



**Directorate of Prisons & Correctional
Services- Himachal Pradesh**

**Request for Proposal (RFP) for Supply, Design, Installation,
Testing, Commissioning and Maintenance of IP based CCTV
cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo),
ICCC and Local Data Center(LDC) at Prisons Headquarter
of
Himachal Pradesh**

**(File No: 6-01/2002-Jails-VI-Loose (86) C.N. 24063-2025)
Tender Fees: Rs. 5000/-**

**Directorate of Prisons and Correctional
Services, SDA Complex, Block No.-31,
Kasumpti,**

Shimla - Himachal Pradesh

E-mail: dg-prison-hp@nic.in;

Contact: 0177-2628850

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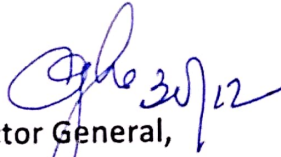
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Directorate of Prisons & Correctional Services- Himachal Pradesh

Directorate of Prisons and Correctional Services,
SDA Complex, Block No.-31, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP invites online bids (Technical & Financial) from eligible bidders which are valid for a minimum period of 180 days from the date of technical bids opening on behalf of the DIST. JAIL CAMPUS and Directorate of Prisons and Correctional Services, Shimla - Himachal Pradesh for "Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICCC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh"


Director General,
Prisons & Correctional Services,
Shimla-171009

Document Control Sheet

Tender reference No	
Name of Organization	Directorate of Prisons and Correctional Services, State of HP
Scope of Work	Procurement for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICCC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh
Tender Type (Open/ Limited/ EOI/ Auction/ Single)	OPEN
Tender Category (Services/ Goods/ works)	Services/ Goods
Re-bid submission allowed (Yes/ No)	No
Is Offline Submission Allowed (Yes/ No)	No
Is Multi Currency Allowed	No (Only INR)
Payment Mode (Online/Offline)	Offline
Address for Communication	Directorate of Prisons and Correctional Services, SDA Complex, Block No.-31, Kasumpti, Shimla - Himachal Pradesh E-mail: dg-prison-hp@nic.in; Contact: 0177-2628850
Bid Validity days (180/120/90/60/30)	180 Days

Important Dates & Details:

Sr. No.	Details	Date/ Time	
1.	Tender Uploading Date	03/01/2025	12:00 PM
2.	Tender Publishing/Download Start Date	04/01/2025	12:00 PM
3.	Last date of receipt of queries	13/01/2025	05:00 PM Through email at :- dg-prison-hp@nic.in
4.	Date of Pre-bid meeting	16/01/2025	02:00 PM Through V.C. :- https://meet.google.com/oes-kwbo-vur
5.	Start Date of Bid Submission	04/01/2025	12:00 PM
6.	Last Date & Time for Submission of Bids electronically on https://www.hptenders.gov.in/	27/01/2025	05:00 PM
7.	Date & Time of Opening of Bids (Technical Bids)	28/01/2025	02:00 PM
8.	Date for Financial Bid Opening	Dates will be communicated later to technically qualified bidder	
9.	Venue of Opening of Bids	Directorate of Prisons and Correctional Services, SDA Complex, Block No.-31, Kasumpti, Shimla - Himachal Pradesh E-mail: dg-prison-hp@nic.in ; Contact: 0177-2628850	
10.	Tender Fees (Non-refundable)	INR 5000/-(Five Thousand Rupees)	
11.	Earnest Money Deposit (E.M.D.) (Refundable)	INR 30,00,000/-,(Thirty Lakh) should be in the form of Bank guarantee issued by a Nationalized / Scheduled Bank/Banker Cheque/ FDR/DD, in favor of DG, Prisons, Payable at Shimla	
12.	DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP Contact Person	Sr. AIG (Directorate of Prisons and Correctional Services), E-mail: dg-prison-hp@nic.in ; Contact: 0177-2628850	

Note: Please specify RFP Number in all your correspondence. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the website <https://hptenders.gov.in/>

Section II – Instructions to the Bidders

1. Invitation for Online Bid Submission:

- 1.1. Directorate of Prisons and Correctional Services, STATE OF HP, Shimla, invites (as per guidelines issued by Himachal Pradesh State Government available on the website <https://hptenders.gov.in> under the link “Bidders Manual Kit”) offer through E-tendering for selection of Managed Service Provider **“For Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh ”**
- 1.2. Proposals are hereby called from the Bidders having capability for above Project on behalf of Govt. of Himachal Pradesh as per terms and conditions of the work order as per uploaded specifications electronically.

2. Registration

- 2.1. Bidders are required to enroll on the e-Procurement module of the Procurement Portal (URL: <https://hptenders.gov.in> by clicking on the link “Online bidder Enrollment” on the e-Procurement Portal which is free of charge.
- 2.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-procurement Portal.
- 2.3. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 2.4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC“s to others which may lead to misuse.
- 2.5. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

3. Searching for RFP Document

- 3.1. There are various search options built in the e-procurement Portal, to facilitate bidders to search active RFPs by several parameters. These parameters could include RFP ID, Organization

Name, Location, Date, Value, etc. There is also an option of advanced search for RFPs, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a RFP published on the above Portal.

- 3.2. Once the bidders have selected the RFPs they are interested in, they may download the required documents / RFP schedules. These RFPs can be moved to the respective My RFPs folder. This would enable the Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the RFP document.
- 3.3. The bidder should make a note of the unique RFP ID assigned to each RFP, in case they want to obtain any clarification / help from the Helpdesk.

4. Preparation of Bids

- 4.1. Bidder should take into account any corrigendum published on the RFP document before submitting their bids.
- 4.2. Please go through the RFP advertisement and the RFP document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4.3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the RFP document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 70 dpi or less than 70 dpi with black and white option which helps in reducing size of the scanned document.
- 4.4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or „ “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

5. Submission of Bids

- 5.1. Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 5.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- 5.3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 5.4. The bidder shall seal the original Bank Draft/ Bankers Cheque / Bank Guarantee /FDR in an envelope. The Bidder shall mark its name and tender reference number on the back of the Bank Draft/ FDR/Bankers Cheque before sealing the same. The address of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence “NOT TO BE OPENED BEFORE the Date and Time of Bid Opening”. If the envelope is not marked as specified above, DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP will not assume any responsibility for its misplacement, pre-mature opening etc.
- 5.5. The bidder shall deposit the envelope in the tender box kept for this purpose at DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP Office (Reception area, Second Floor) on or before 10.00 hrs, on bid submission date. In case EMD is sent through Speed Post and it must reach Tender Process Section as per date and time mentioned above in the name of Tender Process Section.
- 5.6. EMD not meeting above deadlines will not be accepted and their uploaded bid will be rejected.
- 5.7. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 5.8. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5.9. All the documents being submitted by the bidders would be encrypted using PKI or any other encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to

asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 5.10. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 5.11. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

6. Assistance to Bidders

- 6.1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 6.2. Any queries relating to the process of online bid submission or queries relating to State e-tender portal in general may be directed to the 24x7 State e-tender portal Helpdesk. The contact numbers for the helpdesk are

Helpdesk: 0120-4200462 & 0120-4001002

7. Cost to Bid

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Purchaser. The Purchaser, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

8. Contents of the Tender Document

- 8.1. This tender document includes
 - a) Section I - Invitation for Bids, the Tender Document includes:
 - b) Section II - Instructions to Bidders;
 - c) Section III - General Conditions of the Contract and Service Levels
 - d) Section IV – Scope of Work
 - e) Section V - Bid Submission Format
- 8.2. The Bidder is expected to examine all instructions, forms, terms & conditions, and scope of work in the Tender Document and furnish all information as stipulated therein.

9. Clarification on Tender Document

- 9.1. A prospective Bidder requiring any clarification on the Tender Document may submit his queries, in writing, at the Purchaser's mailing address viz;

Directorate of Prisons and Correctional Services,
SDA Complex, Block No.-31, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

as per schedule indicated in Section I – Invitation for Bids. The queries must be submitted in the following format (in Excel file, *.xls or .xlsx) only to be considered for clarification:

Sr. No.	Section No.	Clause No.	Reference/ Subject	Clarification Sought

- 9.2. All queries on the Tender Document should be received on or before as prescribed by the Purchaser in Section 1 of this tender document. The Client shall hold a pre-bid conference (PBC) as per the date mentioned under Section 1. Queries not submitted within this deadline or not in the given format may not be taken up at the PBC.
- 9.3. Only two representatives of each prospective bidder shall be allowed to participate in the pre bid conference. Letter from Authorized signatory from the intended bidder will clearly specify the names of the participants.
- 9.4. Purchaser's response (including the query but without identifying the source of inquiry) would be uploaded in the State e-tender portal (URL: <https://www.hptenders.gov.in>). Bidders are responsible for duly checking the above website for any clarifications.
- 9.5. Client reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it shall be inappropriate to do so or do not find any merit in it.

Note: Inputs/ suggestions/ queries submitted by bidders as part of the pre-bid meeting and otherwise will be given due consideration by the RFP committee, however DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP is not mandated to accept any submission made by the

bidder and nor the bidder will be given any written response to their submissions. If an input is considered valid by the committee the same will be accepted and incorporated as part of the corrigendum.

10. Amendment of Tender Document

At any time prior to the last date for receipt of bids, the purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. The amendment will be notified on e-procurement portal <https://www.hptenders.gov.in> and should be taken into consideration by the prospective agencies while preparing their bids.

11. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in English language.

12. Documents Comprising the Bids

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

- 12.1. Earnest Money Deposit (EMD) in the form of a Demand Draft/Bankers Cheque/Bank Guarantee/Fixed Deposit Receipt of a Scheduled/Nationalized Bank
- 12.2. Eligibility Criteria Forms mentioned in the Eligibility Criteria Table
- 12.3. Technical Bid
- 12.4. Financial Bid
- 12.5. Power of Attorney executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender (As per RFP)
- 12.6. Self-Declarations as requested
- 12.7. Document of proof as requested in the all the Schedules & the Annexure.

13. Bid Prices

- 13.1. The Bidder shall indicate in the performa prescribed, the unit rates and total Bid Prices of the Equipments / Services along with operation and maintenance of the network for 5 years,

proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Documents.

- 13.2. In absence of above information as requested in, a bid may be considered incomplete and be summarily rejected.
- 13.3. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- 13.4. The rate quoted by the bidder should be valid for 3 months from the contract award date, in case the purchaser decides to procure/place an order for additional quantity of IT infrastructure within 3 months from the contract award date.
- 13.5. The Bidder shall prepare the bid based on details provided in the tender documents. **It must be clearly understood that the Scope of Work & the BOQ is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Purchaser. The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions to the work requirements i.e. Technical specifications, Equipment sizing, Technical Architecture etc. are to be made to meet the goals of the Purchaser, all such changes shall be carried out within the current price without any impact to the Purchaser.**

14. Firm Prices

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

15. Discount

The Bidders are advised not to indicate any separate discount in the Commercial Bid. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.

16. Earnest Money Deposit (EMD)

- 16.1. The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of the amount INR 30,00,000/- (Thirty Lakh).
- 16.2. The EMD is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the security's forfeiture.

- 16.3. The EMD must be submitted, by Bank Guarantee/Demand Draft/Bankers Cheque/FDR valid for period of one Year, of any Commercial Bank/Scheduled Bank/Nationalized Bank drawn in favor of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP, payable at Shimla.
- 16.4. Unsuccessful Bidder's EMD will be discharged/ returned after award of contract to the successful Bidder. No interest will be paid by the Purchaser on the EMD.
- 16.5. The successful Bidder's EMD will be discharged upon the bidder executing the Contract and furnishing the Bank Guarantee/security deposit. No interest will be paid by the Purchaser on the EMD.
- 16.6. The EMD may be forfeited:
 - a) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid; or
 - b) In the case of a successful Bidder, if the Bidder fails;
 - i. To sign the Contract in accordance with RFP Prerequisite.
 - ii. To furnish Bank Guarantee for contract performance as mentioned in this RFP.

17. Period of Validity of Bids

- 17.1. Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as nonresponsive.
- 17.2. In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity up to 180 days more. The request and the responses thereto shall be made in writing (or through e-mail).

18. Format and Signing of Bid

- 18.1. The original and all copies of the bid shall be typed or written in indelible ink. The Bidder shall sign the original and all copies or persons duly authorized to bind the Bidder to the Contract in accordance with conditions in the RFP. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.
- 18.2. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- 18.3. The Bidder shall duly sign and seal its bid with the exact name of the firm/ company to whom the contract is to be issued.

19. Revelation of Prices

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

20. Terms and Conditions of Bidders

Printed terms and conditions of the Bidders will not be considered as forming part of their Bids.

21. Local Conditions

- 21.1. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the JAIL SITE sites which would have any effect on the performance of the contract and / or the cost.
- 21.2. The Bidder is expected to make a site visit to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.
- 21.3. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender documents.
- 21.4. The bidder and any of its personnel or agents will be granted permission by GoHP to enter its facilities at various locations in the state for the purpose of such visits, but only upon the condition that the bidder, its personnel, and agents, will indemnify the GoHP from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the bidder. The Bidder shall at its own risk, peril, cost and liability undertake site visits to designated facilities in the state.

22. Consortium

Consortium is not allowed.

23. Last Date for Receipt of Bids

Bids will be received by the Purchaser at the address specified under Section I – Invitation for Bids no later than the time and date specified in Section I -Invitation for Bids. In the event of the specified

date for the receipt of Bids being declared a holiday for the Purchaser, only hard copy of EMD will be received up to the appointed time on the next working day.

24. Late Bids

Any bid received by the Purchaser after the last date and time for receipt of bids prescribed by the Purchaser, pursuant to Section I - Invitation for Bids, will be rejected.

25. Modification and Withdrawal of Bids

- 25.1. No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered.
- 25.2. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

26. Address for Correspondence

The Bidder shall share the official mailing address, place and fax number to which all correspondence shall be sent by the Purchaser.

27. Contacting the Purchaser

- 27.1. No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- 27.2. Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

28. Evaluation of Bids

- 28.1. Technical and Financial evaluation committee will be formed for evaluation of the bids. Decision of the committee would be final and binding upon all the Bidders.
- 28.2. The Bidder should confirm unconditional acceptance of full responsibility of completion of job and for executing the 'Scope of Work' of this tender. This confirmation should be submitted as part of the Technical Bid. The Bidder shall also be the sole point of contact for all purposes of the Contract.

- 28.3. The Bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract. If at any stage of Tendering process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the Purchaser, the Purchaser shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the Bidder.
- 28.4. Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the Purchaser's requirements, as described in the Tender Documents. Bidder must possess the technical know-how and the financial wherewithal that would be required to successfully Supply, Install, Configure, Maintain and Manage all the components of the RFP as part of the solution and also to provide the maintenance and management support services sought by the Purchaser, for the entire period of the contract. The Bidder's bid must be complete in all respect and covering the entire scope of work as stipulated in the Tender document.
- 28.5. The Purchaser will examine the bids to determine whether they are complete, whether the bid format confirms to the Tender requirements, whether any computational errors have been made, whether required EMD have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 28.6. A bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 28.7. When deemed necessary, during the tendering process, the Purchaser may seek clarifications or ask the Bidders to make Technical presentations on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.

29. Evaluation of Eligibility Criteria

- 29.1. In this part, the bid will be reviewed for determining the Compliance of the general conditions of the contract and Eligibility Criteria as mentioned in the Tender. Any deviation for general conditions of the contract and eligibility criteria will lead to rejection of the bid.
- 29.2. Before opening and evaluation of their technical proposals, bidders are expected to meet all the general conditions of the contract and the eligibility criteria as mentioned below: - Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting pre-qualification criteria are liable to be rejected summarily.
- 29.3. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document. The invitation to the bids is open to all bidders who qualify the eligibility criteria as follows:

Sr. No.	Clause	Documents Required
1.	<p>The bidder must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013</p> <p>The company must be registered with appropriate authorities for all applicable statutory registration and Taxes</p>	<p>Certificate of Incorporation.</p> <p>Valid mandatory documentary proof of: GST, Income Tax registration, PAN Number , Income Tax returns for the last three years</p>
2.	<p>Bidder should have experience of IT System Integration/ Information Technology /Security Systems Infrastructure projects including implementation/ operations and should have been in the business for a period exceeding five years as on 01.01.2025</p>	<p>1. Work Orders confirming year and area of activity in any of the mentioned domain.</p> <p>2. Memorandum and Articles of Associations.</p> <p>3. Relevant legal documentation confirming the acquisition/merger if any.</p>
3.	<p>The Bidder should have at least 50 Technical staff having expertise in below area on its pay roll as on the date of Publication of this RFP.</p> <p>ICT domains i.e. CCTV, Networking, System Software, Systems Integration, Solution, Cloud Hosting/Migration Technical Experts who have prior experience.</p>	<p>Self Certificate issued by the HR head of the bidder organization mentioning name, Qualifications, Years of Experience and Domain Expertise of the technical staff.</p>
4.	<p>The average turnover of the bidder during the last 3 financial years (i.e., 2021-22, 2022-23 and 2023-24) shall not be less 12 Crore from CCTV, networking activities including,</p> <ul style="list-style-type: none"> • supplying of network equipment's and/or IT infrastructure • system integration of network equipment's and / or IT infrastructure • operations and maintenance of network equipment's and/or IT services 	<p>This should be evidenced by the audited accounts of the company as filed before the Registrar of Companies.</p> <p>The Bidder must submit Turnover certificate from the statutory auditor of the company / Chartered Accountant clearly mentioning that average turnover of bidder during last three financial year is not less than 12 Crore from data center networking activities and security</p>

		<p>including</p> <ul style="list-style-type: none"> • supplying of network equipment's and/or IT infrastructure • system integration of network equipment's and / or IT infrastructure • operations and maintenance of network equipment's and/or IT services
5.	<p>The bidder should have the experience of Having successfully implemented</p> <ol style="list-style-type: none"> 1. One similar project of value of Rs. 5 Cr. for any Central/State Department or PSUs in India OR 2. Two similar projects of value of Rs. 5 Cr. each for any Central/State Department or PSUs in India OR 3. Four similar projects of value of Rs. 3 Cr. each for any Central/State Department or PSUs in India <p>from CCTV, networking activities including</p> <ol style="list-style-type: none"> 4. • supplying of network equipment's and/or IT infrastructure <ul style="list-style-type: none"> • system integration of network equipment's and / or IT infrastructure • operations and maintenance of network equipment's and/or IT services 	<p>Purchase order copy and completion certificate from the concern authorities.</p>
6.	<p>The bidder should have positive net worth as on date.</p>	<p>CA Certificate</p>

7.	<p>The Bidder should not have been blacklisted by the Government of India or any state government or any of its agencies for any reasons whatsoever and the bidder should not have been blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on the date of Publication of this RFP.</p>	<p>Undertaking from the Authorized Signatory as per the format in Section</p>
8.	<p>The bidder should submit valid letter from all the OEMs confirming the following:</p> <ul style="list-style-type: none"> • The bidder must attach manufacturer authorization certificate for this particular project for CCTV, Storage, Switches, VMS firewall, Antivirus & Passive components & Passive components, etc(Issued by OEM.) • Authorization for bidder Confirm that the products quoted are not “<i>end of life or end of sale products</i>”. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the same configuration or superior product at no extra cost. 	<p>Documentary evidences such as Authorization letters MAF (Manufacturers Authorization Form) from all OEM/ Vendors whose products are being quoted by the Bidder need to be attached in the proposal).</p>

	<ul style="list-style-type: none"> • Undertaking that the warranty, AMC support including spares, patches, and upgrades for the quoted products shall be available for the entire period of the project at the quoted rates in the bid. • Technical compliance on OEM letter head. 	
9.	<p>(a) Each OEM must have direct presence in India with at least 10+ nos of technical manpower direct support in India for the offered technology solution.</p> <p>(b) OEM of offered products must have their own Technical Assistance Center (TAC) support in India.</p>	<p>(a) Bidder to share name of proposed OEMs for shared BoQ as a separate sheet along with the technical proposal.</p> <p>(b) An undertaking from each mentioned OEM for the requisite number of technical manpower for direct support in India</p> <p>(c) Documentary evidence for TAC in India to be provided.</p>
10.	<p>The bidder should have been Accredited ISO 14000/ ISO 27001/ISO 9000 Certified organization.</p> <p>The certificate should be in currency as on the date of submission of the bid and should be in the name of the bidder.</p>	<p>The bidder shall submit the accredited ISO 14000/ISO 27001/ ISO 9000 and provide a link for the reference of the same.</p>
11.	<p>The Bidder should not have been Banned or blacklisted in last 5 years by any Ministry under Government of India or by Government of any State in India or any of the Government Departments / PSUs under Central/ State Governments on ground of cyber threat, cheating, fraud etc in the past five years as on last date of submission of the bid.</p>	<p>A Notary certificate/ affidavit on Rs.100 Stamp Paper regarding such is to be submitted.</p>
12.	<p>The bidder should have valid GST Registration</p>	<p>Copy of Registration.</p>
13.	<p>The bidder should have PAN number</p>	<p>Copy of PAN No.</p>
14.	<p>The bidder should attach brochure / catalogue with details of technical specification of the</p>	<p>brochure/catalogue to be attached.</p>

	product being used in the project.	
15.	The bidder should submit test certificate of CCTV and networking product such as switches, cords etc. issued by OEM.	Certificate to be attached.
16.	The bidder shall be the single point of Contact for DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP for Design, Supply, Install, Connect, Configure, Implement, Design, Construct to Go Live all the networking Infrastructure per the scope defined in this RFP and shall be solely responsible for all warranties and upgrades etc.	Self-certification duly signed by authorized signatory on company letter head.

