

e-TENDER CALL NOTICE OFFICE OF THE COMMISSIONER OF POLICE,
BHUBANESWAR-CUTTACK

Sl. No.	Event	Tentative Schedule
1	PROVIDING ANNUAL MAINTENANCE CONTRACT OF POLICE MODERN CONTROL ROOMS IN BHUBANESWAR & CUTTACK -----	
2	Publication of advertisement in Newspapers (if applicable)	By 09.08.2021
3	Display of Tender documents in M/s. MSTC Website (www.mstcecommerce.com/eproc)	09.08.2021
4	Start of Download of Bidding Documents	09.08.2021.
5	Bid Security Declaration to be submitted to Dy. Commissioner of Police, Hdqrs., Bhubaneswar-Cuttack Odisha Bank account	On or before 30.8.2021
6.	The cost of tender documents Rs.1000/- should be submitted in favour of DCP-HDQRS BBSR-CTC in shape of DD/Cheque along with tender documents which is non-refundable.	Should be prepared by 30.8.2021
7.	Start date for submission of Techno commercial bid and price bid on website of MSTC	11.08.2021
8.	Last date & Time for submission of Techno commercial bid and price Bid on the website of MSTC	30.08.2021;16:00Hrs
9	Opening of Techno Commercial Bids	31.08.2021
10	Demonstration / Proof of Concept (POC) for evaluation / Technical demonstration by the qualified bidder before the Tech. Committee, if required any.	03.09.2021
11	Announcement of Technically Qualified Bidders and intimation to Bidders by email	06.09.2021
12	Opening of Financial Bids of Technically qualified bidders	07.09.2021
13	Display of comparative statement of the Financial Bids	07.09.2021
14	Reverse Auction date & time	08.09.2021 12:00 to 13:00Hrs
15	Issue of LOA	To be intimated later

Any change to the above schedule shall be notified on the MSTC website (www.mstcecommerce.com/eproc) and Commissionerate Police website (<https://bhubaneswarcuttackpolice.gov.in/>). Interested parties are advised to regularly check these websites. Therefore, interested bidders are requested to register on MSTC portal for details e-tender and participation.

Dy. Commissioner of Police, Hdqrs.,
Bhubaneswar-Cuttack
(Tender Calling Authority)

e-TENDER CALL NOTICE

Office of the Commissioner of Police, Bhubaneswar-Cuttack

Tender Document-I

1. E-tenders are invited from the eligible Service Providers/firms for **Annual Maintenance Contract of Police Modern Control Room in BHUBANESWAR & CUTTACK** during the current financial year 2021-22 as listed below.

Sl. No.	Name of Item	AMC TO BE PROVIDED
1.	PROVIDING ANNUAL MAINTENANCE CONTRACT OF POLICE MODERN CONTROL ROOMS IN BHUBANESWAR & CUTTACK	Annexure -B

2. Name of items along with detail technical Specifications, probable requirements against each item may be seen from MSTC LIMITED i.e., www.mstcecommerce.com/eproc/. The quantity may vary during indent of the items depending upon budgetary allocation.
3. Tender calling authority has the right to accept or reject the Tender(s) without assigning any reason thereof.
4. This tender shall remain valid for 1 year from the date of finalization of approved bidder for any of the listed items by the Purchase Committee or till the next tender floated by the indenter for same item whichever is earlier.
5. Date of Issue of e-Tender documents from **dtd.09.08.21.2021**
6. Last date for receipt of e-Tender on **dtd.30.08.2021 16:00Hrs**
7. Date for opening of e-Tenders/Technical Bids on **dtd.31.08.2021**
8. The Tenders received after the stipulated date will not be taken into consideration and liable for rejection.
9. All disputes which may arise relating to tender are subject to judicial jurisdiction of the competent Court at Cuttack only.
10. It is to certify that this tender document **contains 52 pages**.
11. The cost of tender documents Rs.1000/- should be submitted in favour of DCP-HDQRS BBSR-CTC in shape of DD/Cheque along with tender documents which is
12. non-refundable.TENDER validity period 90 days from last date of submission of bid
13. Currency of TENDER Indian Rupees
14. Language of TENDER English

**Dy. Commissioner of Police, Hdqrs.,
Bhubaneswar-Cuttack
(Tender Calling Authority)**

ANNEXURE-A

**APPROX. ITEMS FOR WHICH AMC IS REQUIRED DURING THE
CURRENT FINANCIAL YEAR 2021-22**

Sl. No.	NAME OF THE SERVICE	<u>AMC TO BE PROVIDED</u>
1.	PROVIDING ANNUAL MAINTENANCE CONTRACT OF POLICE MODERN CONTROL ROOM IN BHUBANESWAR & CUTTACK	<u>ANNEXURE-B</u>

Tender Document No. II

GENERAL CONDITIONS OF THE CONTRACT

1. The bidder / Supplier shall essentially be
 - a) An Original Service provider/Equipment Manufacturer, or
 - b) An Authorized Agent of the OEM having running business in the tendered items with good business track record.
2. The bidder in proof of he being an OEM / Authorized Agent shall submit authenticated documentary evidence in this regard. The proof submitted earlier in some other context shall not be treated as valid and sufficient.
3. The e-tenders (also called bids), not submitted in prescribed format or in the prescribed manner, shall be rejected by the Tender Committee at the risk and responsibility of the bidder.
4. All the information as called for in the tender document should be submitted truly, clearly, legibly, transparently, unambiguously and without the use of abbreviations.
5. All the rates and amounts shall be quoted in Indian Rupees (IR) and shall be presumed to be in Indian Rupees unless specifically permitted to be quoted otherwise in this tender document.
6. The rates quoted shall be valid for a period of one year counted from the last date of receipt of the bids or submission of tenders.
7. Each page of this tender document should be signed by the bidder with seal in token of having read, understood and accepted the terms and conditions of this contract.
8. For the Companies and Corporations making the bids, the tender document shall be signed by the Managing Director. If it is otherwise, the authority to sign the tender paper on behalf of the Company / Corporation shall be enclosed. In case of partnership Firm, it shall be signed by the active Partner. In case of a Proprietary Firm, the tender document shall be signed by the Proprietor.
9. "Legal Status" of a bidder shall mean either proprietorship or partnership or private / public limited company or otherwise (to be specified), as the case maybe.
10. All the documents and papers submitted with the bid should be either in English or in Odia and shall be authenticated under the seal and signature of the bidder unless specified otherwise in the tender document.
11. All the promotional and technical literature of the products intended to be supplied should be submitted for proper appreciation of the bid, whether or not, specifically called for, in this tender document. This literature should also be in English or Odia.
12. Submission of more than one competitive bid by the same firm in response to the tender call notice is prohibited. All such bids except one received first, will be

cancelled at the discretion of the authority calling the bids. A bidder may however, offer in his bid more than one product of the same Original Equipment Manufacturer (OEM), if in his opinion all such products meet the prescribed technical specifications. In that case, he should submit “technical bids” of all such products separately but in the same prescribed format, in the same sealed single cover. Separate “financial bids” should also be submitted similarly in the same sealed single cover (see below for the meaning of sealed cover).

13. The bidder may use separate piece of paper, where the space provided in the formats in this tender document for submission of information, is not sufficient. The information in the separate sheet of paper shall be in prescribed format and its page should be serially numbered and duly authenticated.
14. All the information submitted or supplied in the formats of this tender document shall be presumed to be true.
15. The Tenderer / Bidder shall submit an authentic declaration in a separate sheet giving / withholding consent with regard to sharing of its documents / information to the citizenry under the Right to Information Act 2005 in the prescribed Format.
16. No firm/Company without valid GST Registration number and PAN shall be eligible for submitting bids. Firms blacklisted shall also not be eligible for participating in the bid.
17. Copies of Valid Registration Certificates issued by competent Authorities under the GST Acts and Copy of PAN shall be enclosed to the Tender document. In no case, other certificates issued by authorities in lieu of such certificates shall be accepted.
18. Copies of income Tax return, Audited Balance Sheets, P/L a/c and trading a/c of, previous year along with copies of CST/GST returns of previous year need also be enclosed to the Tender document.
19. At the time of opening of Tender/Financial bid, the bidder will have to satisfy the competent authority that he is not only authorized as per his Registration Certificates to deal in the tendered item but he has also a running business in such items and he has the ability to supply the tendered quantity in prescribed time limit and to meet the warrantee conditions of the product.
20. The bidders of Odisha will have to submit GST Clearance Certificate in prescribed form obtained from competent authority and the bidders from outside the state shall submit an undertaking in the form of an affidavit (in enclosed format) stating that they have no business in Odisha and have no liability under the Odisha GST Act, at the time of submission of Tender.
21. As per Order No. F.2(1) Finance/G&T-SPFC/2017 dated 23.12.2020 the bidder shall furnish bid securing declaration in lieu of bid security (EMD), amounting Rs. 24,000 (Twenty Four Thousand) in prescribed format (Annexure -) on the Odisha State Non Judicial Stamp paper of Rs 100/-, 30% surcharges shall also be paid on stamp duty.

