Cable Laying	All the cabling shall run through PVC conduit / Casing Capping of suitable size of ISI standard.			
<b>2</b>	Skilled Manpower	Cables shall be laid by skilled and experienced workmen using adequate equipment to minimize stretching of the cable.			
<b>3</b>	Cable Terminations	All terminations should be carried out according to the manufacturer's instructions and guidelines and standards of generic cabling systems. When terminating outlets, care must be taken to avoid damaging the copper cores when stripping back the outer sheathing.			
<b>4</b>	Testing & Documentation	Testing of each node should be done as per manufacturer standards and the final report should be submitted.			



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5	UTP OMPONENTS	The system should Meet or exceed TIA/EIA 568 B-2 specifications of Category-6 as a system. All performance parameters -Attenuation, Pair -to-Pair and power sum NEXT, Pair And Power sum ELFEXT, Return Loss and Delay skew should be tested for 100m Channel as well as 90m permanent Link. It should be a single OEM solution and should ensure optimum system performance. There should not be any Impedance mismatch problems among components of the cabling system. The complete system should be tested up to 600 MHz for all the test parameters to ensure the end-to-end system performance.			
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**SC-04f & SC-04g CAT 6 Patch Cord (2 Meter / 5 Meters)**

S. No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No. / flag No.)	Higher/ Same
1	Length	2 Meter /5 Meter			
2	Conductor	24 AWG 7 / 32, stranded copper			
3	Cable Type	UTP CAT 6 ANSI/TIA/EIA 568-B.2.1			
4	Plug Protection	Matching colour boot to maintain bend radius			
5	Category	Category 6			
6	Terminals	Phosphor Bronze with gold plating			
7	Jacket	PVC			