The OEM prequalification criteria will be as under.

	Specific Requirements	Documents Required
1	The OEM must have self-owned Service Centre in India.	Proof to be provided by the OEM
2	The MAC address of the IP Cameras must be registered in the same name of OEM.	Proof to be provided by the OEM
3	The OEM of CCTV camera should be a member in any of the present "ONVIF Organization Committee i.e Steering Committee, Technical Committee or Technical Services Committee or full membership for last 3 years.	Proof to be provided by the OEM

4	The OEM of major items (like CCTV Camera, all types VMS, Servers, Storages, switches etc.) its sister concerns or any of its group company or Subsidiary should not have been Banned or blacklisted in last 10 years by any Ministry under Government of India or by Government of any State in India or any of the Government PSUs or any by country on ground of cyber threat, cheating, fraud etc.	Certificate/affidavit regarding items is to be submitted.
5	All OEMs of CCTV camera, VMS and VMS software, Switches & related accessories should not originating in any country that shares a land border with India.	Undertaking to be attached on OESM Letter head.

Note:

- (a) If the details furnished by the bidder found to be wrong at any point time during the bidding or contract, DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves the right to terminate the contract and en-cash EMD/PBG in favour of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE of HP.
- (b) If bidder is eligible in financial year 2023-24 for criteria mentioned in point no. 4, bidder should share provisioned balance sheet certified by CA along with CA certified turnover certificate for the financial year 2023-24.

30. Evaluation of Technical Bids

- 30.1. Only those bidders who qualify all Pre-qualification / Eligibility Criteria requirements will be qualified for technical bid evaluation.
- 30.2. The technical bid will first be reviewed for determining the Compliance of the Technical bids with the Tender terms and conditions, Minimum/ Mandatory Technical requirements shared in **Annexure 3** for the scope defined in the RFP and the scope of work as defined in this tender.
- 30.3. Any bid found to be non-compliant to the mandatory Technical Requirements, Tender terms and conditions and the scope of work shall be rejected and will not be considered for further evaluation. Bids that are technically compliant would only be taken up for commercial evaluation.
- 30.4. Bidders should submit the Technical Specification compliance sheet as a part of technical bid as mentioned in RFP. All technical specification given in Scope of Work.

- 30.5. If the bidder is found to be non-compliant to any of the mandatory technical specifications, then the respective bid would be summarizing rejected.
- 30.6. Bidder is required to submit all the supporting documents as per the criteria mentioned in the RFP. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves right to summarily reject any bid which does not contain all the mandatory supporting document or may ask bidder to resubmit documents, the decision of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP will be final and binding in this regards.
- 30.7. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves the right to disqualify any bidder based on any criteria considered relevant and its decision is binding. Representations, if any from disqualified bidders will not be entertained and will be summarily rejected. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP will not respond to any query raised by bidders seeking reasons for rejection of the bid.

31. Evaluation of Financial Bids

- 31.1. The Bidder has to submit the commercial bid through e-procurement website (<https://www.hptenders.gov.in/>) in the format shared in Annexure – 2.
- 31.2. In order to be considered for financial evaluation, the bidder has to quote in terms of rupee value with clearly indicating taxes separately. Any conditional bid would be rejected
- 31.3. The Quote price shall be considered as inclusive of all Taxes/Duties/Service Tax etc.
- 31.4. The Bidder offering lowest evaluated responsive price, as above, would be selected as successful Vendor.
- 31.5. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP shall notify successful Bidder. It will not entertain any query or clarification from Applicant(s) who are not selected in the RFP process.
- 31.6. The total price quoted by the bidder in BOQ will be considered as inclusive of all Taxes / GST /Any applicable levies. It will be liability of the bidder to meet scope of work as mentioned in the RFP.

Note:

Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

32. Purchaser's Right to Vary Scope of Contract at the time of Award

The Purchaser may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.

33. Purchaser's Right to Accept Any Bid and to Reject Any or All Bids

The Purchaser reserves the right to accept any bid, and to annul the Tender 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 Purchaser's action.

34. Notification of Award

- 34.1. Prior to the expiration of the period of bid validity, pursuant as mentioned in RFP, the Purchaser will notify the successful Bidder in writing by mail, followed by registered letter to be confirmed in writing by registered letter, that its bid has been accepted.
- 34.2. The notification of award will constitute the formation of the Contract.
- 34.3. Upon the successful Bidder's furnishing of Bank Guarantee of 10% of the Work/Purchase Order Value for contract performance pursuant as mentioned in RFP, the Purchaser may notify each unsuccessful Bidder and will discharge its EMD,

35. Award of Contract

- 35.1. There will be only one vendor.
- 35.2. At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will send the Bidder the Performa for Contract incorporating all agreements between the parties.
- 35.3. Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the Purchaser.
- 35.4. The contract period will be of 60 months from date of award of contract. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserve right to extend the contract period up to two (2) years on mutual agreement with vendor as deemed appropriate.
- 35.5. In the case of Bidder whose tender bids are accepted, bidder shall be required to give Security Deposit as mentioned in tender along with acceptance of purchase order, within 15 days. Security Deposit will be in the form of Bank Guarantee (BG) of any nationalized bank. Security

Deposit should be valid for the entire period of contract plus two (2) months and renewed if required.

- 35.6. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP may, at any time, terminate the contract by giving written notice in 30 days advance to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP.
- 35.7. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause will be invoked.
- 35.8. Quantities mentioned are indicative and DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves the right at the time of award of purchase order to increase or decrease the quantity of goods and / or services from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.
- 35.9. Objection, if any, to the Purchase Order must be reported to the tender processing section by the vendor within five (5) working days counted from the Date of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in toto.
- 35.10. If the vendor is not able to supply/ deploy/ operationalize the ordered Hardware/ software system/ service/ process completely within the specified period, the penalty clause will be invoked.
- 35.11. The decision of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP shall be final and binding on all the vendors to this document. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves the right to accept or reject an offer without assigning any reason whatsoever.

36. Bank Guarantee for Contract Performance

- 36.1. Within 15 days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security in the form of Bank guarantee of nationalized bank valid for a period of contract plus two additional months in accordance with the Conditions of Contract, in the Contract Performance Guarantee Bond.
- 36.2. Selected bidder shall maintain overall all components as defined under scope of work, which are being procured through this RFP for period of 3 years while for remaining equipments, contract period is of 5 years. Considering above, selected bidder shall share 2 bank guarantees of different value as below.

- 36.2.1. 10% of Purchase Order Value of Remaining Components valid for duration of 62 Months
- 36.3. Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

37. Confidentiality of the Document

This Tender Document is confidential and the Bidder shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

38. Rejection Criteria

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

38.1. General Rejection Criteria

- 38.1.1. Bids submitted without Tender Fees.
- 38.1.2. Bids submitted without or improper EMD
- 38.1.3. Bids received through Telex /Telegraphic / Fax/ E-Mail/ Hard copies except, wherever required, will not be considered for evaluation.
- 38.1.4. Bids which do not confirm unconditional validity of the bid as prescribed in the Tender
- 38.1.5. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process
- 38.1.6. Any effort on the part of a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions
- 38.1.7. Bids received by the Purchaser after the last date and closing time for receipt of bids prescribed by the Purchaser, pursuant to Section I - Invitation for Bids
- 38.1.8. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder

38.2. Technical Rejection Criteria

- 38.2.1. Technical Bid containing commercial details.
- 38.2.2. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- 38.2.3. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- 38.2.4. Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- 38.2.5. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with this tender.
- 38.2.6. If the bid does not confirm to the timelines indicated in the bid.

38.3. Commercial Rejection Criteria

- 38.3.1. Incomplete Financial Bid
- 38.3.2. Financial Bids that do not conform to the Tender's Financial bid format
- 38.3.3. Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- 38.3.4. If there is an arithmetic discrepancy in the commercial bid calculations the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

Section III – General Conditions of Contract & SLAs

1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- 1.1. **“The Purchaser”** means DG, Prisons & Correctional Services, State of Himachal Pradesh
- 1.2. **“Purchase Officer”** means the officer signing the acceptance of tender and includes any officer who has authority to execute the relevant contract on behalf of the Purchaser.
- 1.3. **“Purchaser’s Representative/Project Coordinator”** means the person or the persons appointed by the Purchaser from time to time to act on its behalf for overall co-ordination, supervision, and project management including Purchaser’s Technical Representative.
- 1.4. **“Purchaser’s Technical Representative”** means the National Informatics Center or persons appointed by the National Informatics Center from time to time to act on its behalf
- 1.5. **“PRISONS Site”** means the site of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP including the site wherein the supply, installation, configuration, operations and maintenance services as specified under the scope of work are to be carried out for the purpose of this Tender / Contract.
- 1.6. The **“Bidder”** means the Tenderer whose bid has been accepted by the Purchaser and with whom the order for providing a solution mentioned in the Scope & Specifications of the RFP and other components has been placed as per requirements and terms and conditions specified in this tender/contract and shall be deemed to include the Bidder’s successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
- 1.7. **“OEM”** means the Original Equipment Manufacturer of any equipment / system / software / product that is providing such goods to the Bidder under the scope of this Tender / Contract.
- 1.8. **“Bidder’s Team”** means the successful Tenderer along with all of its partners / OEMs, who have to provide goods & services to the Purchaser under the scope of this Tender / Contract. This definition shall also include any authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the Bidder for the purposes of this Tender / Contract.
- 1.9. **“Bidder’s Representative/ Project Coordinator”** means the person or the persons appointed by the Bidder from time to time to act on its behalf for overall coordination, supervision and project management.
- 1.10. **“Parties”** means the Purchaser and the Bidder and **“Party”** means either of the Parties.

- 1.11. **“Contract”** means the Agreement entered into between the Bidder and the Purchaser as recorded in the Contract form signed by the Purchaser and the Bidder including all attachments and Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.
- 1.12. **“Acceptance of Tender”** means the letter/ fax or any memorandum communicating to the Tenderer, the acceptance of his tender, and includes an advance acceptance of his tender.
- 1.13. **“Business Day”** means any day that is not a Sunday or a public holiday (as per the official holidays observed by DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP).
- 1.14. **“Confidential Information”** means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party or any other person who is covered within the ambit of the Purchaser’s legislation including any such information that may come to the knowledge of the Parties hereto / Bidder’s Team by virtue of this Contract that:
- 1.14.1 is by its nature confidential or by the circumstances in which it is disclosed confidential;
or
- 1.14.2 is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract;
- 1.15. **“Goods”** means all of the equipment, sub-systems, hardware, software, products accessories and/or other material / items which the Bidder is required to supply, install and maintain under the contract.
- 1.16. **“System”** means all of the goods under the scope of this contract together as an integrated solution.
- 1.17. **“Commissioning of System”**: The system shall be deemed to have been commissioned, when all the activities as defined in Section IV - Scope of Work have been successfully executed and completed.
- 1.18. **“Acceptance of System”**: The system shall be deemed to have been accepted by the Purchaser, subsequent to its commissioning, when all the activities as defined in **Section IV - Scope of Work** have been successfully executed and completed.
- 1.19. **“FAT”**: means Final Acceptance Test.
- 1.20. **“Document”** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes or and databases or microfilm or computer generated micro fiche.
- 1.21. **“Effective Date”** means the date on which this Contract is signed and executed by the parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date;

- 1.22. **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, propriety information, software whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- 1.23. **“Kick Off Meeting”** means a meeting convened by the Purchaser to discuss and finalize the work execution plan and procedures with the Bidder.
- 1.24. **“Service”** means services to be provided as per the requirements / conditions specified in this tender / contract. In addition to this, the definition would also include other related/ ancillary services that may be required to execute the scope of work under this contract.
- 1.25. **“Service Specification”** means and includes detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the Contract, as well as those specifications relating to Industry standards and codes applicable to the performance of the work, work performance quality and specifications affecting the work or any additional specification required to be produced by the Bidder to meet the design criteria.
- 1.26. **“The Contract Value”** means the price payable to the Bidder under this Contract for the full and proper performance of its contractual obligations. The Contract Value shall be equal to the total Bid Price.
- 1.27. **“Delivery of System”** shall be deemed to have completed when the Delivery of all the goods/items under the proposed bill of material has reached the designated Data Center Site for installation.
- 1.28. **“Notice”** means:
- 1.28.1. notice; or
 - 1.28.2. a consent, approval or other communication required to be in writing under this Contract.

2. Representations & Warranties

In order to induce the Purchaser to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- 2.1. That the Service Provider has the power and the authority that would be required to enter into this Contract and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this contract and to provide services sought by the Purchaser under this contract

- 2.2. That the Bidder is not involved in any major litigation or legal proceedings, pending, existing, potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.
- 2.3. That the Bidder has the professional skills, personnel, infrastructure and resources/authorizations that are necessary for providing all such services as are necessary to fulfill the scope of work stipulated in the Tender and this Contract.
- 2.4. That the Bidder shall ensure that all assets/ components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements.
- 2.5. That the Bidder shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the Bid, Tender or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- 2.6. That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.
- 2.7. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto.
- 2.8. That the execution of the scope of work and the Services herein is and shall be in accordance and in compliance with all applicable laws.
- 2.9. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
- 2.10. That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied Infrastructure to meet the requirements of the applications.

3. Scope of Contract

- 3.1. Scope of the Contract shall be as defined in Section IV - Scope of Work and Annexes thereto of this tender.
- 3.2. Purchaser will engage the Bidder for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICC and Local Data Center (LDC) at Prisons Headquarter of Himachal Pradesh.**
- 3.3. If any services, functions or responsibilities not specifically described in this Contract, are an inherent, necessary or customary part of the Services or are required for proper performance or provision of the Services in accordance with this Contract, they shall be deemed to be included within the scope of the work to be delivered for the Charges, as if such services, functions or responsibilities were specifically described in this Contract.
- 3.4. The Purchaser or Purchaser's Technical Representative reserves the right to amend any of the terms and conditions with mutual agreement in relation to the Scope of Work and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the Scope of Work pursuant as mentioned in RFP.

4. Key Performance Measurements

- 4.1. Unless specified by the Purchaser to the contrary, the Bidder shall perform the Services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as laid down in this Tender.
- 4.2. The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the scope of work.

5. Commencement and progress

- 5.1. The Bidder shall be subject to the fulfillment of the conditions precedent set out as mentioned in RFP, commence the performance of its obligations in a manner as specified in the Scope of Work and Service Specifications.
- 5.2. The Equipments supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution.

6. Bidder's Obligations

- 6.1. The Bidder's obligations shall include supply, installation, integration, commissioning and maintenance of the complete JAIL CAMPUS Site as an integral solution including but not limited to Network and Security components, covering associated Hardware and Software as specified by the Purchaser in the Scope of Work and other sections of the Tender and Contract and changes thereof to enable the Purchaser to meet their objectives and operational requirements. It will be the Bidder's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of his Bid, the Tender and this Contract.
- 6.2. The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract.
- 6.3. The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Purchaser in order to resolve issues and oversee implementation of the same. The Bidder shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.
- 6.4. The Bidder shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third Parties.

6.5. Obligations related to Site

- 6.5.1. The Bidder shall supply equipment/components including associated accessories and software as under this contract and install, commission, integrate, manage and maintain those components during the entire period of contract.
- 6.5.2. In case of any dissatisfaction or default on part of the Bidder in providing the level of support desired by the Purchaser or Purchaser's Technical Representative in relation to the Site supplied by the Bidder, the Bidder shall extend the necessary support required to meet the commitments without any financial liability to the Purchaser.
- 6.5.3. It is expected that the Bidder shall ensure that the equipment/components being supplied by him will not be declared end of sale for a minimum of 7 years from the date of launch and that the same will be supported by him for the duration of the contract from the date of its acceptance by the Purchaser. If the same is de-supported by the OEM for any reason whatsoever, the Bidder shall replace it with an equivalent or better substitute that is acceptable to Purchaser without any additional

cost to the Purchaser and without impacting the performance of the solution in any manner whatsoever.

- 6.5.4. In case of any problems / issues arising due to integration of components supplied by the Bidder with any other component(s)/ product(s) under the purview of the overall solution, the Bidder shall replace the required component(s) with an equivalent or better substitute that is acceptable to Purchaser without any additional cost to the Purchaser and without impacting the performance of the solution in any manner whatsoever.
- 6.5.5. The Bidder shall provision the required critical spares/components for meeting the uptime commitment of the components supplied by him.
- 6.5.6. The Bidder shall supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser.
- 6.5.7. The Bidder should provide technology refresh information to the Purchaser as and when the OEM comes out with the same.

6.6. Bidder's Representative

- 6.6.1. The Bidder's representative shall have all the powers requisite for the performance of services under this contract. The Bidder's Representative shall liaise with the Purchaser's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. He will extend full co-operation to Purchaser's representative in the manner required by them for supervision/ inspection/ observation of the JAIL CAMPUS Site/ material, procedures, performance, reports and records pertaining to the works.
- 6.6.2. The Purchaser's representative upon receipt of request from the Bidder intimating commencement of installation at the designated Sites shall give to the Bidder access to as much of the Sites as may be necessary to enable the Bidder to commence and proceed with the installation in accordance with the timeline of work.

6.7. Reporting Progress

- 6.7.1. The Bidder shall monitor progress of all the activities related to the execution of this contract and shall submit to the Purchaser, at no extra cost, progress reports with reference to all related work, milestones and their progress during the implementation phase on a weekly basis.

- 6.7.2. During & Post implementation, the Bidder shall submit to the Purchaser, MIS reports as an ongoing basis. Extracts of the progress report to be termed, as “Executive Summary” shall be submitted in 3 hard copies, along with 3 soft copies. Formats for such reporting shall be discussed at the Kick-Off meeting. The Purchaser on mutual agreement between both parties may change the periodicity and dissemination mechanism of such reports.
- 6.7.3. Periodic meetings shall be held between the representatives of the Purchaser and the Bidder once in every 15 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held on an ongoing basis, once in every 30 days to discuss the performance of the contract.
- 6.7.4. The Bidder shall ensure that the respective solution teams involved in the execution of work are part of such meetings.
- 6.7.5. High level Steering Committee involving representatives of the Purchaser and senior officials of the Bidder (including the Technical Executive, Regional Head, Operational Head/Project Manager) shall be formed for the purpose of this contract. This committee shall meet at intervals, as decided by the Purchaser later, to oversee the progress of the project.
- 6.7.6. JAIL SITE Setup deployed by the Bidder under the Contract and the manner and speed of execution and maintenance of the work and services are to be conducted in a manner to the satisfaction of Purchaser’s representative in accordance with the Contract.
- 6.7.7. Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Purchaser’s representative shall so notify the Bidder in writing.
- 6.7.8. The Bidder shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to Tender requirements.
- 6.7.9. In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, Bidder shall deploy extra manpower/ resources to make up the progress or to meet the Tender requirements. All time and cost effect in this respect shall be borne, by the Bidder within the contract value.

6.8. Knowledge of Site Conditions

- 6.8.1. The Bidder's undertaking of this Contract shall be deemed to mean that the Bidder possesses the knowledge of all JAIL SITE related requirements as stipulated in the Tender Document including but not limited to environmental, demographic, physical conditions and all criteria.
- 6.8.2. The Bidder shall be deemed to have understood the requirements and have satisfied himself with the data contained in the Bidding Documents, the quantities and nature of the works and materials necessary for the completion of the works, etc., and in-general to have obtained himself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during delivery or installation, Bidder observes physical conditions and/or obstructions affecting the work, the Bidder shall take all measures to overcome them.
- 6.8.3. Bidder shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Price for the works. The consideration provided in the Contract for the Bidder undertaking the works shall cover all the Bidder's obligation and all matters and things necessary for proper execution and maintenance of the works in accordance with the Contract and for complying with any instructions which the Purchaser's Representative may issue in accordance with the connection therewith and of any proper and reasonable measures which the Bidder takes in the absence of specific instructions from the Purchaser's Representative.