22. Any bid not accompanied by a copy of the receipt / acknowledgement for depositing the Bid Security declaration shall be rejected and the tender will not be opened.
23. This tender document has prescribed a two-bid format for submitting the offers. It contains the “Technical” (Tender document No. V) and “Financial” (Tender document No.VI) bid formats. Both the bids shall be submitted online in “Technical-Cover I” and “Financial-Cover II” bid. Bidder has to upload respective documents under Cover I and Cover II online. The remaining part of this tender document includes General Conditions of the Contract (Tender Document None), Special Conditions of Contract (Tender Document No. III), General Bid (Tender Document No. IV) and Annexure. The e-tender will be on two bid system. The bidder shall submit the e-tender in two parts i.e., Part – I and Part – II. Part–I is Technical Bid and Part - II shall be only Price Bid. Both the bids (Technical & Price Bid) shall be uploaded in the portal of MSTC (mstc ecommerce link www.mstcecommerce.com/eproc).
24. No document as required and mentioned in the General/ Special conditions of contract shall be enclosed to the technical bid/ Financial bid documents unless otherwise specifically mentioned therein. All required documents shall be enclosed with the General bid proforma duly authenticated and serially numbered and page marked.
25. The tenders or the bids should be uploaded online only. No physical copies required to be sent offline.
26. All or any of the tenders (or bids) submitted can be rejected without assigning any reason thereof. No claim, whatsoever, shall be admissible for the alleged loss/damage suffered by the bidders on account of such rejections.
27. The Tenders/bids received in the prescribed time shall be opened by the tender committee at the prescribed date time and place. Any bid found incorrect or incomplete in any manner would be summarily rejected by the said committee.
28. The “Technical” bids shall be opened and scrutinized by the Technical Committee, only in respect of the bidders who have been found to fulfill all the prescribed criteria and conditions of this tender document other than technical specifications of the products. Only branded products shall be accepted unless otherwise mentioned in special conditions of the contract.
29. All the products, failing to fulfill the prescribed technical specifications, shall be rejected. Decision of the Technical Committee in this respect shall be final and binding. The Technical Committee shall duly factor in to (i) Experience and past performance on similar contract for last two years (ii) Capability with respect to personnel, equipment and manufacturing facilities (iii) Financial standing through latest ITCC, Annual Report (Balance Sheet and P/L Account) of last three years.
30. The bidder shall have to submit in separate paper mentioning complied or not complied against each column of the technical specification given in the tender document.

31. Notwithstanding an offered product meeting the prescribed technical specifications, it may be rejected, if it has not been tried and tested or used in Odisha Police with satisfaction. It may also be rejected if the bidder fails to successfully demonstrate its product before the Technical Committee.
32. “Financial bids” shall be opened only in those cases, where one or more of the offered products have fulfilled the prescribed technical specifications. All financial documents like Registration Certificate issued under GST Acts and IT Acts, GST clearance Certificate, IT and ST returns, Audited Balance sheet, Trading a/c and P/L a/c shall be verified at the time of opening of financial bids.
33. All the prices quoted shall be F.O.R., destination i.e., **Bhubaneswar** which means that prices shall include the cost of delivery at destination if nothing otherwise is mentioned in the Special condition of contract.
34. The Purchase Committee shall discuss and deliberate on the past performance, experience, production capacity, financial strength etc. of the bidders/suppliers as recommended by the Technical Committee, besides the rates quoted by them and select the L-I bid in most transparent manner, taking into consideration the relevant provisions of OGFR and Circulars and notifications issued by the Government of Odisha from time to time, so as to ensure that the purchases are effected in most prudent and economical manner, without compromising the prescribed quality, from the most eligible bidder.
35. Financial negotiations with firms other than the lowest bidder shall not be held without obtaining the prior approval of Government.
36. The authorities are not bound to accept the lowest financial bid.
37. The order for supply may be placed on the successful bidders but the technical specifications (or quality requirements) for the purpose of supply shall be those, which were offered and accepted by the Technical Committee and not those specified in the tender document.
38. The service of AMC work shall be verified to see whether those are in accordance with the technical specifications/compatibility (or quality requirements) for which the order was placed. If it turns out to be otherwise, the acceptance shall be refused at the risk and responsibility of the supplier. Further, the articles supplied if any, and found damaged shall not be counted as accepted until repaired or replaced to the satisfaction of the authorities.
39. Short/ Part AMC may not be accepted.
40. All the transit risk shall be the responsibility of the supplier.
41. User manuals of the product replaced shall be supplied without being asked for and without being mentioned in the supply order. Moreover, it should be in English.
42. The service provider has to render un-interrupted service *within* the time specified in the work order. Failure to provide satisfactory service within the stipulated period as mentioned in the work order may lead to forfeiture of Performance security and blacklisting of the suppliers. If at all the delivery is allowed to be

accepted after the due date, Liquidated Damages (LD) @ 0.5 % of the total amount of order (excluding taxes) per week or part thereof shall be charged, however that the LD shall not exceed 5% of the amount of order.

43. The supplier shall submit an undertaking given by him or the OEM committing to supply spare parts for the maintenance of the supplies for a period of at least 10 years from the date of delivery.
44. The supplier shall give a “Performance Warrantee” for a minimum period as mentioned at Sl.13 in the Special Conditions of Contract. The “Performance Security” may be forfeited partly or fully for failure to fulfill the terms and conditions of supply and post sales commitments/ obligations. The Bank Guarantee if furnished towards performance security should be enforceable and payable at Bhubaneswar and shall be valid for the period of warrantee (Performance Security has been defined on condition No.12of Special Conditions of the Contract.)
45. All the clarifications sought from the bidders/ suppliers on technical specifications of the products or otherwise shall be promptly submitted in a transparent and unambiguous manner.
46. Terms & Conditions of the tender documents can't be negotiated for variation without obtaining prior approval of Govt.
47. Entire tender document, duly filled in, shall be treated as part of the contract agreement for supplies in case of the successful bidders and shall be submitted in original.
48. All the disputes shall be subjected to the jurisdiction of civil Court situated at Cuttack.
49. The bidders shall submit all required documents along with tender. Under no circumstances, a bidder would be allowed to make any addition / alteration in any document related to tender or to submit required documents after receipt of tender by the tender calling authority.
50. Deduction of Tax at source shall be made at the appropriate rate in the applicable cases where the total value of supplies of taxable goods or services or both, under a contract where total values of such supplies exceeds Two lakh and fifty thousand rupees.
51. Any objection / suggestion / complaint by any bidder with regard to tender shall be intimated in writing to the tender calling authority. The Chairman / Members of Technical / Purchase Committee would not entertain any correspondence / discussion in the above matter.
52. The service provider shall provide satisfactory service *within* the time specified in the work order. Failure to provide satisfactory service within the stipulated period as mentioned in the work order may lead to cancellation of work order, forfeiture of Security/Performance security and shall be blacklisted. Further, the firm may be black listed on the following grounds:

- I) Misbehavior/threatening of departmental and supervisory officers during execution of work/tendering process.
 - II) Involvement in any sort of tender fixing.
 - III) Constant non-achievement of milestone on insufficient and imaginary grounds and non-adherence to quality specifications despite being pointed out.
 - IV) Persistent and intentional violation of important conditions of contract.
 - V) Security consideration of the State I.e., any action that jeopardizes the security of the State.
 - VI) Submission of false/ fabricated/ forged documents for consideration of at the time of tender.
53. Restriction on public procurement for bidders of certain countries: -
- I) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
 - II) “Bidder” (Including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contest) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial judicial person not falling in any of the descriptions of bidders started herein before, including any agency branch or office controlled by such person, participating in a procurement process.
 - III) “Bidder from a country which shares a land border with India” for the purpose of this Order means: -
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country,
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An India (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
 - IV) The beneficial owner for the purpose of (iii) (d) above will be asunder:
 - 1. In case of company of Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more judicial person, as a controlling ownership interest or who exercises control through other means. Explanation-

- a) “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company;
 - b) “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders arrangements or voting arrangements;
2. In case of partnership firm, the beneficial owner is the natural person(s) who, whether acting along or together, or through one or more judicial person, has ownership of entitlement to more than fifteen per cent of capital or profits of the partnership;
 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting along or together, or through one or more judicial person, has ownership of or entitlement to more than fifteen per cent of the property or capital or profits of such association or body of individuals;
 4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 5. In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V) An Agent is a person employed to do any act for another, or to represent another in dealings with third person. Bidder to submit certificate in prescribed format Annexed with Bid document as Annexure- F.
54. Right to Terminate the Process:
- I) Inviting authority has no commitments, explicit or implicit, that this process will result in a business transaction with anyone
 - II) This TENDER does not constitute an offer by Commissionerate Police Bhubaneswar – Cuttack. The bidder’s participation in this process may result in Dy. Commissioner of Police, Hdqrs., Bhubaneswar-Cuttack selecting the bidders to engage in further responses, discussions and negotiations towards execution of a final contract. The commencement of any subsequent procurement activity resulting out of this TENDER does not signify a commitment by Commissionerate Police Bhubaneswar – Cuttack either to continue the activities or to culminate such activities with a definitive contract.
 - III) Inviting authority reserves the right to withdraw this TENDER if it determines that such action is in the best interest of the organization without

assigning any reason whatsoever. Shortlisted bidders would be issued formal Request for Proposal inviting their technical and commercial bids later, provided Commissionerate Police Bhubaneswar – Cuttack decides to go ahead with the process.