6.9. Program of Work

- 6.9.1. Within 10 days after signing of Contract or prior to kick-off meeting whichever is earlier, the Bidder shall submit to the Purchaser for its approval a detailed program showing the sequence, procedure and method in which he proposes to carry out the works as stipulated in the Contract and shall, whenever reasonably required by the Purchaser's Representative furnish in writing the arrangements and methods proposed to be made for carrying out the works. The program so submitted by the Bidder shall conform to the duties and periods specified in the Contract. Approval by the Purchaser's Representative of a program shall not relieve the Bidder of any of his duties or responsibilities under the Contract.
- 6.9.2. If the Bidder's work plans necessitate a disruption/ shutdown in Purchaser's operation, the plan shall be mutually discussed and developed so as to keep such disruption/ shutdown to the barest unavoidable minimum. Any time and cost arising

due to failure of the bidder to develop/adhere such a work plan shall be to his account.

6.10. Bidder's Organization

- 6.10.1. All manpower resources deployed by the Bidder for execution of this contract must strictly adhere to the attendance reporting procedures and make their services available for the entire implementation time.
- 6.10.2. In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource and adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service.
- 6.10.3. The Bidder shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and provision of services for all costs/charges in connection thereof.

6.11. Adherence to safety procedures, rules regulations and restrictions

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

6.12. Statutory Requirements

During the tenure of this Contract nothing shall be done by the Bidder in contravention of any law, act and/ or rules/ regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard.

7. Project In-Charge

The Bidder shall ensure that at all times during the currency of the Contract, a Project In-Charge acceptable to the Purchaser shall take charge of the Performance of the Contract.

8. Purchaser's Right of Monitoring, Inspection and Periodic Audit

- 8.1. The Purchaser or Purchaser's Technical Representative reserves the right to inspect and monitor/ assess the progress/ performance/ maintenance of the Infrastructure at the JAIL SITE sites at any time during the course of the Contract, after providing due notice to the Bidder. The Purchaser may demand and upon such demand being made, the purchaser shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project.
- 8.2. The Purchaser or Purchaser's Technical Representative shall also have the right to conduct, either itself or through another Bidder as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/ functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other Bidder appointed by the Purchaser, all documents and other details as may be required by them for this purpose.

9. Purchaser's Obligations

- 9.1. The Purchaser's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Purchaser shall provide adequate cooperation in providing details, assisting with coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.
- 9.2. Purchaser shall ensure that timely approval is provided to the Bidder, where deemed necessary, which should include technical architecture diagrams and all the specifications along with data sheets related to JAIL CAMPUS Site/material required to be provided as part of the Scope of Work.
- 9.3. The Purchaser shall approve all such documents as mentioned in RFP.

9.4. The Purchaser's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.

10. Intellectual Property Rights

10.1. Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, products, software, specifications, reports, diagrams and other documents which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.

10.2. The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/ license terms or infringement of any Intellectual Property Rights by the Bidder during the course of performance of the Services.

11. Ownership and Retention of Documents

11.1. The Purchaser shall own the Documents, prepared by or for the Bidder arising out of or in connection with this Contract.

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

12. Ownership of Equipment

12.1. The Purchaser shall own the Infrastructure, supplied by the Bidder arising out of or in connection with this Contract.

12.2. All the Licensees should be in the name of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP.

- 12.3. Licenses should be perpetual in nature provided to the Tendering Authority with perpetual rights to use the software.
- 12.4. Note: All the equipments (Hardware, Software etc.) should be OEM certified.

13. Indemnity

- 13.1. The Bidder will indemnify the Purchaser from and against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. Purchaser/User department stand indemnified from any claims that the hired manpower / Bidder's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. Purchaser/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Bidder's manpower while discharging their duty towards fulfillment of the purchase orders.
- 13.2. The Bidder shall execute and furnish to the Purchaser, a Deed of Indemnity in favour of the Purchaser in a form and manner acceptable to the Purchaser, indemnifying the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
 - 13.2.1. Any negligence or wrongful act or omission by the Bidder or the Bidder's Team or any third party in connection with or incidental to this Contract; or
 - 13.2.2. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, the Bidder's Team or any third party.
- 13.3. The indemnity shall be to the extent of 100% in favor of the Purchaser and would be in conjunction to as mentioned in RFP of this section.

14. Confidentiality

- 14.1. The Bidder shall not use Confidential Information, the name or the logo of the Purchaser except for the purposes of providing the Service as specified under this contract.
- 14.2. The Bidder shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the hardware architecture or network.
- 14.3. Architecture, Purchaser's business or operations without the prior written consent of the Purchaser.

14.4. The Bidder shall sign a Non-Disclosure Agreement (NDA) with the Purchaser. The Bidder and its antecedents shall be bound by the NDA. The Bidder will be held responsible for any breach of the NDA by its antecedents or delegates.

15. Taxes

15.1. Income tax shall be deducted at source by Purchaser from all the payments made to Bidder according to the Income Tax Act, unless valid and complete documents for IT exemption are submitted by the Bidder prior to release of payment. A certificate shall be provided by Purchaser to the Bidder for any tax deducted at source

15.2. The Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to GST and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire contract period, i.e., on account of material supplied and services rendered and payments received by him from the Purchaser under the Contract. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates for tax deduction at source and paid to the Tax Authorities.

15.3. If there is any reduction in taxes / duties/levies due to any reason whatsoever, after Notification of Award, the difference shall be passed on to the Purchaser. In case of increase in taxation, Purchaser shall pay the tax as applicable.

15.4. The Bidder agrees that he and his Team shall comply with the Indian Income Tax act in force from time to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.

15.5. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

16. Warranty

16.1. A comprehensive on-site warranty and Annual Maintenance support on all goods supplied under this contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Bidder's engineers till the end of the Contract.

16.2. Technical Support for software shall be provided by the respective OEM for till the end of the contract period. The Technical Support should include all updates and patches to the respective Software for the above stated period.

- 16.3. The Bidder warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support at least for next 7 Years from the date of launch; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
- 16.4. In case of issues with provided equipments, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.

17. Conflict of Interest

A conflict of interest may occur if the bidder is directly or indirectly involved with DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP organization in the area of JAIL SITE. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP will reserve the right to disqualify the bid of any such bidders for any potential conflict of interest. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP may disqualify if the bidder conducts in a way that could create the appearance of bias of unfair advantage with or on behalf of any competitive proposer, agent, affiliations with DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP as subcontractors in the area of JAIL SITE or employed by DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP for JAIL SITE or are being considered for JAIL SITE employment with DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP or holding a consulting or technical advisory or other similar position with DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP.

18. Stipulated Time Schedule

The bidder has to follow the given timelines on award of the contract. The key milestone dates (“critical dates”) and attached penalty clauses are mentioned in the below table.

T: Date of release of Purchase Order,
Days: Business Days (Mon-Sat)

Term and Extension of the Contract

18.1. The term of this Contract shall be initially for a period of five years (60 Months) from the date of the signing of contract.

Delivery Timelines		
Sr. No	Activity	Timelines for the completion of activity
1	Delivery of new Equipments as per the BoQ	Within 10 Weeks from the date of issue of work order
2	Installation of new Equipments	Within 14 Weeks from the date of issue of work order
3	Go -live	Within 16 Weeks from the issue of work order

18.2. The Purchaser shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Bidder, at least 3 months before the expiration of the Term hereof, whether it will grant the Bidder an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser's discretion.

18.3. Where the Purchaser is of the view that no further extension of the term be granted to the Bidder, the Purchaser shall notify the Bidder of its decision at least three months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative Bidder/service provider or create its own infrastructure to operate such Services as are provided under this Contract.

19. Prices

19.1. Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. Purchaser however reserves the right to review the charges payable for the Maintenance and Management of the JAIL CAMPUS Site at the beginning of each year or at any time at the request of Purchaser whichever is earlier to incorporate downward revisions as applicable and necessary.

19.2. If at any time during the period of contract, the Bidder offers services similar in nature to any other customer or if the OEM offers the Bidder its products, at prices lower than those chargeable under this contract; he shall notify the same to the purchaser and extend such reduced prices to the Purchaser with immediate effect.

20. Change Orders/Alteration/Variation

Regarding change order, a Change Management Board comprising of representative from bidder and purchaser shall be formed and details thereof shall be mutually finalized and will be the part of contract.

21. Transit Risks

Any damage during transit due to whatsoever reason, cost shall be borne by the successful bidder.

22. Suspension of Work

22.1. The Bidder shall, if ordered in writing by the Purchaser's Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Bidder, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder.

23. Completion of Contract

Unless terminated earlier, the Contract shall terminate on the completion of term as specified in the Contract and only after the obligations mentioned in as mentioned in RFP are fulfilled to the satisfaction of the Purchaser

24. Payment Schedule

24.1. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

- a. The payment against supply of stores shall be made within 30 days' subject to availability of fund from the date of receipt of the goods in good and acceptable conditions at the destination along with clear receipt of Invoice. However, no interest will be chargeable by the successful bidder, if the payment is delayed.
- b. The payment of the bill shall be made after deducting Government dues, if any.

The goods are found sub-standard or in non-acceptable conditions:

a. Breach of condition of any terms and condition of the Agreement by the successful bidder. Payment shall be made only after the acceptance of various deliverables by the evaluation committee. The Bidder will be paid project fee as a percentage of the contract value as per the Payment Schedule suggested below “Table A” for Project Implementation Phase

Sr. No.	Item	Weeks	Fee Payment	Deliverables
1.	Award of the Work after signing of the Agreement /LOI/LOA	T	0%	
2.	Delivery of all Equipments	T+8 WEEKS	80% payment will be made on delivery of items	<ul style="list-style-type: none"> The Bidder will deliver the items at designated location as per the purchase order and obtain signature with date and stamp on Delivery Proof (s) of the concerned user. This Part will be paid after receipt of dully acknowledged delivery Challans & Invoices, as Required by the Purchaser.
3.	Installation of Complete Hardware Equipment at respective Sites/Locations	T+12 WEEKS	10 % payment shall be made after Installation, configuration, testing, commissioning.	<ul style="list-style-type: none"> Bidder has to install the ordered items and will prepare installation, commissioning and testing reports as per the RFP and get it signed by the concerned User/ Officer in charge or his/ her authorized person/ officer.
4.	Final Acceptance		10% payment shall be made	This installments of amount of 20% of the order value shall be

	Test (FAT) & project Sign Off Go-Live		after successful final acceptance (FAT)	paid after successful implementation, Commissioning and Live Test Demo to the Technical Committee Members. If the milestone is delayed beyond 45 days on account of site not being ready or any other reasons entirely attributable to the Bidder in that case half of the third installment amount (i.e. 10.0%) of the order value will be released to Bidder and rest amount will be paid after completion of the milestone.
5.	OPEX (manpower Cost)			OPEX cost shall be distributed in equal quarters and shall be paid post adjustments of operations penalty.

Note:

- All Payments shall be made in Indian Rupees Only
- Payments should be subject to deductions of any amount for which the Bidder is liable under the tender conditions. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the current Income-Tax Act.

25. Event of Default by the Bidder

25.1. The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Bidder. The events of default as mentioned above may include inter-alia the following:

25.1.1. The Bidder has failed to perform any instructions or directives issued by the Purchaser which it deems proper and necessary to execute the scope of work under the Contract, or

- 25.1.2. The Bidder has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures/ Contract, or if the Bidder has fallen short of matching such standards/targets as the Purchaser may have designated with respect to any task necessary for the execution of the scope of work under this Contract. The above mentioned failure on the part of the Bidder may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the Purchaser;
- 25.1.3. The Bidder has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the Purchaser, despite being served with a default notice which laid down the specific deviance on the part of the Bidder to comply with any stipulations or standards as laid down by the Purchaser; or
- 25.1.4. The Bidder's Team has failed to conform with any of the Service/ Facility Specifications/standards as set out in the scope of work of this Tender document or has failed to adhere to any amended direction, modification or clarification as issued by the Purchaser during the term of this Contract and which the Purchaser deems proper and necessary for the execution of the scope of work under this Contract
- 25.1.5. The Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the Tender and this Contract
- 25.1.6. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder.
- 25.1.7. The Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws.
- 25.2. Where there has been an occurrence of such defaults inter alia as stated above, the Purchaser shall issue a notice of default to the Bidder, setting out specific defaults/ deviances/ omissions and providing a notice of Thirty (30) days to enable such defaulting party to remedy the default committed.
- 25.3. Where despite the issuance of a default notice to the Bidder by the Purchaser the Bidder fails to remedy the default to the satisfaction of the Bidder, the Purchaser may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the Purchaser.

26. Consequences of Event of Default

- 26.1. Where an Event of Default subsists or remains uncured the Purchaser may/shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of Services and the project which the Bidder shall be obliged to comply with which may include re-determination of the consideration payable to

the Bidder as agreed mutually by the Purchaser and the Bidder or through a third party acceptable to both the parties. The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.

26.2. The Purchaser may, by a written notice of suspension to the Bidder, suspend all payments to the Bidder under the Contract, provided that such notice of suspension:

26.2.1. shall specify the nature of the failure; and

26.2.2. shall request the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder

26.3. Terminate the Contract in Part of Full

26.3.1. Retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of such event of default and the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser in this regard. Nothing herein shall effect the continued obligation of the Bidder and Bidder's Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.

26.3.2. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/ losses and other amounts from the Bidder as may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law.

27. Termination

27.1. The Purchaser may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice in thirty (30) days advance indicating its intention to terminate the Contract under the following circumstances:

27.1.1. Where the Purchaser is of the opinion that there has been such Event of Default on the part of the Bidder which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.

27.1.2. Where it comes to the Purchaser's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid, the Tender or this Contract

- 27.1.3. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder/ service provider, and to ensure business continuity
- 27.2. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.
- 27.3. Termination for Convenience: The Purchaser, may, by prior written notice sent to the Bidder at least 6 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
- 27.4. The Bidder may, subject to approval by the Purchaser, terminate this Contract before the expiry of the term by giving the Purchaser a prior and written notice at least 12 months in advance indicating its intention to terminate the Contract.

28. Consequences of Termination

- 28.1. In the event of termination of this contract due to any cause whatsoever, the Bidder shall be blacklisted and the empanelment with stand cancelled effective from the date of termination of this contract.
- 28.2. In the event of termination of this Contract due to any cause whatsoever, [whether consequent to the stipulated Term of the Contract or otherwise] the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Purchaser and/or the successor Bidder/ service provider, as may be required, to take over

the obligations of the erstwhile Bidder in relation to the execution/ continued execution of the scope of this Contract.

- 28.3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the Bidder as agreed mutually by the Purchaser and the Bidder or through a third party acceptable to both the parties may pay the Bidder for that part of the Services which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of any act/ omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract, the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, the subcontractor / other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/ any functions as stipulated by the Purchaser and as may be proper and necessary to execute the scope of work under the Contract in terms of the Bidder's Bid, the Tender and this Contract.
- 28.4. Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/ or remedies that may be available to the Purchaser under law.
- 28.5. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

29. Penalty

Ongoing performance and service levels shall be as per parameters stipulated by the Purchaser in this contract, failing which the Purchaser may, at its discretion, impose Penalties on the Bidder as defined in Section III – General Contract Conditions and Service Level Agreement of the Tender document.

30. Liquidated Damages

- 30.1. If the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract.
- 30.2. Terminate the contract or a portion or part of the work thereof. The purchaser shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the Purchaser.
- 30.3. The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.
- 30.4. Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.

31. Dispute Resolution

- 31.1. The Purchaser and the Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.
- 31.2. If, after Thirty (30) days from the commencement of such direct informal negotiations, the Purchaser and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in as mentioned in RFP.
- 31.3. That in case of any dispute arising between the parties with reference to the contract, interpretation of the terms or any claim whatsoever, the Principal Secretary/ Secretary (HOME) or any person appointed by him on mutual consent shall be the sole Arbitrator to decide the matter and the provisions of Arbitration and Conciliation Act 1996 shall be applicable. The firm shall have no objection to the Designated Arbitrator or other appointed person as Arbitrator by him. The place of Arbitration proceedings shall be at Shimla.
- 31.4. The Arbitration and Conciliation Act 1996, the rules hereunder and any statutory modification or reenactments thereof, shall apply to the arbitration proceedings.
- 31.5. The Arbitration proceedings shall be held in Shimla, India.
- 31.6. The Arbitration proceeding shall be governed by the substantive laws of India.

- 31.7. The proceedings of Arbitration shall be in English language.
- 31.8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.
- 31.9. The Arbitral Tribunal shall give reasonable award and the same shall be final, conclusive and binding on the parties.
- 31.10. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

32. Insurance

- 32.1. The Goods supplied under this Contract shall be fully insured by the Bidder, against any loss or damage, till the Acceptance of the System. The Bidder shall submit to the Purchaser, documentary evidence issued by the insurance company, indicating that such insurance has been taken.
- 32.2. The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods during their shipment from respective manufacturing/shipment site of the OEM to the port of landing.
- 32.3. All charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Tenderer.
- 32.4. At the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.
- 32.5. Employer's liability and workers' compensation insurance in respect of the Personnel of the Bidder/ Bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and
- 32.6. Insurance against loss of or damage to (i) equipment or assets procured or developed in whole or in part for fulfillment of obligations under this Contract (ii) the Bidder's assets and property used in the performance of the Services, and (iii) any documents prepared by the Bidder in the performance of the Services.

33. Limitation of the Bidder's Liability towards the Purchaser

33.1. Except in case of gross negligence or willful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to Purchaser's property, shall not be liable to purchaser.

33.1.1. For any indirect or consequential loss or damage; and

33.1.2. For any direct loss or damage that exceeds (A) the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.

33.2. This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services.

34. Severance

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

35. Governing Language

The Agreement shall be written in English language. Such language versions of the Agreement shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English language only.

36. Publicity

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

37. Force Majeure

37.1. Force Majeure shall not include any events caused due to acts/ omissions of such Party or result from a breach/ contravention of any of the terms of the Contract, Bid and/ or the Tender. It shall also not include any default on the part of a Party due to its negligence or

failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

- 37.2. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Purchaser will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- 37.3. In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

38. General

38.1. No Assignment

The Bidder shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Purchaser.

38.2. Entire Contract

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

38.3. Governing Law

This Contract shall be governed in accordance with the laws of India.

38.4. Jurisdiction of Courts

The High Court of Himachal Pradesh have exclusive jurisdiction to determine any proceeding in relation to this Contract.

38.5. **Compliance with Laws**

The Bidder shall comply with the laws in force in India in the course of performing this Contract.

38.6. **Notices**

A “notice” means:

38.6.1. A notice; or

38.6.2. A consent, approval or other communication required to be in writing under this Contract.

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

To Purchaser at:

Directorate of Prisons and Correctional Services,

SDA Complex, Block No.-31, Kasumpti,

Shimla - Himachal Pradesh

E-mail: dg-prison-hp@nic.in;

Contact: 0177-2628850

To Bidder at:

Attn:

[Phone:]

[Fax:]

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

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

38.7. **Waiver**

38.7.1. Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

38.7.2. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

38.7.3. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

38.8. **Modification**

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

38.9. **Application**

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

39. **Exit Management Plan**

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

39.2. A detailed program of the transfer process that could be used in conjunction with a Replacement Service Provider including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

39.2.1. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.

39.2.2. Exit Management plan in case of normal termination of Contract period

39.2.3. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.

39.2.4. Exit Management plan in case of termination of the Bidder

39.2.5. Exit Management plan at the minimum adhere to the following:

39.2.5.1. Three (3) months of the support to Replacement Service Provider post termination of the Contract

39.2.5.2. Complete handover of the Planning documents, bill of materials, functional requirements specification, technical specifications of all equipments, change requests if any, sources codes, reports, documents and other relevant items to the Replacement Service Provider/ Purchaser

39.2.5.3. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to the Bidder on successful completion of handover and knowledge transfer.

- 39.2.6. In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both Bidder and Purchaser shall comply with the Exit Management Plan.
- 39.2.7. During the exit management period, the Bidder shall use its best efforts to deliver the services.

40. IT Act 2008

Besides the terms and conditions stated in this document, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2008 (Amendment) Act 2008 herein after referred to as ITAA 2008.

40.1. Service Level Objectives

The Managed Service Provider shall meet service level objectives and corresponding parameters as shared below.

Service level objectives and parameters are categorized according to:

Manageability - Serviceability parameters (Service Turnaround time)

Capability & Capacity - Deployment Time

If the services are very poor (word “poor” indicates that the SLA parameters are not met in any given quarter), the successful bidder will be advised to improve the quality of services and in case he does not improve it within the next quarter, his services will stand terminated.

41. Service Level Agreement & Targets

The prime objective of the HP JAIL SITE project is to provide secure and high-quality data and video services to different offices of Himachal Pradesh Government. In order to ensure that the required services of HP JAIL SITE are available round the clock, in an efficient manner, a Service Level Agreement (SLA) is to be signed between DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP/GoHP and the successful bidder. Therefore, the SLA would be critical in implementation.

41.1. SLA Exclusion Time

- i. Power outage: Downtime caused due to non-availability of Power for the equipment in PoP location from the source. However, any power outage due to poor cabling or earthing system will be part of SLA Calculation.
- ii. Scheduled Preventive Maintenance activity of the network equipment at all HP JAIL SITE is not attributed to Managed Service Provider.
- iii. Any scheduled and approved preventive maintenance activity of Bandwidth equipment at all HP JAIL SITE is not accountable for calculations of penalties.
- iv. Any scheduled and approved preventive maintenance activity by Bandwidth Service Provider i.e. BSNL or alternative service provider and has an approval of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP, is not accountable for calculation of penalties.
- v. Any downtime related to bandwidth service provide because of various reasons, is not accountable for calculation of penalties.
- vi. Any delay due to non-readiness of Jail site.
- vii. Failure or malfunctioning of the equipment, systems not owned/ controlled by the Bidder or
- viii. Circumstances or instances of Force Majeure; or
- ix. Scheduled or preventive maintenance; or
- x. Alteration or implementations in the network

In case there is any delay in implementation of the equipment's/Links due to Government of Himachal Pradesh issue like Space inside the Block or District, Power Supply or permission for installation, the Managed service provider shall inform in writing to DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP regarding the deficiencies.

Managed Service Provider shall take permission and communicate in 1 week in advance for any schedule preventive maintenance.

41.2. Severity Level

Severity and Criticality Matrix with Response and Resolution Service Levels for equipment is provided below:

Severity Level	Description of Components
1	Fault at Central Location at Smart & Intelligent Command Control Room (i.e. fault in VMS, Server, SAN/NAS, UPS, Switches, Firewall) mentioned in this tender
2	CCTV Camera not functional, Video feed from CCTV Camera is not available at

	the Central Location, CCTV Camera(s) recording not happening locally in Smart & Intelligent Command Control Room
3	Fault in LAN, Earthling, Video Wall, Work Station, AC, Printer etc.

Following table defines the response time frames for each support tier based on problem severity. The time frames defined are inclusive of travelling time.

MTTA – Mean time to Act/Attend,

MTTR – Mean Time to Resolve

PBH – Peak Business Hours from 8:00 am to 7:00 pm on all days

ESH – Extended Service Hours from 7:00 pm to 8:00 am on all days

Description of Components	Service Window	Severity Level 1		Severity Level 2		Severity Level 3	
		Target	Target	Target	Target	Target	Target
		MTTA	MTTR	MTTA	MTTR	MTTA	MTTR
Fault at Central Location (i.e. fault in VMS, Server, SAN/NAS, UPS, Switches, Firewall)	PBH	1½ Hr	3½ Hr	-	-	-	-
	ESH	2 Hrs	4 Hrs	-	-	-	-
CCTV Camera not functional, Video feed from CCTV Camera is not available at the Central Location, CCTV Camera(s) recording	PBH	-	-	3½ Hr	5½ hrs	-	-
	ESH	-	-	6 Hrs	8 hrs	-	-

not happening locally in Smart & Intelligent Command Control Room							
Fault in LAN, Earthling, Video Wall, Work Station, AC, Printer etc.	PBH	-	-	-	-	5½ hrs	6½ hrs
	ESH	-	-	-	-	8 hrs	32 hrs

The above matrix for response and resolution service levels will be subject to the following terms and conditions

- Firstly, all the indicators are measured/ calculated every month; thereafter consolidation will be done for each Quarter.
- The Successful bidder needs to resolve 99% of calls within defined time limits. This will be the criterion of Operational Performance. However, repeated calls (more than 4 in a quarter) of similar nature at the same location shall attract penalty for downtime.
- Breached timelines shall be treated as downtime.

In case of delay beyond the time limits prescribed in the clause above, penalties shall be imposed at the following rates (penalty to be imposed on quarterly basis):

1. Performance Level of Components covered under Severity Level 1:

Performance Level	Penalty as %
>=99%	No Penalty
>=97% to <99%	2% of the quarterly payment
>=94% to <96%	5 % of Quarterly Payment
>=90% to < 94%	10 % of Quarterly Payment If the uptime goes below 90 %, additional penalty of 0.5% Will be charged on for each 1% degradation in performance level.

41.3. SLA : Performance Level of Components covered under Severity Level 2:

Performance Level	Penalty as %
>=99%	No Penalty
>=97% to <99%	No Penalty
>=94% to <96%	5 % of Quarterly Payment
>=90% to < 94%	10 % of Quarterly Payment If the uptime goes below 90 %, additional penalty of 0.5% Will be charged on for each 1% degradation in performance level.

41.4. SLA : Performance Level of Components covered under Severity Level 3:

Performance Level	Penalty as %
>=99%	No Penalty
>=97% to <99%	No Penalty
>=94% to <96%	No Penalty
>=90% to < 94%	5 % of Quarterly Payment If the uptime goes below 90 %, additional penalty of 0.5% Will be charged on for each 1% degradation in performance level.

Note: The total penalty shall be capped at 10% of QGR.

41.5. SLA :Delivery

Delivery SLA			
Sr. No	Activity	Timelines for the completion of activity	Penalty for delay*
1	Delivery of new Equipments as per the BoQ at SHQ.	8 Weeks from the date of issue of work order	2% of the Capex cost and 1% later on for each week of delay subjecting to maximum 10% of penalty

41.6. SLA: Penalty for delay in project implementation

The delivery of project is scheduled within 8 weeks from the date of LOI/LOA. The warranty period will start from the date of commissioning of project. If the project final implementation is not completed as per the schedule due to lapses on the part of the Bidder, then Bidder will be liable for the penalty as under:

Project Implementation SLA			
Sr. No	Activity	Timelines for the completion of activity	Penalty for delay*
1	Installation of new Equipments or Replacement on upgradation along with assets, Equipments tags including cable dressing at SHQ.	4 Weeks from the date of Delivery	2% of the Capex cost and 1% later on for each week of delay subjecting to maximum 10% of penalty

If any milestone is delayed for four weeks, Department reserve right for project contract termination.

Note: In case of Penalty for the delay in execution or default in performance SLA of the project, the reasons not attributable to the successful Bidder shall not attract penalty. However, the onus rests with the successful Bidder to justify the reasons for not imposing penalty for any delay or default.

42. Issue Management Procedures

42.1. General

42.1.1. Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP and Bidder.

42.1.2. Implementing such a process at the commencement of services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at operational levels.

42.2. Issue Management Procedures

- 42.2.1. Either DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP or Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- 42.2.2. The DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP and the Bidder will determine which committee or executive level should logically be involved in resolution. A chain of management escalation is defined in the document.
- 42.2.3. A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- 42.2.4. The DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP and the Bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The Bidder will then communicate the resolution to all interested parties.
- 42.2.5. In case the issue is still unresolved, the arbitration procedures described in the Contract will be applicable.

42.3. SLA Change Control

General

- 42.3.1. It is acknowledged that this SLA may change as DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP's business needs evolve over the course of the contract period. This document also defines the following management procedures:
- A process for negotiating changes to the SLA.
 - An issue management process for documenting and resolving difficult issues.
 - DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- 42.3.2. Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to this SLA and, subsequently, the Contract.
- 42.3.3. If there is any confusion or conflict between this document and the Contract, the Tender and its addenda, the Contract will supersede.

SLA Change Process

The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party. The Bidder can initiate an SLA review with the DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP. Normally, the forum for negotiating SLA changes will be DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP's quarterly meetings. Unresolved issues will be addressed using the issue management process. The Bidder shall maintain and distribute current copies of the SLA document as directed by DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP. Additional copies of the current SLA will be made available at all times to authorized parties.

Version Control

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

42.4. Responsibilities of the Parties

Bidder

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

42.4.2. Additionally, the Bidder is responsible for:

- Reporting problems to DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP as soon as possible
- Assisting DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect Bidder's ability to deliver the services.
- Assisting DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP to address and resolve issues from time to time.

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

DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP

DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP is responsible for:

- Reporting defects and problems to the Bidder as soon as possible
- Assisting Bidder in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect Bidder's ability to deliver the services
- Assisting Bidder to address and resolve issues from time to time

42.5. Penalties

42.5.1. The total quarterly deduction should not exceed 5% of the total Infrastructure order value.

42.5.2. Two consecutive quarterly deductions of more than 4% of the total Infrastructure order value on account of any reasons, will be deemed to be an event of default and termination General Conditions of the Contract and the consequences shall follow.

42.6. Management Escalation Procedures & Contact Map

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP and Bidder management are communicating at the appropriate levels.

42.7. Escalation Procedure

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

- Either DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP or Bidder can initiate the procedure
- The "moving party" should promptly notify the other party that management escalation will be initiated
- Management escalation will be defined as shown in the contact map below
- Escalation will be one level at a time and concurrently

Contact Map

Escalation Level	DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP Department Representative with contact Details	Bidder* Representative with contact Details
Level 1: Project Manager	Sr.AIG (PRISONS), will communicate the details Post Go-Live.	
Level 2: Project Coordinator (DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP)	Before Go-Live he will act as Level 1 and Level 2 Post Go Live.	
Level 3: DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP		
Level 4: Steering Committee		

*Bidder shall provide information for the following:

- Chief Executive Officer
- General Manager
- Regional Head/Manager
- Project Manager
- Team Members/ Engineers

42.8. Acceptance of SLA

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

For and on behalf of:

For and on behalf of:

_____ Bidder

_____ DIRECTORATE
OF PRISONS AND CORRECTIONAL SERVICES.

Place: _____
Date: _____
Name: _____
Title: _____
Office Seal: _____

Place: _____
Date: _____
Name: _____
Title: _____
Office Seal: _____

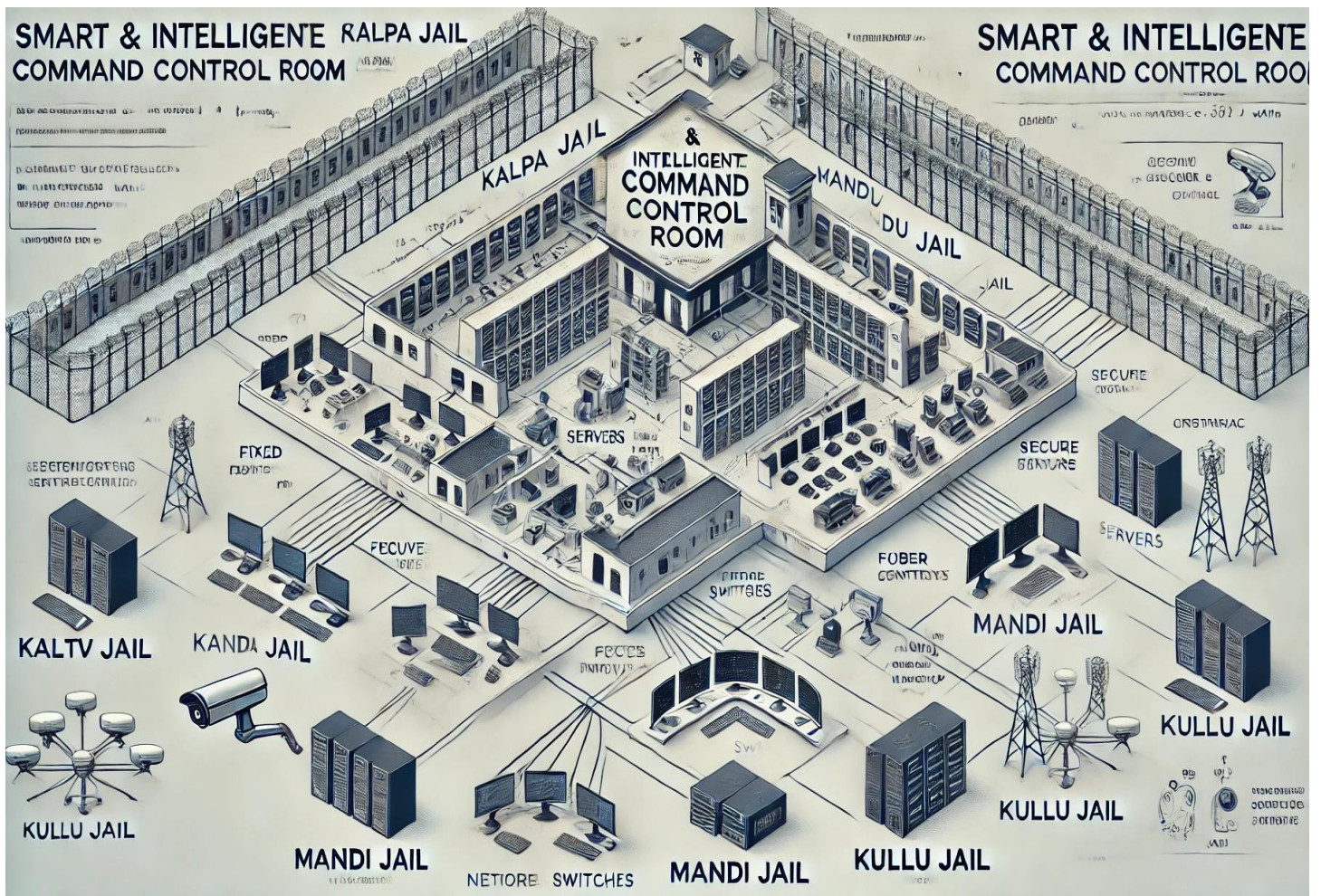
Witness

- 1.
- 2.

Witness

- 1.
- 2.

Section IV– Scope of Work



1. Kalpa Jail

Prison Department intends to procure an Intelligent Command Control Room (Locally) and establish a CCTV network of 23 cameras across the jail. This system in this connection intends to procure Network video recorder, computers, workstations, servers, associated and supportive equipment, display and accessories for this project. It is also interested in getting the required optical/radio/LAN networks laid (within an approximate circle radius of 5 km of Jail and local Control Room) with state of art network switches and components. The selected vendor will cater on the maintenance work during warranty period. The vendors are also required to demonstrate their products during technical evaluation at the place specified by technical committee. Bidder has to visit the site before participating in tender process.

It is proposed to establish Surveillance System comprising of 23 Nos. of New fix camera 04 Nos. of New PTZ camera, 01 Dome and 18 bullet cameras, NVR with required storage, display and desktop etc. and if required integrate it with earlier existing CCTV Cameras system. The detailed list of cameras proposed along with the location details is presented in the document. The list might vary

after the completion of site survey by the Implementation Agency along with Jail department. Due diligence for selection and placement of surveillance cameras would be taken to ensure the optimized coverage of the CCTV Cameras across the identified locations.

1. Proposed Solution

Following are the system / Solution envisaged to be implemented as part of Smart & Intelligent Command Control Room.

- I. Network Video Recorder (NVR)
- II. Local Server Room
- III. Network Connectivity
- IV. Viewing Centre
- V. Delivery, Installation and commissioning of new CCTV Cameras
- VI. Site Preparation of Smart & Intelligent Command Control Room

2. Network Video Recorder (NVR):-

At all the jail site, all the cameras to be deliver, install and commissioned at the site leveraging the NVR solution with appropriate storage capacity. Moreover, a local viewing room be established along with required equipment's. Screen, Local Storage and Workstation etc.

3. Local Server Room:

The local server room is the heart of the complete system that will control all the processing / tasks of the system in every field i.e. hardware, software, power requirement etc. The vendor has to install and commission all the equipment's in the server room with proper fitting. All the equipment's should be installed in such a way that these can work and process in synchronization. Vendor shall also provide proper earthing to all equipment's. The switches and servers must be placed properly in the rack.

4. Network Connectivity:

Network connectivity is the backbone of the complete system. Vendor has to provide complete fiber connectivity with Ring Topology for all new installed CCTV cameras. Fiber should be armored and as per specifications. All the switches, SFP module, connectors etc. should process with good switching speed and must be durable. The networking in server room and viewing center should be done in a systematic manner keeping all cables tagged and within conduit / PVC pipe. The LAN cabling in outdoor cameras should be armored.

5. Viewing Centre :

Viewing centre is very important part of this system. This is the part from where a user can access and monitor all the CCTV cameras. The main components of the viewing centre are Display, Work stations, other essential items. The display unit comprises total 1 no. of 55 inch industrial grade monitors. Display unit should be connected to one PC workstation so that these can be operated separately. In addition to that all the display units should also be connected to a single workstation so that a single operator can handle all the CCTV cameras. All the workstations should have licensed Anti- Virus solution.

6. Delivery, Installation and commissioning of new CCTV cameras

Bidder has to procure, install and commission the Fix Dome, bullet and PTZ CCTV cameras monitored in different locations of Kalpa Jail. The vendor shall provide all required hardware, software and connectivity for such working of solution. However as per feasibility the local CCTV cameras can be integrated on fiber also.

7. Site Preparation of Smart & Intelligent Command Control Room

Vendor shall furnish viewing centre and server room as per requirements of district authorities. This will comprise anti static flooring, PVC paneling, furniture for workstation operators and in-charge (table and chair), curtains, arrangements to fit display wall, electrical fitting with conduit pipe etc.

8. Proposed Location of CCTV installation & Viewing room

Location of CCTV Installation & Viewing Room

Kalpa Jail

Available Space - Approx 10x12 foot

9. Location of New CCTV Camera (Kalpa Jail Location)

2. Mandi jail

Prison Department intends to procure an Intelligent Command Control Room (Locally) and establish a CCTV network of 31 cameras across the jail. This system in this connection intends to procure Network video recorder, computers, workstations, servers, associated and supportive equipment, display and accessories for this project. It is also interested in getting the required optical/radio/LAN

networks laid (within an approximate circle radius of 5 km of Jail and local Control Room) with state of art network switches and components. The selected vendor will cater on the maintenance work during warranty period. The vendors are also required to demonstrate their products during technical evaluation at the place specified by technical committee. Bidder has to visit the site before participating in tender process.

It is proposed to establish Surveillance System comprising of 31 No of New fix camera 01 No of New PTZ camera, 00 Dome and 30 bullet cameras, NVR with required storage, display and desktop etc. and if required integrate it with earlier existing CCTV Cameras system. The detailed list of cameras proposed along with the location details is presented in the document. The list might vary after the completion of site survey by the Implementation Agency along with Jail department. Due diligence for selection and placement of surveillance cameras would be taken to ensure the optimized coverage of the CCTV Cameras across the identified locations.

1. Proposed Solution

Following are the system / Solution envisaged to be implemented as part of Smart & Intelligent Command Control Room.

- I. Network Video Recorder (NVR)
- II. Local Server Room
- III. Network Connectivity
- IV. Viewing Centre
- V. Delivery, Installation and commissioning of new CCTV Cameras
- VI. Site Preparation of Smart & Intelligent Command Control Room

2. Network Video Recorder (NVR):-

At all the jail site, all the cameras to be deliver, install and commissioned at the site leveraging the NVR solution with appropriate storage capacity. Moreover, a local viewing room be established along with required equipment's. Screen, Local Storage and Workstation etc.

3. Local Server Room:

The local server room is the heart of the complete system that will control all the processing / tasks of the system in every field i.e. hardware, software, power requirement etc. The vendor has to install and commission all the equipment's in the server room with proper fitting. All the equipment's should be installed in such a way that these can work and process in synchronization.

Vendor shall also provide proper earthing to all equipment's. The switches and servers must be placed properly in the rack.

4. Network Connectivity:

Network connectivity is the backbone of the complete system. Vendor has to provide complete fiber connectivity with Ring Topology for all new installed CCTV cameras. Fiber should be armored and as per specifications. All the switches, SFP module, connectors etc. should process with good switching speed and must be durable. The networking in server room and viewing center should be done in a systematic manner keeping all cables tagged and within conduit / PVC pipe. The LAN cabling in outdoor cameras should be armored.

5. Viewing Centre :

Viewing centre is very important part of this system. This is the part from where a user can access and monitor all the CCTV cameras. The main components of the viewing centre are Display, Work stations, other essential items. The display unit comprises total 1 no. of 55 inch industrial grade monitors. Display unit should be connected to one PC workstation so that these can be operated separately. In addition to that all the display units should also be connected to a single workstation so that a single operator can handle all the CCTV cameras. All the workstations should have licensed Anti- Virus solution.