- IV) Inviting authority undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law or under RTI norms.
- V) Authenticity of the Information and Right for Verification
- VI) Inviting authority reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the TENDER. Any such verification or lack of such verification by the Inviting authority shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the I) Inviting authority their under.
- VII) In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

55. Authenticity of the Information and Right for Verification

- I) Inviting authority reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the TENDER. Any such verification or lack of such verification by the Inviting authority shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the Inviting authority there under.
- II) In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

**Dy. Commissioner of Police, Hdqrs.,
Bhubaneswar-Cuttack**

Seal & Signature of the bidder

(Tender Calling Authority)

SPECIAL CONDITION OF THE CONTRACT

Tender Document No. III

1. **The Special Conditions given here shall prevail over the General Conditions.**
2. **Bid Security (E.M.D.):** As per Order No. F.2(1) Finance/G&T-SPFC/2017 dated 23.12.2020 the bidder shall furnish bid securing declaration in lieu of bid security (EMD). Any bid not accompanied by a copy of the receipt / acknowledgement for depositing the Bid Security declaration shall be rejected and the tender will not be opened.
3. The bid securing declaration should be deposited into Dy. Commissioner of Police, Hdqrs., Bhubaneswar-Cuttack and the copy of the same should be uploaded online. However, the local MSEs registered in Odisha with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC while participating in tenders shall be exempted from submission of Bid Security declaration (Earnest Money). The bidders who are registered with NSIC for manufacturing of the tendered items are also exempted from payment of Bid Security (EMD). The firm has to submit required relevant document for consideration for exemption of EMD. For claiming EMD exemption of any kind, the bidder should submit valid Government purchase enlistment certificate and store details certificate issued by NSIC in which the offered product must be included.
4. **QUANTITY:** Online bids in this tender document have been invited for the supply of the items listed below. The approximate quantity required has been mentioned against each. Detailed technical specifications of each item are available in the Annexure of “Special Conditions of the Contract” enclosed herewith.

Sl. No.	Particulars of the Service	Details of technical Specifications	EMD (In Rs.)
1.	PROVIDING ANNUAL MAINTENANCE CONTRACT OF POLICE MODERN CONTROL ROOM IN BHUBANESWAR & CUTTACK	In Annexure -B	Rs.24,000/-

5. The quantities mentioned above are subject to variations. The rates quoted by the firms shall continue to be valid even if the quantities of items mentioned above are varied. Further the bidder(s) should certify that the rates quoted by it for any item(s) listed above shall remain valid subject to variation in any Govt. Tax Structure on the same (i.e., the base price of the item quoted shall remain valid irrespective of variation in the tax structure) for a period of one year from date of finalization of rate by the Purchase Committee.
6. It shall not be necessary to bid for all the items mentioned above. The firms/companies may bid for one or more of the items depending on their convenience and submit bid security declaration accordingly. The items above do not necessarily consist of a single piece of equipment. It may be composition of inter-connected or inter-related things

Bidding is not permitted for the components obtained by splitting an item. Bidding is also not permitted for a part of the quantity of an item indicated above.

7. If any equipment / item consists of different components, the bidder shall have to quote price for each component separately in the Financial Bid in the prescribed format enclosed in the Tender document including installation charges, if any.
8. The bidder shall submit along with this tender document a list of names, complete addresses. Telephone/FAX numbers of the customers to whom, the items, for which the bid has been submitted, have been supplied and installed in last three years, if any. A clear unambiguous statement shall be made if an item has not been sold anywhere in India so far.
9. The supplies shall be delivered to the authorities at the place indicated below.

	Name of the Authority & his address	Quantity
All items	Dy. Commissioner of Police, Hdqrs. Bhubaneswar –Cuttack, Bhubaneswar	As per Supply order

10. The working of the equipment shall be demonstrated successfully after its installation and its performance parameter checked to the satisfaction of the user. The expenses incurred on demonstration shall be borne by the supplier.
11. The supplier shall organize adequate training to acquaint the employees of the organization regarding operation of the equipment in their own cost.
12. **Performance security:** The successful bidder shall have to enter into an agreement with the tender calling authority for successful completion of supply / installation of the tendered items after proper inspection within stipulated period and also for performance warrantee of all the items from the date of AMC up to a period of 1 year in respect of all items as per Annexure-B of Tender document. In this regard, the bidder has to furnish the security deposit at the rate of 10% of the total amount of the order excluding all taxes in the form of NSC/Post Office Savings Bank A/c /FDR/ Bank Guarantee from any nationalized bank duly pledged in favor of Tender Calling Authority. However, the local MSE bidder, if selected, shall be required to pay 25% of the value of performance security.
13. All the supplies made shall be subject to a minimum period of warrantee as per AMC clause.
14. The supplier shall repair or replace at his cost any component of the supplies that may go out of order during the warranty period. The repair and replacement shall as far as possible be carried out within the premises, where the equipment has been installed. If, however, it is necessary to take the equipment to the workshop of the supplier, it must be repaired and re- installed successfully in its premises within 48 hours counted from the time service call is placed. Failing so, replacement equipment in working condition shall be supplied till return of the equipment.

15. If an equipment or supply goes out of order within the warranty period and the supplier is informed about it, it must be attended to within 48 hours counted from the time service call is placed.
16. Pre-delivery inspection: Not required.
17. PAYMENT: No advance payment shall be made. 100% of the payment will be made on delivery of supplies, successful installation and demonstration subject to clause 9 and 10 above.
18. EQUIPMENT REPLACEMENT:
The firm shall satisfy the Inspection Committee of the USER department with regard to the quality of the equipment replaced as part of the AMC
19. The bidder of Odisha will have to submit the GST Registration Certificate issued by the competent authority of Odisha along with GST returns (GSTR-3B & GSTR-1) filed for the last tax period. Similarly the bidder from the outside the state will submit the GST Registration certificate, copies of GST returns for last tax period and the affidavit enclosed as Annexure-D at the time of submission of e-Tender.
20. The selected bidders will have to enter into an agreement with the Tender calling Authority. The Agreement bond form duly filled in indicating the amount of “Performance Security” at the required rate as mentioned above and signed by the Tenderer with the attestation and common seal affixed with special adhesive stamp (non-judicial) not less than worth of Rs.10/-(Rupees ten) only should be submitted within 15 days on receipt of information from State Police Head Quarters, Odisha, Cuttack. The first of the tender agreement should be written on the non-judicial stamp paper of Rs.10/-. If stamp paper of Rs.10/- denomination is not available a number of small denominations may be used in that place.
21. The equipment shall be conforming to the technical specification as per Annexure-B.
22. The bidder shall indicate make and model of quoted item in Appendix-V
23. The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Governments or any PSU in the country of India (To be furnished under Notarized Affidavit)
24. The bidder must not have any history of defaulting in execution of work orders issued by Government of India or any State Government or PSU in the country of India. A self-declaration certificate to this effect should be enclosed. (To be furnished under Notarized Affidavit)
25. The bidder should not have been blacklisted by any Central/State Government institutions / undertaking and there should not be any pending litigation with any government department because of similar services. (To be furnished under Notarized Affidavit)
26. No Criminal Proceedings in any Court of Law should be pending against the bidding Firm Or its Promoters Or its Directors Or its Executives. (To be furnished under Notarized Affidavit)
27. Responses are subject to rejection if they limit or modify any of the terms and conditions or specifications of this TENDER

28. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against Commissionerate Police Bhubaneswar – Cuttack or any of its respective officials, agents, or employees arising out of or relating to this TENDER or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
29. The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this TENDER.

**Dy. Commissioner of Police, Hdqrs.,
Bhubaneswar-Cuttack**

Seal and Signature of the bidder

Signature of the Tender Calling
Authority (With seal)

Tender Document No. IV

Items for which you have submitted the bid.

1. For which of the items above you are the Original Equipment Manufacturer (OEM)
2. Give the location and Address of your factory.
3. For the items listed at (3) above and where you have submitted the bid but you are not the OEM, indicate against each of the names of the OEM.
4. Kindly confirm by writing “Yes” or “No” only that you have been authorized by the respective OEMs either as dealer or as sale, supply and Servicing agent in respect of the items you are not the OEM.
5. Which of the items, you have submitted the Bids for, will be fully or substantially imported, Indicate the country to be imported from?
6. Have you enclosed the EMD? If yes, mention the amount and its identifying details.
7. Have you enclosed all the documents and Papers called for in this tender document? As per Annexure-C (please enclose the documents serially as per above Annexure).
8. If the answer to (10) above is No which of the documents/papers called for in the tender document have not been enclosed. (Kindly enclose a list of such documents/papers) (Use a separate sheet of paper if necessary)
9. Do you have a Post Sales –Servicing Centre in Odisha? If yes, give its Name Full Address, Fax and Tel. Nos.

**Dy. Commissioner of Police, Hdqrs.,
Bhubaneswar-Cuttack**

Seal and Signature of the bidder

Signature of the Tender Calling
Authority (With seal)

OTHER DETAIL OF THE CONTRACT

Tender Document No. V

1. Purpose of this Tender

Police Commissionerate Bhubaneswar-Cuttack Office intends to maintain the DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar installed by M/s Benzfab Technologies Private Limited and M/s INTERACT Safety solutions, Gujarat. The Calls from various corners of the city is made to the Dial 100 Control Room in Cuttack & Bhubaneswar. This has capabilities to get integrated with different systems of different stakeholders with the objective of enhancing safety and security in the city.

- The purpose of Dial 100 is to assist in and raise alarm to overcome the shortcomings in the security.
- Information obtained through Call monitoring, used exclusively for security, disciplinary and Public policy enforcement and/or law enforcement purposes.
- Call monitoring in a manner consistent with all existing policies.

Based on the evaluation of Tender received, interested bidders found acceptable by Police Commissionerate Bhubaneswar-Cuttack based on the technical and commercial selection criteria set out, will be short-listed and Work Order would be issued. Typical following points have to be kept under consideration:

- The Up-time of all the instruments installed
- Network Management
- Preventative Maintenance of all equipments

2. The Scope of Work

The Bidder has to provide Comprehensive Maintenance (1 Year) For DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar. The details of the Dial 100 equipments provided below for accessing the condition of equipments installed.

1. The bidder is required to conduct a detailed survey for each installed equipments in the Control Room to prepare a detailed action plan of maintaining the system which is already installed and operational.
2. Potential bidder needs to maintain the Dial 100 system along with the requisite hardware and software for the installed system.
3. Potential bidder must acquaint themselves fully about the assignment and the local conditions and usage before submitting the proposal. They may visit the installation site with prior arrangement at their own cost.

3. Delivery:

- a) The successful bidder shall complete supplies strictly within the accepted delivery period required for replacement and shall be delivered to destination by the bidder firm securely packed as may be necessary.
- b) The Equipments shall be maintained at locations to the satisfaction of concerned Authority.
- c) Commissioning/replacement of new equipments and other accessories required for working of Dial 100 System shall have to be carried out within the agreed cost during the maintenance.
- d) The comprehensive catalogue, which includes instructions for Operation, Maintenance, Trouble shooting and all other areas, which are necessary for smooth functioning of equipment, shall be provided.

4. Performance Security

- a) Within 10 days of the Contractor's receipt of Letter of Intent (LOI)/P.O., the Contractor shall furnish a Performance Security in the form of a Bank Guarantee for an amount equivalent to 10% of the contract/PO value issued by a schedule Bank from its branch in Bhubaneswar.
- b) The proceeds of the Performance Security shall be payable to Commissionerate Police Bhubaneswar – Cuttack as compensation for any loss resulting from the Contractor's failure to complete its obligations under the contract.
- c) The Performance Bond will be discharged by Commissionerate Police Bhubaneswar – Cuttack after completion of the Contractor's obligations including any warranty obligations under the contract.

5. Deliverables & Payment Schedule

Payment During CMC	Payment Terms	Deliverable
Payments during CMC Phase as per contract period	On Quarterly basis post completion of the quarter	SLA and other Reports for every month duly Approved by line departments

6. Payment Terms

- a) All payments shall be made in arrears.
- b) The Bidder's request(s) for payment shall be made to the Authority in writing, accompanied by an invoice describing, as appropriate, services completed. The invoice should be submitted and upon fulfillment of other obligations stipulated in the contract.

- c) Payments shall be made promptly by the Authority within thirty (30) days after submission of the invoice or claim by the Bidder, after quality inspection and verification by Commissionerate Police Bhubaneswar – Cuttack
- d) Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of bidder.
- e) All remittance charges shall be borne by the Successful Bidder.
- f) In case of disputed items, the disputed amount shall be withheld and shall be paid only after settlement of the dispute.
- g) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this TENDER document, shall be deducted from the due payments of the respective milestones.
- h) Taxes, as applicable, shall be deducted / paid, as per the prevalent rules and Regulations
- i) It is the responsibility of the bidders to quote for and provide all the Hardware/ Software associate for meeting all the requirements of the TENDER. In case during evaluation, it is found that Associate Hardware/ Software which is critical for meeting the requirement of this TENDER and has not been quoted, the bid can be rejected as non-responsive. Additionally, if after the award of contract, it is felt that additional Hardware/ Software are required for meeting the RFP requirement and the same has not been quoted by the Successful Bidder, the Successful Bidder shall provide all such additional Hardware/ Software at no additional cost to Authority.

7. Service Level Agreement (SLA)

Service Level Agreement (SLA) shall become the part of contract between Commissionerate Police Bhubaneswar – Cuttack and the Successful Bidder. SLA defines the terms of the successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The successful Bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services. The successful bidder has to supply software / automated tools to monitor all the SLAs mentioned below.

Note: Penalties shall not be levied on the successful Bidder in the following cases:

- There is a force majeure event effecting the SLA which is beyond the control of the successful Bidder
- The non-compliance to the SLA has been due to reasons beyond the control of the bidder. Theft cases by default would not be considered as “beyond the control of bidder”. However, certain cases, based on circumstances & certain locations, police may agree to qualify as “beyond the control of bidder”. Damages due to

Road Accident / Mishap shall be considered as “beyond the control of bidder”. However, Power shut down or deliberate damage to camera / Pole would not be considered as “beyond the control of bidder”.

The Service Levels defined in the Key Performance Indicator are meant to enforce the successful bidder to abide by certain parameters which are defined in the subsequent section for the successful execution of the project during the implementation and maintenance phase. The levels are always defined between client and vendor; in case of this TENDER it will set between Commissionerate Police Bhubaneswar – Cuttack and successful bidder as vendor.

The Service Level agreements have been logically segregated in the following categories:

- Equipment Availability
- Network Availability

Definitions

For the purposes of this service level agreement, the definitions and terms are specified in the contract along with the following terms shall have the meanings set forth below:

- **“Uptime”** shall mean the time period for the specified services / components with the specified technical service standards are available to the user department. Uptime, in percentage, of any component (Non-IT& IT) can be calculated as:

$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$

- **“Downtime”** shall mean the time period for which the specified services / components with specified technical and service standards are not available to the user department and excludes downtime owing to Force Majeure & Reasons beyond control of SI.
- **“Incident”** refers to any event / abnormalities in the functioning of the Services specified as part of the Scope of Work of the Systems Integrator that may lead to disruption in normal operations of the System.
- **“Helpdesk Support”** shall mean the 24 x 7 x 365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- **“Resolution Time”** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation.

Measurement of SLA:

The SLA metrics provides specific performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on quarterly basis. The SLA also specifies the penalties for lower performance and breach conditions. Payment to the successful bidder is linked to the compliance with the SLA metrics. The matrix specifies three levels of performance, namely,

- The Agency will get 100% of the contracted value if the all-baseline performance metrics are compiled and the cumulative credit points are 100
- The Agency will get lesser payment in case of the lower performance. (For e.g. If SLA point score is 80 then the vendor will get 20% penalized on the quarterly payment)
- If the performance of the Agency in respect of any parameter falls below the prescribed lower performance limit, debit points are imposed for the breach.

The credit (+) points earned during the quarter will be considered for computing penalty. The quarterly payment shall be made after deducting the penalty as mentioned above.

The aforementioned SLA parameters shall be measured per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and audited by Bhubaneswar or its appointed Consultant for accuracy and reliability. The System Integrator would need to configure the SLA Measurement Tools such that all the parameters as defined under SLA matrix given below can be measured and appropriate reports be generated for monitoring the compliance. Commissionerate Police Bhubaneswar – Cuttack shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters. The SLAs defined, shall be reviewed by Commissionerate Police Bhubaneswar – Cuttack on a Monthly basis. All the changes would be made by Commissionerate Police Bhubaneswar – Cuttack after consultation with the SI and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of penalty, which are noticed after project has gone live.