10. Delivery, Installation and commissioning of new CCTV cameras

Bidder has to procure, install and commission the Fix Dome, bullet and PTZ CCTV cameras monitored in different locations of Mandi Jail. The vendor shall provide all required hardware, software and connectivity for such working of solution. However as per feasibility the local CCTV cameras can be integrated on fiber also.

11. Site Preparation of Smart & Intelligent Command Control Room

Vendor shall furnish viewing centre and server room as per requirements of district authorities. This will comprise anti static flooring, PVC paneling, furniture for workstation operators and in-charge (table and chair), curtains, arrangements to fit display wall, electrical fitting with conduit pipe etc.

12. Proposed Location of CCTV installation & Viewing room

Location of CCTV Installation & Viewing Room

Mandi Jail

Available Space - Approx 10x12 foot

13. Location of New CCTV Camera (Mandi Jail Location)

3. Kullu Jail

Prison Department intends to procure an Intelligent Command Control Room (Locally) and establish a CCTV network of 17 cameras across the jail. This system in this connection intends to procure Network video recorder, computers, workstations, servers, associated and supportive equipment, display and accessories for this project. It is also interested in getting the required optical/radio/LAN networks laid (within an approximate circle radius of 5 km of Jail and local Control Room) with state of art network switches and components. The selected vendor will cater on the maintenance work during warranty period. The vendors are also required to demonstrate their products during technical evaluation at the place specified by technical committee. Bidder has to visit the site before participating in tender process.

It is proposed to establish Surveillance System comprising of 17 No of New fix camera 06 No of New PTZ camera, 01 Dome and 10 bullet cameras, NVR with required storage, display and desktop etc. and if required integrate it with earlier existing CCTV Cameras system. The detailed list of cameras proposed along with the location details is presented in the document. The list might vary after the completion of site survey by the Implementation Agency along with Jail department. Due diligence for selection and placement of surveillance cameras would be taken to ensure the optimized coverage of the CCTV Cameras across the identified locations.

1. Proposed Solution

Following are the system / Solution envisaged to be implemented as part of Smart & Intelligent Command Control Room.

- I. Network Video Recorder (NVR)
- II. Local Server Room
- III. Network Connectivity
- IV. Viewing Centre
- V. Delivery, Installation and commissioning of new CCTV Cameras
- VI. Site Preparation of Smart & Intelligent Command Control Room

2. Network Video Recorder (NVR):-

At all the jail site, all the cameras to be deliver, install and commissioned at the site leveraging the NVR solution with appropriate storage capacity. Moreover, a local viewing room be established along with required equipment's. Screen, Local Storage and Workstation etc.

3. Local Server Room:

The local server room is the heart of the complete system that will control all the processing / tasks of the system in every field i.e. hardware, software, power requirement etc. The vendor has to install and commission all the equipment's in the server room with proper fitting. All the equipment's should be installed in such a way that these can work and process in synchronization. Vendor shall also provide proper earthing to all equipment's. The switches and servers must be placed properly in the rack.

4. Network Connectivity:

Network connectivity is the backbone of the complete system. Vendor has to provide complete fiber connectivity with Ring Topology for all new installed CCTV cameras. Fiber should be armored and as per specifications. All the switches, SFP module, connectors etc. should process with good switching speed and must be durable. The networking in server room and viewing center should be done in a systematic manner keeping all cables tagged and within conduit / PVC pipe. The LAN cabling in outdoor cameras should be armored.

5. Viewing Centre :

Viewing centre is very important part of this system. This is the part from where a user can access and monitor all the CCTV cameras. The main components of the viewing centre are Display, Work stations, other essential items. The display unit comprises total 1 no. of 55 inch industrial grade monitors. Display unit should be connected to one PC workstation so that these can be operated separately. In addition to that all the display units should also be connected to a single workstation so that a single operator can handle all the CCTV cameras. All the workstations should have licensed Anti- Virus solution.

6. Delivery, Installation and commissioning of new CCTV cameras

Bidder has to procure, install and commission the Fix Dome, bullet and PTZ CCTV cameras monitored in different locations of Kullu Jail. The vendor shall provide all required hardware, software and connectivity for such working of solution. However as per feasibility the local CCTV cameras can be integrated on fiber also.

7. Site Preparation of Smart & Intelligent Command Control Room

Vendor shall furnish viewing centre and server room as per requirements of district authorities. This will comprise anti static flooring, PVC paneling, furniture for workstation operators and in-charge (table and chair), curtains, arrangements to fit display wall, electrical fitting with conduit pipe etc.

8. Proposed Location of CCTV installation & Viewing room

Location of CCTV Installation & Viewing Room

Kullu Jail

Available Space - Approx 10x12 foot

9. Location of New CCTV Camera (Kullu Jail Location)

4. Smart Integrated Command and Control Centre at Directorate:-

Department to procure a Smart & Intelligent Command Control Room and wish to integrate it to new 71 CCTV Camera System that's shall be deployed in above mentioned jails and their defined locations. (It is required to map / integrate new 71 No. of CCTV cameras monitored at 3 different locations). This system in this connection intends to procure video surveillance system, computers, workstations, servers, associated and supportive equipments, display and accessories for this project. It is also interested in getting the required optical/radio/LAN networks laid with state of art network switches and components. The selected vendor will cater on the maintenance work during warranty period. The vendors are also required to demonstrate their products during technical evaluation at the place specified by technical committee. Bidder has to visit the site before participating in tender process.

It is proposed to establish Surveillance System comprising of 71 Nos. of New fix cameras 11 Nos. of New PTZ camera, 02 Nos. of New Dome cameras and 58 bullet cameras, server, display, VMS, Storage, Firewall and Anti-Virus etc. The detailed list of cameras proposed along with the location details is presented in the document. The list might vary after the completion of site survey by the Implementation Agency along with Prison department. Due diligence for selection and placement of surveillance cameras would be taken to ensure the optimized coverage of the CCTV Cameras across the identified locations.

1. Proposed Solution

Following are the system / Solution envisaged to be implemented as part of Smart & Intelligent Command Control Room.

- I. Video Surveillance System
- II. Local Server Room
- III. Network Connectivity
- IV. Viewing Centre
- V. Integration of Existing CCTV Cameras
- VI. Site Preparation of Smart & Intelligent Command Control Room

2. Video Surveillance System

However the total solution comprising CCTV Cameras, Server, Software, Hardware, Connectivity etc. makes the complete video surveillance solution but here we emphasize on the outdoor parts as CCTV Camera, Switches, Poles etc. Vendor has to install these cameras with proper installation including switches, UPS, Junction box and other essential accessories. Suitable type of poles will be used to mount the cameras. Vendor shall provide proper excavation work of poles with proper arrangements of electrical earthing and lightning arrester. The outdoor fitting must be done with durable fitting items and cables such as armoured fiber cable, UTP armoured cable, industrial grade Switches, Junction box etc.

3. Local Server Room

The local server room is the heart of the complete system that will control all the processing / tasks of the system in every field i.e. hardware, software, power requirement etc. The vendor has to install and commission all the equipments in the server room with proper fitting. All the equipments should be installed in such a way that these can work and process in synchronization. Vendor shall also provide proper earthing to all equipments. The switches and servers must be placed properly in the rack. Vendor shall also install air conditioners in the server room to maintain ambient temperature. Vendor shall provide all required hardware and software for ANPR camera at remote locations so that in case of any connectivity loss to smart and intelligent command control room ANPR camera can work with its full features at camera end i.e. recording, ANPR function etc. and as soon as the connectivity get restored data should be automatically transferred to central server.

4. Network Connectivity

Network connectivity is the backbone of the complete system. Vendor has to provide complete fiber connectivity with Ring Topology for all new installed CCTV cameras to Smart & Intelligent Command Control Room. Department shall facilitate the bidder for providing the connectivity from all jails till the S-ICCC location. All the switches, SFP module, connectors etc. should process with good switching speed and must be durable. The networking in server room and viewing centre should be done in a systematic manner keeping all cables tagged and within conduit / PVC pipe. The LAN cabling in outdoor cameras should be armoured.

5. Viewing Centre

Viewing centre is very important part of this system. This is the part from where a user can access and monitor all the CCTV cameras. The main components of the viewing centre are Display, Work stations, other essential items. The display unit comprises total 6 no. of 55 inch industrial grade monitors and these should be placed in 3x2 type grid way. Each display unit should be connected to one PC workstation so that these can be operated separately. In addition to that all the display units should also be connected to a single workstation so that a single operator can handle all the CCTV cameras. All the workstations should have licensed Anti- Virus solution.

6. Integration of Existing CCTV cameras

There are 71 Fix and PTZ CCTV cameras monitored in different locations i.e. Kalpa, Mandi and Kullu Jail, which has to be integrated to the Smart & Intelligent Command Control Room. The vendor shall provide all required hardware and software for such integration. Physical connectivity along with equipment from jail to ICCC location shall be provisioned and taken care by department leveraging HIMSWAN connectivity.

7. Site Preparation of Smart & Intelligent Command Control Room

Vendor shall furnish viewing centre and server room as per requirements of district authorities. This will comprise anti static flooring, PVC paneling, furniture for workstation operators and in-charge (table and chair), curtains, arrangements to fit display wall, electrical fitting with conduit pipe etc.

8. Proposed Location of Smart & Intelligent Command Control Room

- Location of Smart & Intelligent Command Control Room
- Prisons Headquarter of Himachal Pradesh

- Available Space - Approx 22x18 foot

It is proposed to establish Surveillance System comprising of 23 Nos. of New fix camera 04 Nos. of New PTZ camera, 01 Dome and 18 bullet cameras, NVR with required storage, display and desktop etc. and if required integrate it with earlier existing CCTV Cameras system. The detailed list of cameras proposed along with the location details is presented in the document. The list might vary after the completion of site survey by the Implementation Agency along with Jail department. Due diligence for selection and placement of surveillance cameras would be taken to ensure the optimized coverage of the CCTV Cameras across the identified locations.

9. Proposed Solution

Following are the system / Solution envisaged to be implemented as part of Smart & Intelligent Command Control Room.

- I. Network Video Recorder (NVR)
- II. Local Server Room
- III. Network Connectivity
- IV. Viewing Centre
- V. Delivery, Installation and commissioning of new CCTV Cameras
- VI. Site Preparation of Smart & Intelligent Command Control Room

10. Network Video Recorder (NVR):-

At all the jail site, all the cameras to be deliver, install and commissioned at the site leveraging the NVR solution with appropriate storage capacity. Moreover, a local viewing room be established along with required equipment's. Screen, Local Storage and Workstation etc.

11. Design Considerations

The detailed Technical Architecture would be designed by the selected implementation agency with jail administration (Jailor), authorities and its consultants and following minimum design principles would be followed for designing the comprehensive NMS & Video Surveillance System for All the jails.

12. Scalability

Important technical components of the architecture must support scalability to provide continuous growth to meet the demand of all the jails. The system should also support vertical and horizontal scalability so that depending on changing requirements from time to time, the

system may be scaled upwards. There must not be any system-imposed restrictions on the upward scalability in number of cameras, server room equipment or other ICT Systems/components. Main technology components requiring scalability are storage, bandwidth, computing performance (IT Infrastructure).

The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance till the system is operational. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components. The local server room infrastructure shall be capable of serving the growing concurrent users requirement which would be increasing as the Jail would progress.

13. Availability

The implementation agency will make the provision for high availability for all the services of the system. To take care of failure, the systems need to be configured to mask and recover with minimum outage. Department/Jail shall make all provision of power availability at all the sites for uninterrupted services.

14. Security

The architecture must adopt an end-to-end security model that protects data and the infrastructure from malicious attacks, theft, natural disasters etc. Implementation Agency will make provisions for security of field equipment as well as protection of the software system from hackers and other threats. Using firewalls such attacks and theft would be controlled and well supported (and implemented) with the security policy. The virus and worm attacks should be well defended with gateway level Anti-virus system, along with workstation level Anti-virus mechanism.

15. Manageability

Ease of configuration, ongoing health monitoring, and failure detection are vital to the goals of scalability, availability, and security and must be able to match the growth of the environment. Network should be auto/manual configurable for various future requirements for the ease of maintenance / debugging.

16. Interoperability

The system should have capability to take feed from cameras installed previously if any within the premises & store as per requirements.

17. Overall Manageability

The Service Provider shall have the responsibility to administer the AMC of all components for contract period. The Service Provider shall plan and conduct periodic preventive maintenance of all the components (IT and non-IT) of the project, as required and share preventive maintenance reports with the Director General, Directorate of Prisons and Correctional Services, Shimla, HP. The format for the maintenance reports have to be prepared by the service provider and approved by the Director General, Directorate of Prisons and Correctional Services, Shimla, HP. Patches and Upgrades shall be ensured from time to time in order to meet the QoS based on SLA and KPI.

The service provider shall commission non-IT equipment such as UPS, etc. after necessary due diligence and field study, so as to ensure and meet the SLA criteria. Sites must be provisioned with all equipment and require accessories along with necessary power system including uninterrupted power supply for the entire equipment, mounting and fitting hardware, plugs, sockets and hardware/software, etc. as required, for complete functioning of the system. The necessary Civil & Electrical work/refurbishment has to be carried out by the vendor during the time of implementation, as per requirement.

18. Acceptance Testing

Once installation shall be completed, Director General, Directorate of Prisons and Correctional Services, Shimla, HP shall appoint a technical committee for performing the Final Acceptance Test based on tender terms and conditions and technical specifications. The Acceptance Testing shall include the following:

- I. All equipment's shall be installed and commissioned at the sites as per the requirement
- II. The Service Provider shall be required to demonstrate the features/facilities/functionalities as mentioned in the RFP.
- III. Rectifying the Hardware, Software and deployed solution issues/ bugs reported, if any, during the testing. The Service Provider shall make the required changes in the application/solution deployed to rectify the issues reported, at no extra cost.
- IV. Supply of following documents:
- V. Details of inventory including hardware and software location-wise along with serial number, product ID, licenses, part code etc.
- VI. Location-wise installation & commissioning certificates of all equipment/software supplied duly signed by purchaser's authorized person.
- VII. Compliance certificates for specifications of hardware and software supplied.

- VIII. Installation, configuration and integration settings of all the installed components deployed at SHQ,
- IX. OEM Warranty documents
- X. User Manuals, Administrator Manual and datasheets, wherever applicable.

General Forms

Form 1: Covering Letter

(To be submitted on the Bidder letterhead)

Proposal Reference No: <<Insert Date and location>>

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

Dear Sir,

Sub: Submission of proposal in response to RFP for “Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICCC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh ”

1. Having examined the RFP, we, the undersigned, hereby submit our proposal in response to your RFP notification for above project proposal; in full conformity with the said RFP document.
2. We agree to abide by this Proposal, consisting of this letter, the Qualification Criteria forms and the Technical Proposal form, the duly notarized Board Resolution/ Power of Attorney, and all attachments, for a period of 180 days from the date fixed for submission of Proposals as stipulated in the RFP modification resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. If we are entrusted this project, we undertake to provide Performance Bank Guarantee in the form and amount prescribed.
4. We hereby declare that all the information and statements in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
5. If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the RFP, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

6. We understand you are not bound to accept any proposal you receive

7. Authorized Signature [in full and initials]

Name of Authorized Signatory

Form 2: General Information

Sr. No.	Particulars	Details to be Furnished
1.	Details of responding Bidder	
a)	Name	
b)	Address	
c)	Telephone No.	
d)	Fax No.	
e)	Website	
2.	Details of Contact Person	
a)	Name	
b)	Designation	
c)	Address	
d)	Telephone No.	
e)	Mobile No.	
f)	Fax No.	
g)	Email	
3.	Details of Authorized Signatory (please attach proof)	
a)	Name	
b)	Designation	
c)	Address	
d)	Telephone No.	
e)	Mobile No.	
f)	Fax No.	
g)	Email	
4.	Information about responding Bidder	
a)	Status of Bidder (Public Ltd. / Pvt. Ltd etc.)	
b)	No. of years of operation in India	
c)	Details of Registration (Ref e.g. ROC Ref #)	
d)	No. of Resources/ Staff in India	

e)	Locations and addresses of offices (in India and overseas)	
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Form 3: Performa of Compliance letter/Authenticity of Information Provided

(Shall be submitted as scanned copy on Bidder's letterhead duly signed by Authorized signatory)

Date:

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

Sub: Compliance with the tender terms and conditions, requirements and Eligibility Criteria

Ref: "RFP for Selection of Managed Service Provider for Upgradation, Operation and Maintenance of HP JAIL SITE for Govt. of Himachal Pradesh".

Dear Sir,

1. With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>.
2. We wish to inform you that we have read and understood the technical specification and total requirement of the above-mentioned bid submitted by us on DD.MM.YYYY.
3. We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.
4. We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.
5. In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP Tender Committee for disqualification will be accepted by us.
6. The Information provided in our submitted bid is correct. In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture

of our EMD/ PBG/cancel the award of contract. In this event, DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP reserves the right to take legal action on us.

Form 4: Bid Processing Fees & Earnest Money Deposit Details

Bid Processing Fees & Earnest Money Deposit Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft/Bankers Cheque/Bank Guarantee/FDR Details
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

Form 5: Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: _____ Bank Guarantee No.
Date: _____

To,
Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the RFP no: _____ dated DD.MM.YYYY for _____, KNOW ALL MEN by these presents that WE -----

having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, Directorate of Prisons and Correctional Services, STATE OF HP in the sum of ----- for which payment well and truly to be made to Directorate of Prisons and Correctional Services, STATE OF HP, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2025.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. If a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) If the bidder is found to be involved in fraudulent practices.
 - (ii) If the Service Provider fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the Service Provider will be forfeited. DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.
2. We undertake to pay to the DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP/Purchaser up to the above amount upon receipt of its first written demand, without DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP/ Purchaser having to substantiate its demand, provided that in its demand DIRECTORATE OF PRISONS AND CORRECTIONAL SERVICES, STATE OF HP/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.
3. This guarantee will remain valid up to 180 days from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.
4. The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.
5. The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the Seller's liabilities.

Dated at _____ on this _____ day of _____ 2025.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &

Its official Address

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Scheduled Bank in India having branch at Shimla).

Form 6: Format of Performance Bank Guarantee

Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No

Date:

To

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called “the Bidder” has undertaken, in pursuance of Contract dated, 2025 (hereinafter referred to as “the Contract”) to implement for GoHP.

AND WHEREAS it has been stipulated in the said Contract that the Bidder shall furnish a Bank Guarantee (“the Guarantee”) from a scheduled bank or the sum specified therein as security for the upgradation and maintenance of HP JAIL SITE.

WHEREAS we _____ (“the Bank”, which expression shall be deemed to include its successors and permitted assigns) have agreed to give GoHP) the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the BIDDER to GoHP under the terms of their Agreement dated _____ on account of full or partial non-implementation and/or delayed and/or defective supply of video conferencing equipments to shared Locations. Provided, however, that the maximum liability of the Bank towards GoHP under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GoHP stating full or partial non-implementation and/or delayed and/ or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to GoHP any and all sums demanded by GoHP under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GoHP to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr. _____

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of contract plus three additional months from the date of its execution.

4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be

modified, discharged or otherwise affected by:

i) any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.

ii) any breach or non-compliance by the Operator with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Operator and the Bank.

5. The Bank also agrees that GoHP at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against BIDDER and not withstanding any security or other guarantee that GoHP may have in relation to the BIDDER's liabilities.

6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GoHP or any other indulgence shown by GoHP or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

7. This Guarantee shall be governed by the laws of India and only the courts of State Capital shall have exclusive jurisdiction in the adjudication of any dispute, which may arise hereunder.

Dated theDay of2025.

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Name)

(Official Address)

Designation with Bank

Stamp Plus Attorney as per

Power of Attorney No

Dated:

Eligibility Criteria Forms

1. Form No. E1: Certificate of Registration/Incorporation

Sr. No.	Name of Organization	Address	Certification Date	Copy of Certificate of Registration /Incorporation uploaded?
1				
2				

Note: Please fill this form and upload the copy of Certificate of Registration/Incorporation.

2. Form No. E2: Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
2021-22		
2022-23		
2023-24		
Grand Total		

Note: Please fill this form and upload the Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for the last three financial years.

3. Form No. E3: Bidder's Experience (Customer References)

Sr. No.	Name of Organization	Contact Person	Contact Details	Date and Period of Contract	Project Cost	Type of Supporting Document Attached
1						
2						
3						

Note: Please fill this form and upload the supporting documents (Work Order(s)/Customer Reference and Completion Certificate) in scanned format for the details of such projects under taken along with clients' on-going/completion certification/ letter should been closed. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

4. Form No. E4: Manufacturer's Authorization Form (MAF)

Dated:

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

Sub: Manufacturer's Authorization Form (MAF)

Ref: RFP for Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh .

Tender Enquiry No.-

Dated

Dear Sir,

We [*insert: name of OEM*] who are established and reputable manufacturers of [*insert: name and/or description of the equipment or other goods / services*] having production facilities at [*insert: address of factory*] do hereby authorize **PRIME BIDDER NAME & ADDRESS** to submit a bid, and subsequently sign the Contract with you for **Tender No.** **dated** including the above equipment quoted to BIDDER against this NIT.

We hereby extend our full Technical Support, Guarantee and Warranty on a back to back basis as per the original Tender Specification for the above specified equipment/ materials offered supporting the supply, installation and achieving of Operational Acceptance of the System by the Bidder against these Bidding Documents, and duly authorize said Bidder to act on our behalf in fulfilling the contractual obligations.

For and on behalf of the Manufacturer

(Signature).....

(Place):

(Printed Name).....

(Designation).....

(Common Seal).....

5. Form No. E8: Undertaking Hardware/Software to Be Free From Malicious Codes.

Dated

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

SUB: UNDERTAKING HARDWARE/SOFTWARE TO BE FREE FROM MALICIOUS CODES

REF: RFP for Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICCC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh .

Tender Enquiry No.

dated

Dear Sir,

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

For and on behalf of the Manufacturer

(Signature).....

(Place):

(Printed Name).....

(Designation).....

(Common Seal).....

6. Form No. E5: No Deviation Certificate

Dated :

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh
E-mail: dg-prison-hp@nic.in;
Contact: 0177-2628850

SUB: NO DEVIATION CERTIFICATE

REF: RFP for Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh .

Tender Enquiry No.-

dated

Dear Sir,

We (**NAME OF OEM**), for [insert: **name and/or description of the equipment or other goods / services**]hereby confirm that there is “**NIL DEVIATION**” in the Specification, hardware and services being supplied us against the Tender document issued vide your **Tender Enquiry No. _____** dated _____.

For and on behalf of the Manufacturer

(Signature).....

(Place):

(Printed Name).....

(Designation).....

(Common Seal).....

7. Form No. E6: Certificate In Support Of Warranty And Annual Maintenance

Dated :

To,

Director General,
Directorate of Prisons and Correctional Services, STATE OF HP,
SDA Complex, Block No.-31, CID Building, Kasumpti,
Shimla - Himachal Pradesh

E-mail: dg-prison-hp@nic.in;

Contact: 0177-2628850

SUB: CERTIFICATE IN SUPPORT OF WARRANTY AND ANNUAL MAINTENANCE

REF: RFP for Selection of Managed Service Provider for Supply, Design, Installation, Testing, Commissioning and Maintenance of IP based CCTV cameras in Prisons (Mandi, Kullu, Sub Jail Kalpa at Reckong Peo), ICCC and Local Data Center(LDC) at Prisons Headquarter of Himachal Pradesh.

Tender Enquiry No.- _____ dated _____

Dear Sir,

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

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

For and on behalf of the Manufacturer

(Signature).....

(Place):

(Printed Name).....

(Designation).....

(Signature).....

(Place):

(Printed Name).....

(Designation).....

(Official Seal).....

ANNEXURE 1

Cover 1 - (Technical Bid)

Sr. No.	Document	File Type
1	Name and Postal Address of the Company along with Telephone, Mobile, Fax, Email	.pdf
2	EMD of Rs. 30,00,000 (Rs. Thirty Lakh only) (scanned copy) and Bank Details (certified copy)	.pdf
3	CA certified turnover certificate, Income Tax return for last 3 financial years and GST /PAN/ Sales Tax registration certificates along with TIN No.	.pdf
4	Proof of minimum experience of completion of similar nature of work as mentioned in Eligibility Criteria in the States/ UTs Departments / Ministries / Organisations of the Govt. of India / State Govt during the last 03 years ending 31-03-2024.	.pdf
5	Undertaking that the bidder has not been blacklisted by any Departments /Ministries / Organisations of the Govt. of India / State Govt.	.pdf

6	Registration and incorporation particulars of firm / Company and Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
7	Authorization Certificate: If bidder is authorized sales and service partner of the manufacturer of the quoted products.	.pdf
8	Details of Award / Certificates of merit etc. received from any organization if any	.pdf
Cover 2 - (Financial Bid) (to be submitted online in .xls format)		
Sr. No.	Document	File Type
1	Financial bid as per Annexure-II of this tender document	.xls

ANNEXURE 3: Index Format

Sr. No.	Eligibility Criteria Document/Form Name/Compliance Chart	Supporting Documents/Justification/Proofs	Submitted(Y/N)	Page #
1	EMD and Tender Fee	<ul style="list-style-type: none"> Scanned Copies of EMD and Tender Fee 		
2	Eligibility Criteria Documents as mentioned Under Section II Table under Point No. 26	<ul style="list-style-type: none"> All Documents mentioned in "Documents Required Column" Signed & certified by the competent authorities as mentioned like (MD/Company CA/Bank Manager/Lawyer/Company Secretary) 		
3	Forms 1 to 6 as mentioned under Section General	<ul style="list-style-type: none"> All Forms signed as per the given format in the Section 		

	Forms			
4	Forms E1 to E8 as mentioned under Section Eligibility Criteria Forms	All Forms signed as per the given format in the Section		
5	Technical Specification Compliance Details	Compliance Details and User Manuals for reference		

BOQ

A CCTV for Different Jail Complexes (Kalpa, Kullu, Mandi etc) cameras to be installed

Sr. No.	Item	Qty	Unit Cost in INR	GST	Total Unit Cost in INR (Inclusive of all applicable taxes)	Total Cost with 5 years' warranty (in INR)
1	NVR with 4 SATA Slots with and 32 channels	6				
2	Dome IP Camera	10				
3	Bullet IP Camera	58				
4	PTZ IP Camera	3				
5	POE Switch (8 Ports)	10				
6	POE Switch (24 Ports)	3				
7	12U Modular Rack	3				
8	6 U Modular Rack	7				
9	10TB Surveillance Hard Disc	20				
10	CAT 6 Cable At 03 locations	1105				
11	UTP outdoor Cable 4 pair At 03 locations	2615				
12	PVC Conduit At 03 locations	1050				

13	65" LED Smart HD TV	4				
14	55" LED Smart HD TV	1				
15	HDMI Cable 5 mtr	6				
16	Fiber Patch Panel (Rack Mount)	9				
17	Power Extension board	11				
18	PVC wire 2 core 2.5 mm At 03 locations	1700				
19	UPS (3 KVA) with 4 hours backup At 03 locations	3				
20	HDPE pipe with jointer At 03 locations	2000				
21	SM Fiber Cable 6 Core At 03 locations	1600				
22	LIU 12 port	5				
23	Single mode Fiber SFP Module with 10G for SFP port with duplex port	14				
24	Patch cords for switch up link	55				
25	Pigtails for LIU terminations	55				
26	Media convertor	8				
27	Mouse	6				
28	Earthing, if required	3				
29	Electrical Cabling (If Required)	3				
30	Any Other item	3				

B Central Location at Directorate of Prisons & Correctional Services, HP

Sr. No.	Item	Qty	Unit Cost in INR	GST	Total Unit Cost in INR (inclusive of all Taxes)	Total Cost with 5 years warranty
---------	------	-----	------------------	-----	---	----------------------------------

						in INR
1	Network Video Recorder to capture feed of all cameras	1				
2	Integrated Video Management Software with client license and connection license upto 100 camera	1				
3	SAN storage 500 TB Usable after raid 6 Config to store CCTV cameras feed from Day 1	1				
4	SAN Switch to connect storage with Servers	1				
5	Network controlled keyboard	1				
6	Dome IP Camera (in the Central Room)	1				
7	Bullet IP Camera (outside the Central Room)	1				
8	POE Switch (24 Ports)	1				
9	42U Modular Rack to install NVR, NAS, POE Switch, Servers etc	1				
10	Supply of Firewall	1				
11	Video Wall, Controller & Management Software - 6 Cubes (3x2)	1				
12	Server with FC Ports to install VMS, Video Wall, NVR Management	1				
13	Workstations with 55" LED with Client Access License	1				

14	LAN cabling with conduit, patch panel, LAN termination, connectorization etc. (approx.)	20				
15	UPS (10KVA) with 2 hours backup	1				
16	Antivirus for server	1				
17	Earthing	1				
18	Electrical Cabling	1				
19	Access Control System	1				
20	CCTV Camera (Dome / Bullet as per actual site requirement)	1				
21	Air Conditioner 1.5 ton	1				
22	Integration of old camera (VMS) per unit rate	1				
C	Encasement of 18 months storage					
Sr. No.	Item	Minimum Qty	Unit Cost in INR	GST	Total Unit Cost in INR (Inclusive of all applicable taxes)	Total Cost with 5 years' warranty (in INR)
1	Enterprise Hard Disk 18 TB	250				
2	Embedded Video Storage Device 48 HDD	11				
3	Embedded Video Storage Device 24 HDD	4				
4	Embedded Video Storage Device 16 HDD	2				
D	Manpower for the Operation & Maintenance of Project for a period of 02 years:					

Sr. No.	Item	Minimum Qty	Unit Cost in INR	GST	Total Unit Cost in INR (Inclusive of all applicable taxes)	Total Cost with 5 years' warranty (in INR)
1	Field Staff	2				
E	Total Cost of the CCTV Solution:					
Sr. No.	Item		Total Cost (in INR)			
1	Different Jails (A)	1				
2	Central Location at Directorate of Prisons & Correctional Services (B)	1				
3	Manpower (C)	2				
Total Cost (Gross Bid Value)						

ANNEXURE 4: Technical Specifications

2 Ch NVR with 4 SATA Interface	
Features	Description
IP video input	32 Ch
Incoming bandwidth	Min. 250 Mbps
Outgoing bandwidth	Min. 160 Mbps
Recording resolution	Up to 12 MP
Video o/p interfaces	HDMI/VGA independent output HDMI - 4K Output VGA - 1920 × 1080P Output
Audio o/p	1 ch, RCA
Two-Way Audio	Support
Decoding format	H.265+,H.265,H.264+,H.264
Decoding Capability	2-ch@12 MP (30 fps)/3-ch@8 MP (30 fps)/6-ch@4 MP (30 fps)/12-ch@1080p (30 fps)

Synchronous playback	Up to 16 channel
Smart search for the selected area in the video	Support
Network Protocol	TCP/IP, DHCP, IPv4, IPv6, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS
SATA interfaces	4 SATA interfaces with each supporting 10TB
Network interfaces	2, RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface
USB interface	Front panel: 2 × USB 2.0; Rear panel: 1 × USB 3.0
Alarm in/out	16/4
Serial Interface	2 RS-485 (half-duplex), 1 RS-232
Interoperability	ONVIF
Power supply	100 to 240 VAC, 50 to 60Hz
Intelligent Analytics by NVR	Facial recognition
Consumption (without hard disk)	≤ 20 W (without HDD)
Working temperature	-10 to +55° C (14 to 131° F)
Working humidity	10 to 90 %
Certification	CE, FCC, ROHS, UL/BIS
5MP VF Dome Camera	
Camera Type	Varifocal Dome Network Camera
Image Sensor	1/2.7-inch CMOS or better
Resolution	Min. 2560×1920 at 20 FPS
Video Compression	H.265/H.264/H.265+/H.264+
Audio Compression	G.711ulaw/G.711alaw/G.722.1/G.726/MP2L2/PCM/AAC, should support Environment Noise Filtering
Streaming	Min. three compressed stream (Individually Configurable)
ID/Password	Multi-level user ID/Password
Simultaneous Live View	Up to 6 channels
Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port
Security	Password protection, complicated password, HTTPS encryption, IP

	address filter
Protocol	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, NTP, UPnP™, SMTP, IGMP, 802.1X, QoS, IPv6, Bonjour, IPv4, UDP, SSL/TLS
Lens Type	Motorized lens, 2.7 to 13.5 mm
Alarm	1 inputs, 1 output
Audio	1 inputs, 1 output
Image Enhancement	BLC, 3D DNR
Image Parameters Switch	Yes
Image Settings	Rotate mode, saturation, brightness, contrast, sharpness, gain, white balance adjustable by client software or web browser
Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON), B/W: 0 Lux with IR
IR Range	Up to 40 mtrs. or better
Privacy Mask	Yes
Electronic Shutter	1/3 s to 1/100,000 s
Wide Dynamic Range	120dB
ONVIF	Profile S, G, T supported
Day and Night	Day, Night, Auto, Schedule
Edge Storage	Built-in memory card slot up to 256 GB
Operating Temperature	-30 °C to +60 °C Humidity 95% or less (non-condensing)
Housing	IP67, IK10
Edge based video content Analytics	Line crossing detection, Intrusion detection, Motion Detection, Video tampering, ROI
Linkage	Upload to FTP/memory card, notify surveillance center, send email, trigger recording, trigger capture, trigger alarm output
Power Source	12 VDC, PoE: 802.3at/af
Certification	CE,FCC,UL/BIS

5MP VF Bullet Camera

Camera Type	Varifocal bullet Network Camera
Image Sensor	1/2.7-inch CMOS or better
Resolution	Min. 2560×1920 at 20 FPS
Video Compression	H.265/H.264/H.265+/H.264+
Audio Compression	G.711ulaw/G.711alaw/G.722.1/G.726/MP2L2/PCM/AAC, should support Environment Noise Filtering
Streaming	Min. three compressed stream (Individually Configurable)
ID/Password	Multi-level user ID/Password
Simultaneous Live View	Up to 6 channels
Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port
Security	Password protection, complicated password, HTTPS encryption, IP address filter
Protocol	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, NTP, UPnP™,SMTP, IGMP, 802.1X, QoS, IPv6, Bonjour, IPv4, UDP, SSL/TLS
Lens Type	Motorized lens, 2.7 to 13.5 mm
Alarm	1 inputs, 1 output
Audio	1 inputs, 1 output
Image Enhancement	BLC, 3D DNR
Image Parameters Switch	Yes
Image Settings	Rotate mode, saturation, brightness, contrast, sharpness, gain, white balance adjustable by client software or web browser
Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON), B/W: 0 Lux with IR
IR Range	Up to 60 mtrs. or better
Privacy Mask	Yes
Electronic Shutter	1/3 s to 1/100,000 s
Wide Dynamic Range	120dB
ONVIF	Profile S, G, T supported
Day and Night	Day, Night, Auto, Schedule

Edge Storage	Built-in memory card slot up to 256 GB
Operating Temperature	-30 °C to +60 °C Humidity 95% or less (non-condensing)
Housing	IP67
Edge based video content Analytics	Line crossing detection, Intrusion detection, Motion Detection, Video tampering, ROI
Linkage	Upload to FTP/memory card, notify surveillance center, send email, trigger recording, trigger capture, trigger alarm output
Power Source	12 VDC, PoE: 802.3at/af
Certification	CE,FCC,UL/BIS
2MP PTZ	
Camera Type	PTZ Camera
Image Sensor	1/2.8 inch CMOS or better
Resolution	2 MP (1920 × 1080) at 50 FPS or better in main stream
Video Compression	H.265 or better
Audio Compression	G.711alaw, G.711ulaw, G.722.1, G.726, MP2L2, AAC, PCM
Streaming	Min. Three compressed stream (Individually Configurable) & each stream support Min. 25fps
Security	Password protection, complicated password, HTTPS encryption, 802.1X authentication watermark, IP address filter, basic and digest authentication for HTTP/HTTPS, RTP/RTSP over HTTPS, control timeout settings, security audit log, TLS 1.2, TLS 1.3, host authentication (MAC address)
Protocol	IPv4/IPv6, HTTP, HTTPS, 802.1x, QoS, FTP, SMTP, UPnP, SNMP, DNS, DDNS, NTP, RTSP, RTCP, RTP, TCP/IP, UDP, IGMP, ICMP, DHCP, PPPoE, Bonjour
Simultaneous Live View	Up to 20 channels
User	Up to 32 users
Focal Length & Optical Zoom	4.8 mm to 153 mm, 32x optical
Focus	Auto

Digital Zoom	16x
Pan & Tilt Range	360° endless, -15° ~ 90°(auto-flip)
Pan & Tilt Speed	Pan Manual Speed: 0.1° - 160°/s,
	Pan Preset Speed: 240°/s
	Tilt Manual Speed: 0.1° ~ 120°/s
	Tilt Preset Speed: 200°/s
Scan	8 patrols[Min. 32 Presets in each patrol] & 4 pattern
Number of Preset	Min. 300
Dynamic Noise Reduction	3D DNR
Defog	Support
Image Stabilization	EIS
Video Bit rate	32 kbps to 16mbps
Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON), B/W: 0.001 Lux@(F1.6, AGC ON), 0 Lux with IR
IR Range	Smart IR 200m or better
Edge Storage	MicroSD/microSDHC/microSDXC slot supporting memory card for min. 256 GB. In the event of failure of connectivity to the network storage the camera shall record video locally on the SD card automatically. After the connectivity is restored these recordings shall be automatically pulled by the network storage recorder such that no manual intervention is required to transfer the SD card based recordings to network storage.
Auto Gain Control	Support
Back Light Compensation	Support
High Light Compensation	Support
Region Of Interest	8 fixed regions for each stream
Electronic Shutter	1/1 sec ~1/30,000 sec slow shutter
White Balance	Support
Wide Dynamic Range	120 dB Support

S/N Ratio	> 52dB
Privacy Mask	24 privacy masks programmable
Edge based video content Analytics	Line crossing detection, intrusion detection, region entrance detection, region exiting detection, unattended baggage detection, object removal detection, audio exception detection Support alarm triggering by specified target types (human and vehicle)
Tracking	Auto-tracking
Face Capture	Detects up to 5 faces simultaneously. Supports detecting, capturing, grading, selecting of face in motion, and output the best face picture of the face
Day and Night	Support ICR
Audio Interface	1 input, 1 output
Alarm Interface	2 input, 1 output
Ethernet Interface	1 RJ45 10M/100M self-adaptive Ethernet port
Protection Level	IP67, TVS 6000V lightning protection, surge protection and voltage transient protection
Anti-Vandalism rating	IK10 (Excluding glass window)
Mounting Bracket	Wall/Pole Mount
Operating Temperature & Humidity	-30°C to 65°C Humidity 90% or less
Power Supply	Hi-PoE & 24 V AC
Certification	CE, FCC, UL/BIS
16CH NVR	
IP video input	16 Ch
Incoming bandwidth	Min. 160 Mbps
Outgoing bandwidth	Min. 160 Mbps
Recording resolution	Up to 12 MP
Video o/p interfaces	HDMI / VGA independent outputs provided HDMI port; Supporting 4K (3840 × 2160/60Hz) VGA port; Supporting (1920 × 1080/60Hz)
Audio o/p	1 ch, RCA

Decoding format	H.265+,H.265,H.264+,H.264
Decoding Capability	2-ch@12 MP (30 fps)/3-ch@8 MP (30 fps)/6-ch@4 MP (30 fps)
Synchronous playback	Up to 16 channel
Smart search	Selected area in the video, and smart playback to improve the playback efficiency
Motion Detection Human/Vehicle Analysis	16-ch
VCA storage	Should support VCA detection alarm is supported
SATA interfaces	2 SATA interfaces with each supporting 10TB
Secure stream	TLS encryption technology
Network interfaces	1, RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface
USB interface	2 × USB 2.0
Network Protocol	TCP/IP, DHCP, IPv4, IPv6, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS
Alarm In/Out	4/1
Stream Type	Video, Video & Audio
Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/AAC
Facial Detection and Analytics Performance	1-ch human face capture
Face Picture Library	Up to 16 face picture libraries, with up to 20,000 face pictures in total
Facial Detection and Analytics	Face picture comparison, human face capture, face picture search
Power supply	12 VDC, 3.3 A
Consumption (without hard disk)	≤ 15W
Working temperature	-10 to +55° C (14 to 131° F)
Working humidity	10 to 90 %
Certification	BIS/ CE/FCC

Layer 2 Managed 8 port PoE Switch

Description	Specifications
Form Factor	19" Rack Mountable. Rack mounting kit to be provided
Architecture	Non Blocking

Ports	8 Port 10/100/1000 with PoE Managed Switch + 4 Combo GE/SFP ports
GBIC/SFP	support 4 No's 1000 Base mini GBIC/SFP trans receivers LC connector for connecting single mode fiber(LX) / Multi mode fiber (SX)
PoE	140W (PoE+ supported)
Port Status	Display Each port have a dedicated LED status display.
MAC Addresses	Supports Up to 8K MAC addresses
Switching capacity	24 Gbps non blocking
Jumbo Frame	9K bytes
VLANs Supported	Support for up to 4096 VLANs simultaneously Port-based and 802.1Q tag-based VLANs MAC-based VLAN, Voice VLAN
Management	Web Management
	HTTP/HTTPS; SSH; RADIUS; port mirroring; DHCP client; Traceroute; SNMP; ping; syslog; Telnet client
	RMON
L2 Loop Protection	IEEE 802.1d Spanning tree protocol
	IEEE 802.1W RSTP(Rapid spanning Tree Protocol)
	IEEE 802.1s Multiple Spanning Tree Protocol (MSTP)
Link Aggregation	Support for IEEE 802.3ad Link Aggregation Control Protocol (LACP)
	<ul style="list-style-type: none"> ● Up to 8 groups
	<ul style="list-style-type: none"> ● Up to 8 ports per group with 8 candidate ports for each (dynamic) 802.3ad link aggregation
QOS Support	4 nos of 802.1p Priority Queues per Port.
	DSCP, CoS, IP Precedence, SP, WRR
Port mirroring	Traffic on a port can be mirrored to another port for analysis with a network analyzer.