Total penalty to be levied on the SI shall be capped at **10% of the total contract value**. However, Commissionerate Police Bhubaneswar – Cuttack would have right to invoke termination of the contract in case the overall penalty equals 10% of total contract value. Commissionerate Police Bhubaneswar – Cuttack would also have right to invoke termination of contract in case cumulative debit point (breach points) are above 30 in 2 consecutive quarters.

Planned Downtime

Any planned application / server downtime would not be included in the calculation of application /server availability. However, the Successful Bidder should take at least 10 days prior approval from Commissionerate Police Bhubaneswar – Cuttack in writing for the planned outage, which should not be for more than 30 minutes, would be in lean period

(non-movement period, like post mid-night) and limited to max. 4 outages in a year. In case of planned outages at Data Centre level, services of other Data Centre services to be used to service the clients, while there would be no planned outages for Cameras.

a. SERVICE LEVEL AGREEMENT

i. Availability of Solution Related Service Levels			
Measurement	Definition	Target	Severity Level
Measurement Availability of Dial 100 Application Uptime	Application availability [Business Hours 06:00 AM to 10:00 PM]	Availability > 99% during business hours Availability between 97% to 99% during business hours Availability between 95% to 97% during business hours Availability <95% during business hours	Nil Low Medium High
ii. Application Maintenance related Service Levels			
Measurement	Definition	Target	Severity Level
Response Time for Critical issues / bugs (Critical issue to be defined by Odisha Police, Consultant and Bidder at the time of finalization System Requirement)	"Response Time", means time taken by the Bidder's maintenance staff to acknowledge the call and initiate the actions thereof.	< 2 Hours Between 2 and 4 Hours Between 4 to 6 Hours More than 6 Hours	Nil Low Medium High
Resolution Time for Non-Critical issues / bugs (Critical issue to be defined by Odisha Police, Consultant and Bidder at the time of finalization System Requirement)	"Resolution Time", means time taken by the Bidder's maintenance staff to troubleshoot and fix the bugs/defects from the time the Call.	1 Day >2Day >3Day >5Day	Nil Low Medium High

SLA Matrix during CMC

Service Level	Measurements	Nil	Low (.5%)	Medium (1%)	High (2 %)

Index					
i	Dial 100 Application Uptime	99%	97% - 99%	95% - 97%	< 95%
ii	Response Time	<2 Hours	2Hrs – 4Hrs	4Hrs – 6Hrs	> 6 Hours
	Resolution Time	1 Day	>2 Day	>3 Day	>5Day

Severity Levels

Low: If service level is low then arbitration will be done by nodal officer whether to impose the penalty of 0.5% of the activity payment milestone. Decision taken by Commissionerate Police Bhubaneswar – Cuttack will be final in this regard.

Medium: If service level is medium, then arbitration will be done by nodal officer and relevant stakeholders whether to impose the penalty of 1 % of the activity payment milestone. Decision taken by Commissionerate Police Bhubaneswar – Cuttack will be final in this regard.

High: If service level is high, then arbitration will be done by empowered committee headed by Commissioner of Police whether to impose the penalty of 2% of the activity payment milestone. Decision taken by Commissionerate Police Bhubaneswar – Cuttack will be final in this regard.

Sub-Letting: The Bidder cannot assign or transfer and sub-contract its interest / obligations under the contract without prior written permission of Commissionerate Police Bhubaneswar – Cuttack.

8. Annual Maintenance Contract:

- a) Service of all equipments in two months interval for each installed location has to be **signed and confirmed by authorized Person** appointed and payment shall be deducted if the servicing were not done for any specific duration.
- b) CMC shall be on-site comprehensive maintenance, which includes preventive as well as corrective maintenance. The bidder awarded with the maintenance contract shall carry out preventive maintenance of equipment once in every two months as per requirement and shall maintain the proper record thereof.
- c) The agency shall ensure that the equipment is retained in its original or higher configuration and form. In the event of any downward alteration to the equipment by the agency or any attachment made thereto, the agency shall pay for any repair/replacement and adjustments required to restore the equipment to its original

state. The faulty equipment parts replaced must be new and equivalent in performance of existing parts.

- d) Any contract that may result from this tender will be valid for a term of 1 Year (One Year) subject to the satisfaction of Commissionerate Police Bhubaneswar – Cuttack. Commissionerate Police Bhubaneswar – Cuttack will carry out an assessment after every 12 months. The contract would be renewed on a yearly basis for 1 Year and may be terminated on one-month notice if the performance of the agency is not satisfactory.
- e) Commissionerate Police Bhubaneswar – Cuttack reserves the right to extend the term for a period of one year on mutually agreed terms and conditions subject to the Commissionerate Police Bhubaneswar – Cuttack obligations at Law.

9. Force Majeure:

The Bidder / Contractor shall not be liable for failure, non-performance or delays in services resulting directly or indirectly from causes beyond its reasonable control, such as, Act of God, war, act of Terrorism, nuclear risks, riots, strike, political unrest, acts of Government, its agencies or officers, or any other legitimate cause beyond his reasonable control.

10. Pre-Qualification Criteria for Systems Integrator

The interested firms should have the credentials to meet all of the following criteria to become eligible bidders:

- Criteria related to Incorporation of Potential Bidder:
 - a) The Bidder should have been operational in India at least for the last five financial years ending with 31.03.2021
 - b) The potential bidder must not be a consortium of firms.
 - c) The minimum average turnover of the bidder shall be Rs. 50 Lakhs (Rupees Fifty lakhs) for the last three years ending 31st March 2021 i.e., FY 2021-20, FY 2020-19, FY 2019-18.
 - d) Net worth of the bidder during the last financial year shall be positive as per audited balance sheet.
 - e) The potential bidder should have experience of having successfully completed similar works in Dial 100 Application Project during the last 5 years ending 31st March, 2021 as per either i) or ii) or iii) below:
 - i. One similar work order project in Operation& Maintenance of Dial 100 Solution projects for which the cost of such work should not be less than Rs.50 Lakhs

OR

- ii. Two similar work order projects in Operation & Maintenance of Dial 100Solution projects for which the cost of such work should not be less than Rs.30 Lakhs

OR

- iii. Three similar work order projects in Operation& Maintenance of Dial 100Solution projects for which the cost of such work should not be less than Rs.20 Lakhs.

(Please submit copy of Purchase Order and Completion Certificate from the Client).

- f) The potential bidder should be having its own Service Office in the state of Odisha since last Five years ending with 31.03.2021.
- g) The potential Bidder will be required to have G.S.T Registration as on date of Bid submission.

(Please submit duly signed and stamped copy of G.S.T. Registration Certificate).

- h) Bidder should have valid PAN No.

Note: Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above

11. Amendment to bid documents:

- At any time, prior to the date of submission of bids, Commissionerate Police Bhubaneswar – Cuttack may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
- The amendments/Corrigendum will be notified on Commissionerate Police Bhubaneswar – Cuttack Website and these amendments will be binding on them. Bidders are advised to visit Commissionerate Police Bhubaneswar – Cuttack website regularly for updates on this Tender.

Extension of time: In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, Commissionerate Police Bhubaneswar – Cuttack may at its discretion extend the deadline for submission of bid suitably.

12. Submission of Bids:

Only physical bids received by Commissionerate Police Bhubaneswar – Cuttack office will be considered for opening. Bids sent through fax or email will not be considered.

The Bid should be submitted in a sealed cover in two parts as under:

- a) Technical Bid: Envelope should have subscribed "Technical bid for Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack

&Bhubaneswar”. It should contain the TENDER Fee and all details as mentioned in Technical Bid [Appendix – I to V]

- b) Financial Bid: The second envelope should have subscribed "Financial bid for Comprehensive Maintenance for DIAL 100 system at Police Control Room in Cuttack & Bhubaneswar” and it should contain the rates etc. as per [Appendix VI].

13. Response Requirements

Potential bidders may furnish their Tender by submitting the following documents in English language as per the indicated formats.