TFTP or FTP Support	For Configuration file backup and restore.
Port Security	The ability to lock Source MAC addresses to ports, and limits the number of learned MAC addresses.
	Storm Control : Broadcast / Unknown Multicast / Unknown Unicast
Access Control	Should support standard and extended ACLS. Should support various types of ACLS like port based/time based.
FAN	FAN less design
Dimension	330(W) x 230(D) x 44(H) mm
Surge Protection	Support 6kV surge protection on RJ45 port
Temperature	Operating: 0 ~ 40°C Storage : -40 ~ 70°C
Power	AC Input 100-240V AC. Power Cable as per Indian Standards to be Provided

POE Switch 24 Port

Requirement

General Features

The switch should support 24 nos. 10/100/1000 Ethernet Ports

Should support PoE on all 24 copper ports

The switch should support a minimum of 4 SFP+ Uplinks.

The switch should support Auto or configurable MDI/MDIX mode to automatically detect and work on Half/full-duplex for 10/100 Mbps and full-duplex for 1000 Mbps speeds

SFP+ transceivers / DAC cable to be suggested from the same OEM as that of the switch

Performance and Scalability

The switch should support Full-duplex Switching bandwidth of 128 Gbps

The switch should support 64-Byte Packet Forwarding Rate of 95 Mpps

The switch should support minimum 16 MB of Flash memory

The switch should support 256 MB of DRAM

The switch should support 64 VLANs

The switch should support 4096 VLAN IDs

The switch should support Jumbo frames of 9216 bytes

The switch should support Maximum transmission unit (MTU) of 9K

The switch should support 16000 Unicast MAC addresses

Stacking

The Switch architecture should be able to stack 6 switches together with virtual stacking

The Switch stack should be based on Distributed forwarding Architecture, where in each stack member forwards its own information on network.

The Switch should support Stateful Switchover (SSO) when switching over from Active to Standby switch in a Stack.

The Switch stacking should support 40 Gbps of throughput.

The Switch stacking should support single IP address management for upto 16 groups of switches.

Dimension

The Switch should be 1RU

The switch should support Operating temperature from 0°to 50°C

The switch should support Operating relative humidity 15% to 90% noncondensing

Power Supply

The switch should support an auto-ranging power supply with input voltages between 100 and 240V AC.

Power over Ethernet Budget 370W

All ports should support IEEE802.3af & IEEE802.3at

The switch should support an auto-ranging power supply with input voltages between 100 and 240V AC.

The switch should support enough ventilation with 2 fans per unit

All Ethernet ports should support IEC61000-4-5-6 kV surge protection

Standards

The switch should support IEEE 802.1D Spanning Tree Protocol

The switch should support IEEE 802.1p

The switch should support

- IEEE 802.3 10BASE-T Ethernet
- IEEE 802.3u 100BASE-TX Fast Ethernet
- IEEE 802.3ab 1000BASE-T Gigabit Ethernet
- IEEE802.3z(1000BASE-X)
- IEEE 802.3ae 10G Ethernet, IEEE 802.3af/at
- IEEE 802.3x Flow Control for full-duplex mode, auto-negotiation

The switch should support IEEE 802.1Q Trunking

The switch should support IEEE 802.1s Multiple Spanning Tree (MSTP)

The switch should support IEEE 802.1w Rapid Spanning Tree (RSTP)

The switch should support IEEE 802.1x

The switch should support SNMP v1, v2c, and v3

Layer-2 Features

The switch should support IEEE 802.1Q VLAN encapsulation.

The switch should support Centralized VLAN Management. VLANs created on the Core Switches should be propagated automatically.

The switch should support Per-port multicast storm control to prevent faulty end stations from degrading overall systems performance

The switch should support Per-port unicast storm control to prevent faulty end stations from degrading overall systems performance

The switch should support Auto-negotiation on all ports to automatically selects half- or full-duplex transmission mode to optimize bandwidth

The switch should support IGMP v1, v2 Snooping

The switch should support IGMP v3 Snooping Multicasting

The switch should support IGMP v1, v2 Filtering

Layer-3 Features

The switch should support Static Routing, RIPv1/v2, OSPFv2, OSPFv3

The switch should support LPM Routing

The switch should support Policy-based Routing(PBR) for IPv4 and Ipv6

The switch should support VRRP, ECMP, BFD, IGMP v1/v2/v3, IGMP Proxy

The switch should support ARP Guard, Local ARP proxy, Proxy, ARP, ARP Binding, Gratuitous ARP, ARP Limit

Network security features

The switch should support IEEE 802.1x to allow dynamic, port-based security, providing user authentication.

The switch should support Port-based ACLs for Layer 2 interfaces to allow application of security policies on individual switch ports.

The switch should support SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.

The switch should support TACACS+ and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.

The switch should support MAC address notification to allow administrators to be notified of users added to or removed from the network.

The switch should support Private VLAN, Guest VLAN, or equivalent

Switch supports ERPS G.8032, recovery time <50ms

The switch should support Q-in-Q, flexible Q-in-Q

DHCP Features

The switch should support DHCP snooping to allow administrators to ensure consistent mapping of IP to MAC addresses DHCP binding database, and to rate-limit the amount of DHCP traffic that enters a switch port.

The switch should support DHCP Option 82 data Insertion

The switch should support DHCP Server/Client for IPv4/IPv6

Management and Interface

The switch supports OAM IEEE802.3ah/802.1ag

Warranty and support

The switch should have 3 Years warranty support for hardware and software support

Service / collection centers to be available across PAN India

OEM should have toll-free number in India for online support

12 U Modular Rack**Requirements**

Adjustable 19" equipment mounting verticals provide the better mounting flexibility maximizing the usable mounting space

Depth adjustable mounting slots

Precision engineering capabilities and best efficient software configuration product technology provides the best product quality and fastest delivery in the industry

Cooling fans mounted on Front Door with Top cover for Rain Water & Dust resistance.

Powder coated finish with pre-treatment process meeting all industry standards

Pole mounting Provision on the Rear Side with Centre Anti Revolve Bolt

100% assured compatibility with all equipment conforming to DIN 41494. General industrial standard for equipment

Front Door: Lockable Steel Door with Unique Key

IP 55 Outdoor Pole Rack 15U

Construction of Material- 1.2/1.5mm Thick CRCA sheet

6 U Modular Rack**Requirements**

Size : Suitable size as per site requirements to house the field Equipment's

Cabinet Material : GI with powder coating

Material Thickness: Min 1.2mm or better

Number of Locks : Min. 1 or Better

Protection :

IP 55, Junction Box design should ensure to keep the temperature within suitable operating

range for equipment's and should also avoid intentional water splash and dust intake

Mounting: On Camera Pole / Ground mounted on concrete base as per site conditions

Form Factor: Rack Mount/DIN Rail

Other Features : Rain Canopy, Cable entry with glands, proper earthing and Fans/any other accessories as required for operation of equipment's within junction box.

10TB Surveillance Hard Disc

Requirements

Capacity: 10TB

Interface: SATA 6Gb/s

Form Factor: 3.5-inch or Similar

Secure Erase

CAT 6 Cable At 03 locations

Requirements

The 4 pair Unshielded Twisted Pair cable shall be UL0 Listed and ETL verified

This cable well exceeds the requirements of ANSI/TIA-568-C.2 and ISO/IEC 11801 Class E

Nominal Outer Diameter of Cable should be 5.8 ± 0.2 mm and Conductor Diameter 23 AWG

Construction: 4 twisted pairs separated by internal PE Cross Separator. Full separator. Half shall not be accepted. Rip Cord is must.

Conductor: Solid bare Copper, Outer jacket sheath: FRPVC with UL approved CM/CMR rated cable. Jacket color: Grey

Insulation Material: High Density Polyethylene (HDPE) with Insulation Diameter : 0.89 ± 0.01 mm

Dielectric Strength of cable should be 2.5 KVDC for 2 seconds

Bending Radius : < 4X Cable Diameter at $-20^{\circ}\text{C} \pm 1^{\circ}\text{C}$

Pulling Force: 25.35 lbs

Electrical Parameters: Insertion loss (Attenuation), NEXT, PSNEXT, ELFEXT (ACRF), PSELFEXT (PSACRF), Return Loss, ACR and PS ACR.

Insertion Loss of 32.8 db/100m at 250 MHz

Cable should support operating temperature from -20° to +70°C

Cable support Conductor Resistance $\leq 9.38 \Omega/100m$ Max.

Mutual Capacitance of cable should be $< 5.6nF/100m$ Max.

Resistance Unbalance of cable should be 5% Max.

Capacitance Unbalance of cable should Max. $330pF/100m$

Cable support Delay Skew: $< 45 ns/100m$, Operating Voltage: 72V

Nominal Voltage of Propagation (NVP): 69% and Current Rating: 1.5A Max.

Impedance: $100 \pm 15 \Omega @100 MHz$. and Propagation Delay @250 MHz : $536 ns/100m$

ETL Verified 4-Connector Channel performance certificate

RoHS Compliant

Printed sequential Length Counter of each meter on Outer Jacket

Category 6 UTP cables shall Supports Gigabit Ethernet (1000 base-T) verified upto 600 Mhz

UTP outdoor Cable 4 pair At 03 locations

Requirements

This Cable Consists of PE Insulated 23AWG Solid Bare Copper Conductors, 4Pair stranded over PE cross Separator, Rip cord, Inner sheath FRPVC and Outer sheath Polyethylene black colour

Meets Transmission requirements of TIA/EIA 568 C.2 & ISO/IEC 11801 and RoHS Compliant

Inner Sheath: FRPVC

Outer Sheath: PE, Black

Conductor Diameter : $0.55 \pm 0.02 mm(23 AWG)$

Diameter Over Outer Sheath : $7.5 \pm 0.50mm$.

Outer Jacket Thickness: $0.56 mm \pm 0.01mm$

Construction: 4 twisted pairs separated by internal PE Cross Separator. Full separator. Half shall not be accepted.

Performance specification up to 250 Mhz

UV resistance outer sheath

Rugged Double sheath construction

RoHS Complaint

Packaged in a wooden reel

Insulation: HDPE, Diameter 0.95 ± 0.01 mm

Bending Radius : $<12 \times$ Cable Diameter at $-20^{\circ}\text{C} \pm 1^{\circ}\text{C}$
Maximum Tensile Strength : 400 N max
Pulling Force : 11.5 Kg

Attenuation : 32.8 db/100m at 250 MHz
Return Loss : 17.3 dB at 250 Mhz,
Next : 38.3 dB at 250 Mhz,
PS Nex : 36.3 dB at 250 Mhz,
ACRF : 19.8 dB at 250 Mhz,
PS ACRF : 16.8 dB at 250 Mhz,
TCL: 26.0 dB at 250 Mhz

Cable should support operating Temperature from -20°C up to $+70^{\circ}\text{C}$

Cable support Conductor Resistance $< 9.38 \Omega /100\text{m}$

Mutual Capacitance of cable should be $< 5.6\text{nF}/100\text{m}$

Max Resistance Unbalance of cable should be 5% Max

Capacitance Unbalance of cable should Max. 330 pF/100m

Cable support Delay Skew: $< 45\text{ns}/100\text{m}$,
Dielectric Strength : 2.5 KVDC for 2 seconds
Characteristic Impedance : $100 \pm 15\Omega$

Printed sequential Length Counter of each meter on Outer Jacket

Category 6 UTP cables shall Supports Gigabit Ethernet (1000 base-T) standard and Operates at bandwidth of 250MHz.

PVC Conduit At 03 locations

Requirements

Material: PVC (Polyvinyl Chloride)

Color: Gray, White, or Black

Length: 10 feet (3.05 meters) standard, other lengths available

Wall Thickness: 0.0625 inches (1.588 mm) standard, other thicknesses available

65" LED Smart HD TV

Requirements

Display Size -65 inches or above commercial grade, Per tile in a 2X2matrix

Native Resolution -1920 x1080 (FHD)

Brightness -Minimum450 cd/m2orabove

Contrast

RatioMinimum1000:1

Operation Hours

24*7 hours operating

Life of LED

Minimum 70,000 Hour

Orientation

Portrait & Landscape

Special Features

Internal Memory 8 GB, Quad core processor, Screenshare, Auto Brightness Sensor

Digital

HDMI-3DP-1, DVI-D-1, USB3.0-1

Audio In Required

External Control: RS232C,RJ45,IR Receiver

Audio Out: DP, Audio

Operation Temperature

0°C to 40°C

Operation Humidity

10% to 80 % or better

Audio

20W (10W*2)

Power Supply

100-240V~, 50/60Hz

Power Type : Built-In Power

Rating 120 W or Less

Safety : UL Certification/CB

EMC : FCC Class "A"/ CE, BIS (CRS Compliance)

Energy Rating: Energy Star Rated as per BEE

55" LED Smart HD TV

Requirements

Display Size -55 inches or above commercial grade, Per tile in a 2X2matrix

Native Resolution -1920 x1080 (FHD)

Brightness -Minimum450 cd/m2orabove

Contrast

RatioMinimum1000:1

Operation Hours

24*7 hours operating

Life of LED

Minimum 70,000 Hour

Orientation

Portrait & Landscape

Special Features

Internal Memory 8 GB, Quad core processor, Screenshare, Auto Brightness Sensor

Digital

HDMI-3DP-1, DVI-D-1, USB3.0-1

Audio In Required

External Control: RS232C,RJ45,IR Receiver

Audio Out: DP, Audio

Operation Temperature

0°C to 40°C

Operation Humidity

10% to 80 % or better

Audio

20W (10W*2)

Power Supply
100-240V~, 50/60Hz

Power Type : Built-In Power

Rating 120 W or Less

Safety : UL Certification/CB

EMC : FCC Class "A"/ CE, BIS (CRS Compliance)

Energy Rating: Energy Star Rated as per BEE

Fiber Patch Panels – Rack Mount

Requirements

The Fiber Rackmount LIU loaded having Adapter panel fixed on drawer base frame, with Adapters and with Pigtails and assembled with splice tray as per the Loaded fiber port requirement and their applicable accessories.

Suitable to mount at different positions (depth wise) on standard 1U 19 inch racks. Drawer type to pull out for easy maintenance when assembled in racks.

Cold Rolled Steel material with black powder coating

Three types of cable entry holes for different size cables through cable glands, covered with rubber cable grommets/covers.

Splicing of 24 fibers in each plastic fiber splicing trays with integrated cable spool design.

Non removable top cover and no rear cover. Drawer type to pull out for better access of interior.

As per the Loaded fiber port requirement , Loaded 6/12/24 (SC Simplex) adapters with SC SIMPLEX Pigtails on rackmount ports.

As per the Loaded fiber port requirement Accessories kit consists of Cable management rings/Cable saddles, Cable glands (PG13.5, 2 nos), Splice rods, Blanking clips, Velcro ties, Cable ties, Cable inlet/outlet hole covers (2 types, 2 nos each)

Cable management rings/Cable saddles can be mounted inside the rackmount, no provision to mount outside in front of the adapter panel.

Suitable for storing up to 3 meter of 900 µm tight buffered fiber pigtail per adapter.

Panel Dimensions : 482 x 220 x 44.3 mm (Length x Width x Height)

Splice Tray Dimensions : 220 x 90 x 15 mm (Length x Width x Height)

Port identification numbers printed on the Adapter panel

Standards: Comply as per ANSI/TIA-568-C.3, ISO/IEC 11801, RoHS Compliant.

Operating Temperature : -20 °C to +70° C
Installation Temperature : -20 °C to +70° C

PVC wire 2 core 2.5 mm At 03 locations

Requirements

Conductor Material: Copper

Insulation Material: PVC (Polyvinyl Chloride)

Number of Cores: 2

Wire Gauge: 2.5 mm

3 KVA UPS

Wide Input Voltage Range 110 to 300 Vac

Inbuilt Hardware Current Limit Technology.

Upgraded Phase Lock Algorithm

Inbuilt Over-voltage Cut-off Device

Inbuilt Over Temperature Protection.

Upto 50 Degree Celsius operation @50% Load (Specific to XL Model)

Better Overload Protection upto 105% Constant

Adjustable Charging Current 0 to 1.5 Amps

Better Short Ckt Handling Capacity.

HDPE pipe with jointer At 03 locations

Material: HDPE (High-Density Polyethylene)

Color: Black, Blue, or other colors available

Length: 12 meters (39.4 feet) standard, other lengths available

Wall Thickness: 3.4 mm

Inside Diameter: 20 mm

Outside Diameter: 32 mm

SM Fiber Cable 6 Core At 03 locations

Requirements

06-Core, Single mode 9/125 micron primary coated buffers, 10G Ethernet OS2, Armoured Loose Tube, ECCS (Electrolytic Chrome Coated Steel) Tape, Jelly Filled Loose Tube.

Two Steel Wires/Rods embedded in outer periphery of the jacket as strength members. UV Stabilized jacket and protected from Rodent attacks

Complying to ANSI/TIA-568-C.3, ISO/IEC 11801, Telecordia GR-20 Core, ITU-T REC G.652D, IEC 60793-1/60794-1, EN 50173, RoHS Compliant

Suitable for use in indoor/outdoor ducts, direct burial and backbone cabling

Loose tube material : Polybutylene Terephthalate (PBT) with Natural/White Colour having Inner Diameter/Outer Diameter 1.7/2.5 ± 0.1 mm

Peripheral strength member as two steel wires/rods having dimensions as 0.6 ± 0.05 mm

Moisture Barrier as Water Swellable Tape, Armouring ≥ 0.150 mm (ECCS Tape), Number of Ripcords as 01 no polyester based yarns.

Outer sheath material as HDPE/LSZH with diameter as 7.5/8.5 ± 0.5 mm having thickness of 1.5mm nominal

Weight of the cable for 04/06/08/12 core (HDPE/LSZH): 65.0/75.0 ± 10 kg/km, for 24 core (HDPE/LSZH): 75.0/95.0 ± 5 kg/km

Fiber colour and Loose tube colour as per ANSI/TIA standards.

Tensile Strength : 1000 N, Crush Resistance : 4000 N/100mm

Minimum bend radius : 20 x Diameter (during installation),
Minimum bend radius : 10 x Diameter (during full load)

Fiber Type : G. 652D (OS2)

Attenuation : ≤ 0.38 dB/km (@1310 nm), ≤ 0.25 dB/km (@1550 nm)

Chromatic Dispersion : ≤ 3.5 ps/nm.km (@1285 - 1330 nm), ≤ 18 ps/nm.km (@1550 nm)

Zero Dispersion Wavelength : 1300 - 1324 nm

Zero Dispersion Slope : ≤ 0.092 ps/nm².km

Polarisation Mode Dispersion : ≤ 0.2 ps/vkm

Cut-off Wavelength : ≤ 1260 nm

Mode Field Diameter : 9.2 ± 0.4 μm (@1310 nm) , 10.4 ± 0.4 μm (@1550 nm)

Core Cladding Concentricity Error : ≤ 0.8 μm

Cladding Diameter : 125 ± 1 μm , Coating Diameter : 245 ± 10 μm

Cladding Non-circularity : ≤ 1 %

Installation Temperature : -20 °C to $+70$ °C, Operating Temperature : -20 °C to $+60$ °C

Cable Size and Standard Length: 4F to 12F : 4.0 kms $\pm 10\%$
24F : 2.0 kms $\pm 10\%$

LIU 12 port

Requirements

The Fiber Rackmount LIU loaded having Adapter panel fixed on drawer base frame, with Adapters and with Pigtails and assembled with splice tray as per the Loaded fiber port requirement and their applicable accessories.

Suitable to mount at different positions (depth wise) on standard 1U 19 inch racks. Drawer type to pull out for easy maintenance when assembled in racks.