- a) List of all the items Installed in **AnnexureB**
- b) Check List of documents to be enclosed to General Bid Form**AnnexureC**
- c) Proforma for submission of affidavit in rupees of ten of India nonjudicial stamp paper by the firms who are not registered under Odisha GST act.**AnnexureD**
- d) Checklist of documents to be submitted with General Bid form**AnnexureE**
- e) Restriction on public procurement for bidders of certain countries**AnnexureF**
- f) General citizenry under Section 11 of the Right to Information Act 2005.**AnnexureG**
- g) Online Submission of Techno-Commercial Bid and the Price Bid**AnnexureH**
 - h) Form of BID – Securing Declaration in Lieu of EMD**Annexure I**
- i) Covering Letter as per the format provided in **AnnexureJ**
- j) Details about bidder organization with Supporting documents as per formats provided in **AnnexureK**
- k) Supporting documents as per formats provided in **AnnexureL** against qualifying criteria pre-qualifying criteria specified above.
- l) Litigation Impact Statement as per format in **AnnexureM**
- m) Price Bid as per format in **AnnexureN**
- n) List of all List of all the items Installed in **AnnexureO**

ANNEXURE-B

**TECHNICAL SPECIFICATIONS PROVIDING ANNUAL MAINTENANCE CONTRACT
OF POLICE MODERN CONTROL ROOM IN BHUBANESWAR & CUTTACK**

AMC TO BE PROVIDED

Equipment's installed in DIAL 100 Solution at Police Control Room in Cuttack to be covered under AMC				
Sl. No	Description	Qty	Unit	Make/Model
1	UCCS Contact Center Solution License (Supervisor)	01	Nos.	Benzfab UCCS Software
2	UCCS Contact Center Solution License (Agents)	10	Nos.	Benzfab UCCS Software
3	PRI Server with Accessories (XEON QUAD Core)	1	Nos.	SANGOMA
4	2 MBPS PRI Interface for termination of the BSNL PRI	1	Nos.	Benzfab SBC
5	24 Port Managed Layer 2 PoE Switch	1	Nos.	ZYXEL (GS1900-24HP)
6	Agent PC (Laptop)	10	Nos.	Lenovo (LT-81 VD007 AIN)
7	IP Hard Phone	10	Nos.	Panasonic (AX-HDV130SX)
8	Head Phone	10	Nos.	Lenovo (P-560)
9	9U Rack with Accessories	1	Nos.	VAL Rack
10	3 KVA Online UPS with batteries & Accessories	1	Set.	Socomec (ITY-E)

Equipments installed in DIAL 100 Solution at Police Control Room in Bhubaneswar to be covered under AMC				
Sl. No	Description	Qty	Unit	Make/Model
1	UCCS Contact Center Solution License (Supervisor)	01	Nos.	BENZFAB software
2	UCCS Contact Center Solution License (Agents)	24	Nos.	BENZFAB software
3	PRI Server with Accessories (XEON QUAD Core)	1	Nos.	SANGOMA

4	50 Channel SIP trunk interfaces for termination of the BSNL SIP Trunk	1	Nos.	BENZFAB SBC
5	24 Port Managed Layer 2 PoE Switch	1	Nos.	ZYXEL (GS1900-24HP)
6	Agent PC (Laptop)	10	Nos.	Lenovo (LT-81 VD007 AIN)
7	IP Hard Phone	11	Nos.	Panasonic (AX-HDV130SX)
8	Head Phone	11	Nos.	Lenovo (P-560)
9	9 U Rack with Accessories	1	Nos.	VAL RACK
10	3 KVA Online UPS with batteries & Accessories	1	Set.	Socomec (ITY-E)
2nd SET installed in Bhubaneswar				
1	EPBAX IP System integrated with CAD Software	01	Nos.	Xorcom
2	Headset	13	Nos.	Practical by Plantronics
3	6731i IP Phone integrated with CTI EPBAX IP SYSTEM & interact Software	13	Nos.	Aastra
4	Antivirus Software	1	Nos.	Symantec
5	Digital Map of Bhubaneswar City	1	Nos.	Provided by INTRACT
6	Router	1	Nos.	CISCO
7	Firewall	1	Nos.	Cisco ASA5505
8	AVL interface & device for vehicle tracking	35	Nos.	InterACT
9	Generator SET	1	Nos.	Mahindra
10	Base Communication including InterACT SMS Software	1	Nos.	InterACT Card
11	6KVA UPS	2	Nos.	Emerson
12	ISDN E1 PRI Modem	1	Nos.	Mrotek
13	Database Server with Operating System and InterACT application Software	1	Nos.	DELL

14	AVL Server with Operating System and InterACT tracking Software	1	Nos.	DELL
15	CTI Server with Operating Server and InterACT CTI software	1	Nos.	DELL
16	Application Server (InterACT CAD) for Control Room Operation	1	Nos.	DELL
17.	High End Server	1	Nos.	HP

(Signature)

(In the capacity of)

Duly authorized to sign the TENDER Response for and on behalf of:

Sincerely,

[BIDDER'S NAME]

Name

Title

Signature

Date

Seal/Stamp of Bidder

ANNEXURE-C

Check List of documents to be enclosed to General Bid Form (Reference Sl.23 of General Conditions of Contract)

Sl. No.	Reference Sl. of General Conditions of Contract	Nature and Type of document	Whether enclosed (with pagereference)	
			Yes/No	Yes/No
1	2	3	4	
I	1	Proof of OEM (i.e. Certificate issued by Industries department Central excise authorities, Registrar of companies)/Authorized Agent of OEM (i.e. Certificate issued by the OEM)		
II	11	Promotional and Technical literature relating to the items tendered.		
III	17	Valid Registration certificate issued under GST Act and Income Tax Acts by competent Authorities.		
IV	18	IT Returns, Annual VAT, CST/GST Returns, Balance Sheet, P/L a/c and trading a/c (All document mentioned above must relate to the Previous year i.e., 2020-21) and PAN Card.		
V	20	a) OGST Clearance certificate up to March - 2020 in case of registered suppliers of Odisha. b) Affidavit in prescribed format by the suppliers of outside Odisha declaring that they have no business in Odisha nor they have any OGST liability (Annexure-D).		
VI	21	EMD of Rs. 24,000/- in shape of Bid Security Declaration.		
VII	23	Technical Bid (i.e. Annexure B) & Financial Bid (i.e. Annexure N) should be separately submitted in two covers and over them it should be clearly mentioned as Technical/Financial Bid with name of the firm and Signature of the Bidder.		
VIII	34	Proof of past performance regarding supply of tendered item to Government Organization /PSUs i.e., copies of supply order / sale invoice (as per Annexure-“E” in line with Special Condition		

		of Contract Sl.No.8).		
IX	43	Undertaking to supply spare parts for maintenance of items for 10 years if selected for supplying the tendered item.		

Signature & Seal of the bidder

ANNEXURE-D

**PROFORMA FOR SUBMISSION OF AFFIDAVIT IN RUPEES OF TEN OF
INDIA NONJUDICIAL STAMP PAPER BY THE FIRMS WHO ARE NOT
REGISTERED UNDER ODISHA GST ACT.**

I _____, Aged About _____ years son of

Sri _____, the Proprietor of M/S _____

do here by solemnly affirm and declares as under:

1. That I am the deponent of this affidavit.
2. That I do hereby declares that I have not been registered under the Odisha GST Act and have not started any business in the State of Odisha till yet & we have no liability under the Odisha GST Act.
3. That I swear this affidavit to be produced before the concerned authority for future reference and record.
4. That the facts stated above are true to the best of my knowledge and belief and nothing has been concealed thereon.

Identified by me

Advocate

Deponent

(Name :- _____)

The above-named deponent being identified by Shri-----

Advocate _____ solemnly affirm and states before me that the contents of this affidavit are true to the best of his knowledge.

Dt.

Notary: _____

(With Seal Stamp)

ANNEXURE-E

**Checklist of documents to be submitted with General Bid form
(As per special Conditions of Contract)**

SL No.	Reference SL of Special Condition of Contract	Nature and Type of document	Whether enclosed	
1	2	3	4	
1	1	List of names, complete address, Telephone numbers of customers to whom the tendered item had been supplied during last 3 years	Yes / No	Page Reference

Signature and Seal of Bidder.

Annexure-F

Restriction on public procurement for bidders of certain countries: -

“{I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]”

Signature and Seal of Bidder.

Annexure-G

From: -

The Bidder/Tenderer

To

**The Dy. Commissioner of Police,
Headquarters Bhubaneswar-Cuttack,
Bhubaneswar, Odisha- 751001**

Ref: -Tender No. _____ /

Dtd. _____

DECLARATION

It is unequivocally and unconditionally declared that the undersigned gives /with holds consent for sharing of the documents / information to the general citizenry under Section 11 of the Right to Information Act 2005.

Place:

Date:

Signature and Seal of Bidder.

ANNEXURE-H

Online Submission of Techno-Commercial Bid and the Price Bid

1. The e-tender will be on two bid system i.e., Techno-commercial Bid & Price Bid. The bidder shall submit thee-tender in two parts i.e., Part – I and Part–II.
2. Part–I is Technical Bid and Part – II shall be only Price Bid. Both the bids (Techno Commercial & Price Bid) shall be uploaded in the portal of MSTC (MSTC ecommerce link www.mstcecommerce.com/eproc).
3. The detail e-tender documents will be made available in MSTC web-site: www.mstcecommerce.com/eproc
4. The e-tender documents for the above work duly filled in along with the specified EMD (RTGS/NEFT challan to be enclosed) in favor of Dy. Commissioner of Police Hdqrs., Bhubaneswar-Cuttack should be submitted by the bidder online before the closing date and time in the MSTC e-commerce link www.mstcecommerce.com/eproc. The date of opening of price bid of the qualified in technical bidding will be intimated to the bidders latter. The intending bidder should visit the site be for quoting the rate.
5. The entire information in the e-tender schedule including the price bid shall be followed as per the online instructions.
6. In case of any technical difficulties or bidding process or registration, bidders are requested to contact M/s. MSTC as per the clause no C (Contact Person from MSTC) of annexure-H.
7. The Office of the Commissioner of Police, Bhubaneswar-Cuttack reserves the right to accept or reject in full or part of any or all e-tender without as signing any reason whatsoever.

A. MSTC Transaction fees:

1. MSTC shall collect non-refundable transaction fees @0.03% of the estimated value of Supply/ Works/Services per event from all the participating vendors subject to maximum of Rs. 10,000/- per event per vendor. GST to be paid extra as applicable on the transaction fees by the vendors through the-payment link.
2. The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.
3. The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per

the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

4. A vendor will not have the access to online e-tender without making the payment towards transaction fee.
5. Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.
6. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
7. E-tender cannot be accessed after the due date and time mentioned in NIT.

B. Instructions on E-tendering on MSTC Website

1. The entire process shall be held on the website of MSTC (www.mstcecommerce.com/eproc).
2. Bidders are requested to read these instructions and terms and conditions before submitting their Bids.

C. Contact Persons from MSTC

Sl. No.	Name of Contact Person	e-Mail ID	Land Line No.	Mobile No.
1.	TDMV Satya Sai	tsatyasai@mstcindia.co.in	0674-2950091	9441487624
2.	Keshav Arora	karora@mstcindia.co.in	0674-2950091	9830430434
3.	Ramavath Mahesh	rmahesh@mstcindia.co.in	0674-2544199	8801281004

D. Configuration

1. The Bidder may note that the following configurations will be required to be under taken in their Internet Explorer browsers for smooth functioning of the website and the e-auction portal.
2. The system requirements are as follows:
 - i) Operating System-Windows XP Service Pack 3 or above
 - ii) Web Browser- IE7 and above

- iii) Active-X Controls Should be enabled as follows:
 Tools=>Internet Options=>Security=>Custom Level=>Enable all Active-X Controls=>Disable “Use Pop-up Blocker”
 - iv) Java (JRE7 and above)
3. To disable “Protected Mode” for DSC to appear in the signer box following settings maybe applied:
 - i) Tools=>Internet Options=>Security=>Disable protected Mode If enabled-i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.
 - ii) Other Settings:
 Tools => Internet Options => General => Click on Settings under “browsing history/Delete Browsing History” =>Temporary Internet Files=>Activate “Every time I Visit the Webpage”
 4. For systems settings related video, bidders may watch
 video<https://drive.google.com/drive/folders/1sMADqaghca2WACm1lo4IaH7tEthIK72W>

E. Vendor Registration on MSTC portal:

1. All intending Bidders are required to register their firms/ companies as vendors on website of MSTC (www.mstcecommerce.com/eproc). For online registration, the Bidder is required to click on the link ‘Register as Vendor’ provided on the above webpage. The Bidder needs to fill up the online form with appropriate details and submit. The Bidder should note that it is required to create its own user id and password during the process of filling up this form and no separate communication will be send for user id and password. The Bidder shall itself remain responsible for maintaining the secrecy of its user id and password.
2. Upon successful submission of the online registration form, the Bidder shall receive an e-mail in its registered e-mail address confirming the registration.
3. The Bidder can then login in the same website as mentioned above through the ‘Vendor Login’ section. The Bidder shall need a valid Digital Signature Certificate (DSC) along with user id and password to login. The DSC which shall be used during the first login shall get mapped with the user id and the same DSC shall have to be used for all subsequent logins and bidding. Hence the DSC should be in the name of the authorized signatory of the Bidder.
4. A Bidder needs to register only once with the above website. The same registration can be used for bidding in various e-tender being processed in the above website.
5. In case of any technical difficulties or bidding process or registration, bidders are requested to contact M/s. MSTC as per the clause no C (Contact Person from MSTCof annexure-H tender schedule).

F. Submission of EMD:

1. The Bidder shall pay a refundable sum of INR 24,000/- (Twenty four Thousand) towards (the “EMD” in favor of Dy. Commissioner of Police, Hdqrs., Bhubaneswar-Cuttack. EMD of Unsuccessful bidder shall be refunded and EMD of successful bidder shall be adjusted against bid security.
2. The Bid Security Deceleration towards the EMD is to be made in favor of Dy. Commissioner of Police Hdqrs., Bhubaneswar-Cuttack on or before 30.8.20212021 or e-payment as per the following details:

Beneficiary bank details

EMD Amount :Rs.24,000/- (Twenty Four Thousand)only

Beneficiary name : Dy. Commissioner of Police Hdqrs.,
Bhubaneswar-Cuttack .

The Bid Security shall be refunded to the non-successful bidders.

3. The details of declaration i.e. amount, and name of the Bidder as registered in MSTC’s website may be sent through e-mail to karora@mstcindia.co.in and dcpqh2@nic.in

G. Digital Signature

1. A Bidder shall be required to possess a valid Digital Signature Certificate (DSC) of signing & encryption type to be able to submit its Bid and to participate in the Reverse Auction on MSTC’s website. For this purpose, Bidders shall be required to authorize its authorized signatory to procure a class III DSC of signing & Encryption type from any certifying authority or their authorized agencies in India.
2. Bidders may kindly note that only one User ID will be mapped with a given DSC for the authorized signatory. DSC once mapped with a particular User ID of a Bidder will
3. normally not be changed and therefore, the Bidders are advised to carefully select the DSC before forwarding the same to MSTC Limited for mapping. However in case of un-avoidable circumstances where it is required to change the DSC mapping with a particular ID, it might be considered.
4. The Digital Signature Certificate will be used to digitally sign the Bids that the Bidder shall submit online.
5. It will be the sole responsibility of the Bidder and its respective authorized signatory to maintain the secrecy of the password for the Digital Signature Certificate (DSC). The Bidder and its contact person shall be solely responsible for any misuse of the DSC and no complain / representation in this regard shall be entertained at any stage by MSTC Limited/ OMC

H. Online Submission of Techno-Commercial Bid and the Price Bid

1. Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard.

I. Uploading Documents

1. Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard

J. Deletion/Modification/Withdrawal of Bid.

1. Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard

K. e-Reverse Auction

1. After opening of the Price Bid Online, the Bidders who shall become eligible to participate in the Reverse Auction as per conditions of the e-tender call notice shall be known as the Qualified Bidders for e-reverse auction who will be intimated about their qualification for electronic auction through email. It shall be the sole responsibility of the Bidder to regularly check the email regarding the same. AIG Office or MSTC will not be responsible for non-receipt of email by the Bidder and its consequences.
2. The Reverse Auction is the process of inviting binding Final Price Offer from Qualified Bidders through internet for the purpose of determination of the Selected Bidder (i.e. the Bidder who submits the lowest Final Price Offer at the conclusion of the Reverse Auction and issued LOA). During this process, the Technically Qualified Bidders shall be able to submit its Final Price Offer as many times as it wishes. The Qualified Bidders will remain anonymous to other Qualified Bidders participating in the Reverse Auction process as well as to MSTC. The Technically Qualified Bidders shall be able to see the prevailing lowest Final Price Offer against the mine, but the name of the lowest Qualified Bidder at any point of time will not be displayed. A Qualified Bidder shall have to put its Final Price Offer below the displayed lowest bid by a decrement of at least INR 1000.00 or multiples thereof to become the lowest Qualified Bidder. The Reverse Auction process will have a scheduled start and close time which will be displayed on screen. A Qualified Bidder will be able to put its Final Price Offer after the start of bid time and till the close time of the Reverse Auction. The current server time (IST) will also be displayed on the screen. In the event a bid is received during the last 8
3. (eight) minutes before the scheduled close time of Reverse Auction, the close time of the Reverse Auction will be automatically extended by 8(eight) minutes from the last received bid time to give equal opportunity to all other Technically Qualified Bidders. This process of auto extension will continue till there is a period of 8 (eight) minutes during which no Final Price Offer are received.

4. For example, assuming that the initial scheduled close time for a particular Reverse Auction is 1:00 pm and a Final Price Offer is received at 12:55 pm, the scheduled close time shall be revised to 1:03 pm. again if a Final Price Offer is received at 1:01 pm, the scheduled close time shall be revised to 1:09 pm and so on. In the event that there is no further Final Price Offer received till 1:09 pm, the electronic auction will close at 1:09pm. The revised close time will be displayed on screen and the Qualified Bidders should keep refreshing its webpage to get the latest information.
5. The above example is only illustrative and meant for guidance only.
6. During the tender process for e auction, the Bidder shall be required to sign their Bids with their respective digital signature certificate (DSC) which has been used to login. Any digital signature certificate other than the above shall not be acceptable for Bid submission by the system.
7. Bidders in their own interest are advised to get themselves acquainted with the Reverse Auction process of MSTC using manual / guides available in their login.

Annexure – I

Form of BID – Securing Declaration in Lieu of EMD

To

**The Dy. Commissioner of Police,
Headquarters Bhubaneswar-Cuttack,
Bhubaneswar, Odisha- 751001**
(Tender Calling Authority)

Ref :-Tender No. / Dtd.

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a BID- Securing Declaration.

We accept that we are required to pay the bid security amount specified in the term and condition of Bid, in the following cases, namely: -

- a. When we withdraw or modify our bid after opening of bids;
- b. When we don't execute the agreement, if any, after placement of supply/work order within the specified period;
- c. When we fail to commence the supply of the goods or services or execute works as per supply/work order within the time specified;
- d. When we don't deposit the performance security within specified period after the supply /work order is placed; and
- e. If we breach any provision of code of integrity prescribed for bidding specified in the Act and Chapter VI of these rules.

In addition to above, the State Government shall debar us from participating in any procurement process undertaken for a period not exceeding three years in case where the entire bid security or any part thereof is required to be forfeited by procuring entity.

We understand that this BID Securing Declaration shall expire if:-

- i. We are not the successful Bidder;
- ii. The execution of agreement for procurement and performance security is furnished by us in case we are successful bidder;
- iii. Thirty days after expiration of our Bid
- iv. The cancellation of the Procurement process; or

- v. The withdrawal of BID Prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

Signed:

Name:

In the capacity of

Duly authorized to sign the bid for and on behalf of:

Dated on

Corporate Seal:

Annexure – J

Cover Letter from the System Integrator

Company letterhead

[Date]

[Address]

Police Commissionerate, BidyutMarg,

Unit - V, Bhubaneswar, Odisha

Pin code – 751001

Reference: Notice on Tender to Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar

Dear Sir,

This is to notify you that our company intends to submit a response to the TENDER for Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar.

Primary and Secondary contacts for our company are:

Primary Contact

Secondary Contact

Name:

Designation:

Address:

Mobile No.

e-mail ID

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

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or offering or accepting unduly favors from our company in the short-listing process, we are liable to be dismissed from the selection process or termination of the contract during the project. If selected to do so, for undertaking the project for Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar.

Details of the Organization and its supporting documents		
Name		
Nature of the legal status in India		
Date of Incorporation		
Date of Commencement of Business		
GST Registration Number		
PAN Number		
Address of the Registered Office in India		
Address of the Service / Support Centre in Odisha		
Average turnover during last three years ending 31st March 2021		
Financial Turnover	FY 2021-20	
	FY 2020-19	
	FY 2019-18	
Net worth during last financial year		
Supporting Documents		
Certificate of Incorporation from Registrar of Companies (ROC), PAN, GST Certificate, Audited balance sheet, List of in-house electrical consultants		

Annexure – L

**RESPONSE FORMATS & SUPPORTING DOCUMENTS FOR
EXPERIENCE**

The respondent must use the following formats to provide the experience information as per the pre-qualifying criteria specified above.

Details of the Client Organization		
Experience in Comprehensive Annual Maintenance contract		
Serial no.	Work Order No. & Client Address	Work Order Value
1.		
2.		
3.		
Total		
Supporting Documents		
Self-attested Work orders along with Completion Certificate.		

Annexure – M

LITIGATION IMPACT STATEMENT

Company letterhead

[Date]

[Address]

Police Commissionerate, BidyutMarg,

Unit - V, Bhubaneswar, Odisha

Pin code – 751001

Reference: Notice on Tender to Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar

Dear Sir,

We have read and understood the contents of the Notice on Tender and pursuant to this hereby confirm that we satisfy the eligibility criteria laid out therein.

We hereby confirm that save as may be set out in the schedule attached to this statement, there is no litigation (including court, arbitration and other proceedings), inquiry or order from any regulatory authority, current or pending against us, which if adversely determined might have material adverse impact on our ability to carry on our business or pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar.

(Signature)

(In the capacity of)

Duly authorized to sign the TENDER Response for and on behalf of:

Sincerely,

[BIDDER'S NAME]

Name

Title

Signature

Date

Seal/Stamp of Bidder

Annexure – N

PRICEBID

That Bidder who meets the eligibility criteria should give supporting documents for technical evaluation and financial evaluation Consultants to Comprehensive Maintenance for DIAL 100 Solution at Police Control Room in Cuttack & Bhubaneswar as per the detailed format given below.

Sl. NO.	Description	Make Quantity	UOM	Base Rate (Rs.) (Approx.)	Tax(%)	Rate Including Tax(Rs.)	Amount (Rs.)	
	Comprehensive Maintenance (1Year)							
1	On Site Support – CMC Charges for One Year	1	Year		18			
	# Preventive Maintenance by Bidder once in every 2 months to each installed location.							
	GRANDTOTAL							
	Grant Total (in words)							

Commissionerate Police Bhubaneswar – Cuttack may make necessary changes if felt appropriate based on the technical specification suggestion received from interested bidders and the price bid would be opened from those bidders who qualify the above-mentioned Pre- Qualification criteria.

Date:
(Seal/Stamp of Bidder)

Annexure – O

List of equipments presently installed to be covered under AMC

DIAL 100 Solution at Police Control Room in Cuttack				
Sl. No	Description	Qty	Unit	Please mention Make/Model to be provided
1	UCCS Contact Center Solution License (Supervisor)	01	Nos.	Benzfab UCCS Software
2	UCCS Contact Center Solution License (Agents)	10	Nos.	Benzfab UCCS Software
3	PRI Server with Accessories (XEON QUAD Core)	1	Nos.	SANGOMA
4	2 MBPS PRI Interface for termination of the BSNL PRI	1	Nos.	Benzfab SBC
5	24 Port Managed Layer 2 PoE Switch	1	Nos.	ZYXEL (GS1900-24HP)
6	Agent PC (Laptop)	10	Nos.	Lenovo (LT-81 VD007 AIN)
7	IP Hard Phone	10	Nos.	Panasonic (AX-HDV130SX)
8	Head Phone	10	Nos.	Lenovo (P-560)
9	9U Rack with Accessories	1	Nos.	VAL Rack
10	3 KVA Online UPS with batteries & Accessories	1	Set.	Socomec (ITY-E)

DIAL 100 Solution at Police Control Room in Bhubaneswar				
Sl. No	Description	Qty	Unit	Please mention Make/Model to be provided
1	UCCS Contact Center Solution License (Supervisor)	01	Nos.	BENZFAB software
2	UCCS Contact Center Solution License (Agents)	24	Nos.	BENZFAB software
3	PRI Server with Accessories (XEON QUAD Core)	1	Nos.	SANGOMA

4	50 Channel SIP trunk interfaces for termination of the BSNL SIP Trunk	1	Nos.	BENZFAB SBC
5	24 Port Managed Layer 2 PoE Switch	1	Nos.	ZYXEL (GS1900-24HP)
6	Agent PC (Laptop)	10	Nos.	Lenovo (LT-81 VD007 AIN)
7	IP Hard Phone	11	Nos.	Panasonic (AX-HDV130SX)
8	Head Phone	11	Nos.	Lenovo (P-560)
9	12U Rack with Accessories	1	Nos.	VAL RACK
10	3 KVA Online UPS with batteries & Accessories	1	Set.	Socomec (ITY-E)
2nd SET installed in Bhubaneswar				
1	EPBAX IP System integrated with CAD Software	01	Nos.	Xorcom
2	Headset	13	Nos.	Practical by Plantronics
3	6731i IP Phone integrated with CTI EPBAX IP SYSTEM & interact Software	13	Nos.	Aastra
4	Antivirus Software	1	Nos.	Symantec
5	Digital Map of Bhubaneswar City	1	Nos.	Provided by INTRACT
6	Router	1	Nos.	CISCO
7	Firewall	1	Nos.	Cisco ASA5505
8	AVL interface & device for vehicle tracking	35	Nos.	InterACT
9	Generator SET	1	Nos.	Mahindra
10	Base Communication including InterACT SMS Software	1	Nos.	InterACT Card
11	6KVA UPS	2	Nos.	Emerson
12	ISDN E1 PRI Modem	1	Nos.	Mrotek
13	Database Server with Operating System and InterACT application Software	1	Nos.	DELL

14	AVL Server with Operating System and InterACT tracking Software	1	Nos.	DELL
15	CTI Server with Operating Server and InterACT CTI software	1	Nos.	DELL
16	Application Server (InterACT CAD) for Control Room Operation	1	Nos.	DELL
17	InterACT GIS Software for GIS map viewer	1	Nos.	HP

(Signature)

(In the capacity of)

Duly authorized to sign the TENDER Response for and on behalf of:

Sincerely,

[BIDDER'S NAME]

Name

Title

Signature

Date

Seal/Stamp of Bidder