Cold Rolled Steel material with black powder coating

Three types of cable entry holes for different size cables through cable glands, covered with rubber cable grommets/covers.

Splicing of 24 fibers in each plastic fiber splicing trays with integrated cable spool design.

Non removable top cover and no rear cover. Drawer type to pull out for better access of interior.

As per the Loaded fiber port requirement , Loaded 6/12/24 (SC Simplex) adapters with SC SIMPLEX Pigtails on rackmount ports.

As per the Loaded fiber port requirement Accessories kit consists of Cable management rings/Cable saddles, Cable glands (PG13.5, 2 nos), Splice rods, Blanking clips, Velcro ties, Cable ties, Cable inlet/outlet hole covers (2 types, 2 nos each)

Cable management rings/Cable saddles can be mounted inside the rackmount, no provision to mount outside in front of the adapter panel.

Suitable for storing up to 3 meter of 900 μm tight buffered fiber pigtail per adapter.

Panel Dimensions : 482 x 220 x 44.3 mm (Length x Width x Height)

Splice Tray Dimensions : 220 x 90 x 15 mm (Length x Width x Height)

Port identification numbers printed on the Adapter panel

Standards: Comply as per ANSI/TIA-568-C.3, ISO/IEC 11801, RoHS Compliant.

Operating Temperature : -20 °C to +70° C

Installation Temperature : -20 °C to +70° C

Single mode Fiber SFP Module with 10G for SFP port with duplex port

Requirements

Architecture	1-port mini-GBIC LX SFP + LC Type Transceiver
Connector	It should have duplex LC Connector
Speed	Should support data transfer speed of 10 Gbps
Flow control.	Support 802.3e
Mode	9/125 um Single mode Fiber Type up to 10 KM.
Support wavelenght	:1310nm
Power Support:	3.3V
Case Operating Temperature:	supports up to 0°~70°
Storage Relative Humidity:	supports 5% to 95%

Patch cords for switch up link

Requirements

Fiber Patch Cord

Fiber optic patch cord with two core (Duplex) fiber cable terminated with LC connector at one end and SC connector at other end

The terminated connectors in assemblies are designed and are compatible with industry standards (ANSI/TIA-568-C.3, ISO/IEC 11801).

Have good geometrical characteristics of apex offset & radius of curvature & fiber height

100% factory terminated and tested for optical characteristics & fiber end face finish.

Fiber type G. 652D standard. OS2 (9/125 μm),

Buffer Diameter : 0.9 ± 0.05 mm, Jacket Thickness : 0.35 ± 0.05 mm, Strength Member as Aramid yarn
Cable Diameter : 2.0 x 3.8 ± 0.2 (Duplex)
Jacket color : Yellow, Jacket Material : LSZH, Length : 1,3,5,10,15,20 Mtr
Connector Ferrule : Ceramic, Apex Offset should be <50um, Fiber height should be ±100nm
Connector Repeatability ≤ 0.2dB with 1,000 times mating cycles.
Connector cable retention : 50 N (11.24 lbs), Crush resistance : 100N/100mm, Bend Radius: 20xDiameter of cable
Attenuation : ≤ 0.36 dB/km (@1310 nm), ≤ 0.25 dB/km (@1550 nm)
Chromatic Dispersion : ≤ 3.5 ps/nm.km (@1285 - 1330 nm), ≤ 18 ps/nm.km (@1550 nm)
Zero Dispersion Wavelength : 1300 - 1324 nm
Cut-off Wavelength : ≤ 1260 nm
Mode Field Diameter : 9.2 ± 0.4 μm (@1310 nm) , 10.4 ± 0.5 μm (@1550 nm)
Insertion Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≥50 dB
Insertion Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≥60 dB
Traceability sticker available for product tracking and Interferometry report need to submit
Standards: IEC 60332-1, ANSI/TIA-568-C.3, ISO/IEC 11801 RoHS Compliant
Installation Temperature : -20 °C to +70° C, Operating Temperature : -20 °C to +70° C
UTP Patch Cord
Category 6 patch cords with four pair twisted stranded copper wire cable terminated with RJ45 modular plugs at both the ends.
Patch Cords 100% factory tested for better quality and suitable for the high speed data transmission.
Complies with the ANSI/TIA/EIA-568-C.2, ISO/IEC 11801, RoHS compliant Standard. Supports Data Networks Speeds Up to 10/100-Base-T and 1000-Base-T.
Patch cord with LSZH jacket to reduced toxic/corrosive gasses emitted during combustion

Transparent modular plugs with transparent slip on boot and cable assemblies
T568B wiring scheme crimped at both connector ends.
Available in different colors and different length on request
Patch cord conductor: 24 AWG, Stranded copper wires, Insulation : HDPE
Connector Plug: 30μ" Gold plated contact, Phosphor Bronze base material
Jacket Diameter : 5.8 ± 0.1mm
Plug Insertion/Extraction Life: 750 Cycles min. using FCC approved plug
Plug & Jack Contact Force : 100 Grams min. using FCC approved plug
Plug Retention Force : 11 lbf min.
Current Rating: 1.5 amps, Voltage Rating: 72 Vdc max.
Insulation Resistance : 500MΩ min, Contact Resistance : 20mΩ max, DC Resistance: 0.1Ω max.
ETL Verified 4-Connector Channel performance certificate
Operating Temperature : -20 °C to +70° C Installation Temperature : -20 °C to +70° C

Pigtails for LIU terminations

Requirements

Fiber optic pigtail with one core (Simplex) fiber cable terminated with SC/LC/ST/FC connector at one end and no connector at other end.
The terminated connectors in assemblies are designed and are compatible with industry standards (ANSI/TIA-568-C.3, ISO/IEC 11801).
Have good geometrical characteristics of apex offset & radius of curvature & fiber height
100% factory terminated and tested for optical characteristics & fiber end face finish.
Fiber type G. 652D standard. OS2 9/125 μm
Tight Jacketed fiber with Cable Diameter: 0.9 ± 0.05 (Simplex)
Jacket colour : Yellow, Jacket Material : LSZH
Connector Ferrule : Ceramic, Apex Offset should be <50um, Fiber height should be ±100nm
Connector Repeatability ≤ 0.2dB with 1,000 times mating cycles.

Connector cable retention : 3 N (0.67 lbs), Crush resistance : 100N/100mm, Bend Radius: 20 x Diameter of cable

Attenuation : ≤ 0.36 dB/km (@1310 nm), ≤ 0.25 dB/km (@1550 nm)

Chromatic Dispersion : ≤ 3.5 ps/nm.km (@1285 - 1330 nm), ≤ 18 ps/nm.km (@1550 nm)

Zero Dispersion Wavelength : 1300 - 1324 nm

Cut-off Wavelength : ≤ 1260 nm

Mode Field Diameter : 9.2 ± 0.4 μm (@1310 nm) , 10.4 ± 0.5 μm (@1550 nm)

Insertion Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≥ 50 dB

Insertion Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≥ 60 dB

Traceability sticker available for product tracking and Interferometry report need to submit

Standards: IEC 60332-1, ANSI/TIA-568-C.3, ISO/IEC 11801 RoHS Compliant

Installation Temperature : -20 °C to +70° C, Operating Temperature : -20 °C to +70° C

Available in various length in meters

Media convertor

Requirements

- Interoperable with most of Hubs and Switches
- TP Port Supports Auto Negotiation and Auto-MDI-X
- Easy installation and management
- Fiber Mode - Single Mode

Integrated Network Video Recorder to capture feed of all cameras

Requirement	Compatible with the INVIF cameras
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Integrated Video Management Software with client license and connection license

Requirements

The IP Video Management Software should allow Live Viewing, Recording and Management solution of Network Video surveillance systems & shall not have any Limit on the Number of Cameras to be Connected & shall be Scalable to Unlimited IP Cameras in Future by

Augmentation of Camera channel Licenses & server Hardware Components.

The Open Platform Video Management Software (VMS) Application, should be Brand Agnostic, should not be from the same Camera OEM & should support various third Party ONVIF IP Cameras, this is Compulsorily required so that the Same VMS Applications can be scaled up in future by just Adding third Party IP Cameras & Additional Software Licenses.

The Video Management Software shall be Client-Server based IP Video security solution that shall provide seamless management of Digital Video, Audio and data across an IP network. The video management Software shall provide full virtual matrix switching and control capability. Video from sites shall be possible to view from single or numerous workstations simultaneously at any time. Cameras, recorders, and viewing stations may be placed across the terminal in the IP network.

The Offered VMS Software should be ONVIF S, G, T & M Profile Compliant. The Profile Conformant Details shall be available on ONVIF Official Website www.onvif.org from last 2 years.

Video Management Software should have been deployed Min. 25000 VMS license in the government Project within India in last 3 years. Make in India Product shall be preferred.

The IP Video Management Software shall be Licensed & Perpetual Licenses to be Provided, such that they are Valid for Lifetime.

The VMS shall be Windows based.

The VMS shall support iPad, Android and iPhone devices & shall also support web clients.

The Video Management System shall be a fully distributed solution, designed for limitless multi-site and multiple server installations requiring 24/7 surveillance with support for devices from different vendors. The Video Management System shall offer centralized management of all devices, servers and users and must empower a flexible rule-based system driven by schedules and events.

The VMS system shall be a scalable client – server architecture built using well known operating systems

The VMS management server shall be able to intelligently scan an IP network for new devices (cameras or servers) along with automatic model detection.

The VMS system shall provide an integrated secure, scalable and easily accessible software-based solution for the management of the existing & future physical security infrastructure

The VMS system shall provide a powerful and efficient management interface for all the security systems across all monitored sites.

The Video Management System shall contain recording servers used for recording video feeds and for communicating with cameras and other devices. The recording servers shall process the recordings and playback the video streams.

The management server shall allow access to a system manager in the form of Configuration Client from where the administrator can configure and manage all servers, cameras and users.

The Video Management System shall allow an unlimited number of cameras to be connected to each recording server and an unlimited number of recording servers to be connected to each management server across multiple sites, if required.

The Management Services of the VMS software MUST come as one unit and not multiple loadable units on Multiple Individually Configurable Servers, the Management Server shall be loaded on a Single Machine, from which all the Cameras, Additional Recording Servers, Video Analytics Servers & Viewing Clients, shall be managed Centrally.

The video management system shall be capable of managing multiple recording manager systems.

It shall be possible to assign encoders and IP cameras to recording manager/Server

The VMS shall be based on a true open architecture that shall allow the use of non-proprietary workstation and server hardware, non-proprietary network infrastructure and non-proprietary storage.

Recording Parameters

"Recording Parameters: Licensed H.265 HEVC, H.264 MPEG4 OR MJPEG in at minimum 5 fps to 30 fps at minimum CIF to Full HD (1080P) & 4K resolution. NO CHINESE Origin or related parameter is accepted. H.265+ is NOT ACCEPTED"

Supports RTP over UDP, RTP over TCP and http streaming

Should support multiple brand IP cameras and encoders.

Should support dual streaming, with Streaming and recording at different qualities of videos. (Min. different Streams should be available in the Cameras.)

Option to do recordings on NAS, SAN, Cloud Storage, iSCSi, DAS, local or network drive. Defining different drive for each individual camera.

Should have ability record audio along with video in same recording file.

Option to define multiple recording paths

Pre-buffer and Post buffer recordings up to 10 minutes.

Calculate storage size based on number of cameras, days and drives available in the system

Option to record at low frame(I-frame) and high frame rate on Motion

Export the desired portion of video in mp4, avi and asf formats in DVD/USB or any external device. Viewing of this recording must be playable on authorized player which shall be provided by software manufacturer or in media player on OS Windows, Linux/Unix or Apple Mac.

Export recording possible in client and remote PC also with proper authentication.

Option for Window-Pop up, Email, Sound alarm, Whatsapp, SMS on recording/ video loss or any event.

Storage and Bandwidth calculation: Recoding size estimation for each hard disk attached to the server. Option to check disk size of individual camera.

Image Enhancement on recorded videos. The image enhancement should be able enhance videos of fog, rain and low light conditions.

VMS software should have option for email and SMS/Whatsapp Gateway integration

Automatic archiving after set number of days and automatic recording deletion after disk full.

Edge Recording Synchronization: VMS Server and Camera should sync recordings in case of network or other communication failure between camera and VMS, through ONVIF G Profile

Encryption: Ability to encrypt video while exporting. Options of 56 bit, 128 bit and 256 bit encryption

Export of videos Synopsis based on events in a particular time period

Export of Signed video using public/private key

The Proposed VMS Solution Shall support native Fail over with in the application with no dependency on any external application for both hardware and application redundancy. Solutions with external clustering like Windows Clustering, Microsoft SQL Clustering and VMware or Hyper-V etc. should not be proposed. The native failover architecture must be for both management and recording servers.

The Fail over and Fall-back management and recording Server shall be on hot standby, ready to take over during the primary management server fails. No manual action from the user shall be required. The failover time should not be beyond 30 Seconds.

Live, Playback & PTZ Control Parameters

Live View possible for minimum 100+ cameras simultaneously on 1 screen or multiple monitors

using software video wall.

Configurable Matrix views with size and number of cameras. Pre-defined views from full screen, 1x1 to 8x8.

View sequencing with user driven time interval.

Dual Streaming and Automatic Switching from Low to High Quality on Full screen mode.

Option to change Live View directly from cameras or from VMS server using RTSP and HTTP options

It should support live view and Playback from minimum 10 clients- Both local and remote

It should support event-based playback.

Client System shall have a inbuilt Alarm/Incident Management Dashboard to view all Edge Analytics and ANPR applications events

Ability to search based on Date/Time/Camera, Name, ID and Location for more than one camera simultaneously.

Customized camera views based on:
User input number of cameras.
User chosen shape and size.

Digital Zoom:
Both complete live picture and Zoomed picture should be visible simultaneously while zooming.
Should be available On Live and Playback Videos.
Zoom available on snapshots too.

PTZ
PTZ option available through mouse and joystick
Gaming joystick as well as PTZ joystick options available
On screen PTZ control with Click and Zoom facility
PTZ Presets and tours setting

Software should allow creation of multiple camera sequences. It should be possible to set the dwell time for the cameras within the sequence.

Software should allow sequences control (pause/play, skip forwards, skip backwards).

Live view and Playback available at the same time with Playback window running side by side with live view window.

Event window with specific snapshot of that event should be shown simultaneously in Live view

screen. Clicking on the event should play recording of that event time.

Image Enhancement available in Playback. Option to sharpen the video image through scrollbar.

Playback Navigation Tree View with Recording server, camera list, year/months list and the date wise play list.

Playback option for frame-by-frame

Playback should have Video lock feature.

Option of Common Timeline for syncing of multiple cameras while playback.

Ability to make bookmark of any portion of video and view list of all bookmarks

Instant Playback and Quick Search of event-based recordings.

Event based search: Event based Time line to quickly show colored dots in Timeline and view recorded videos at the event time.

Playlist with files listed for each date. User can click on a date to play recordings.

E-map client should show icon blink and voice alert of the event. Should be able to take snapshots from Google Map if connected to internet. It should be possible to click on icon in a map to initiate PTZ camera preset, run PTZ pattern, view camera.

Two-way audio communication between camera and VMS. Option to send/broadcast Audio to multiple cameras

Mobile Surveillance & Remote Viewing Parameters

Ability to view live video on iOS and Android phones or devices with or without installing proprietary Apps.

PTZ Control on Mobile App and Remote Locations

VMS and Mobile App support for multiple sites spread across WAN to be controlled and viewed from central location.

Remote Administration over internet.

Ability to make a SMS, WhatsApp notification on any alert or alarm

The Mobile App must also Support for Audio Streaming along with Video Streaming.

Streaming Parameters

Option for RTSP, HTTP, RTSP over HTTP streaming or both simultaneously at individual camera

level.

Authentication parameters (username, password) for streaming to remote clients.

Administration & Failover Parameters

Automatic discovery of devices using UPnP and/or ONVIF

No software limit on number of cameras supported in single recording server (Any increase in the number of cameras should be possible by augmentation of hardware and license components)

Add all cameras with single click. Apply settings to multiple cameras of same model with single click.

Generate logs & reports in Graphical & Tabular form and export in pdf, excel or more format

Failover- Automatic switch of user selected cameras to back-up server in case of failure.

Automatic Health check-up and activation of optimization modules once CPU reached more than 85%.

Add multiple recording servers under same management server.

User role-based cameras and feature access. Define users with passwords and access to only specific cameras

Complete server logs including login access, system settings change, archiving events, video or recording loss and all activity done by administrator or any other user in the system.

VMS control of cameras and monitoring on client workstations shall be done through the administrator interface.

System watchdog feature be available to alert in case of failure of cameras and servers.

Camera Support Parameters

Should support multiple brand IP cameras, encoders, NVR's and DVRs. No restriction on camera hardware.

Should support ONVIF protocol including Profile-S, G, T & M.

Alarm Centre Parameters

Option to view cameras only on alarm. Matrix grid size should change automatically if alarms are generated from multiple cameras simultaneously

Automatic or manual reset & close option of video panel

Advance Features

Failover: System should support N: 1 or N: N failover. Failover time should not be more than 30 seconds.

Option to do failover of selected cameras in case of recording server failover.

Option to add multiple recording servers under single Management Server.

The VMS licensing shall require MAC Id of Server/ Recorder only, not of camera devices.

Supports up to minimum 50 clients simultaneously. Separate licensing required

Option to configure video analytics in same client as VMS

External Storage Connectivity & it's Resiliency

The VMS must support for Connecting Multiple External Storage Devices in the form of Primary & Secondary Storage Drive.

It must also have the Option of Storage Drive Redundancy, wherein if the Primary Drive is Unavailable then the VMS Application/Recording Server must Automatically Start Recording in the Secondary Configured Drive.

In Case of Recording has been done in Secondary Storage Drive, during the Failure of Primary Drives then after the Primary is restored the Recording that took place in the Secondary Drive shall be Synchronized in the Primary Drive.

VMS Web Client

The VMS Web Client shall have Dashboarding Capabilities, such that the Dashboard should Support for Drawings/Maps GIS Layer, OSM Layer, AutoCAD .dwg File, .JPEG file format, .PDF file format, Customized Video Grid for Live & Playback of Video & Events Table

The VMS Web Client shall show the Camera details with Key Performance Indicators like, Total Cameras connected, Total Cameras Disconnected, Status Visualization in the form of Pie Chart

The VMS Web Client shall have a Reporting functionality in the form Camera Uptime, Downtime.

The VMS Web Client shall also show the Recording server status Report, Storage Space Available status & Reports.

The VMS Web Client must support for H.265 Codec Live & Playback Streaming.

The VMS Web Client shall support comprehensive data filtering for most reports based on entity type, event type, event timestamp, custom fields, and more.

The VMS Web Client shall support the following actions on a report: print report, export report

to a PDF/Microsoft Excel/CSV file, and automatically email a report based on a schedule and a list of one or more recipients.

Video Management Software Pre-Qualification Criteria

The Video Management Software (VMS) Application should be an Open Platform Application & should not be from the Same Camera OEM.

The Video Management Software (VMS) Application shall support Integration with 3rd Party Devices like Physical Perimeter Intrusion Detection Systems (PIDS), Radars, IoT Sensors/Modules & Various 3rd Party Applications.

The VMS OEM should have CMMI v2.0 Maturity Level - 3 and ISO 9001, ISO 27001, ISO 14001. All certificates should be available online for cross verifications.

The VMS, Software OEM shall have a direct Registered Office in India without any Collaboration, Joint Venture, Distributor, Parent Company & should be in Operational for the Last 10 Years as on the Last Date of Bid Submission.

The VMS Software OEM shall also have a Dedicated Support, Research & Development (R&D) Centre in India since the Last 10 Years as on Last Day of Bid Submission.

The Intellectual Property Rights & Source Code of Offered Video Management Software (VMS) must not reside in a Country that is sharing Land Border with India.

The Video Management Software (VMS) Offered should not be Developed/manufactured by an entity in which the majority shareholding of the entity is from a Country sharing a Land Border with India.

OEM shall provide a Declaration about the intellectual property rights & Source Code as a Documentary Evidence & Copyrights Certificate.

The OEM who is Claiming to be Make in India OEM with Local Content greater than 50%, then their Intellectual Property Rights (IPR) & Source Code must Reside in India only. Documentary Evidence to be Provided.

Any False Declaration can lead to Bid Rejection.

Cyber Security Features

The Offered Video Management Software (VMS) Application should have undergone Audit as per OWASP Top 10 Vulnerabilities & must Possess a Valid Application Audit Certificate from a CERT-IN Empaneled Government Agency/Auditor for the VMS Application, to Mitigate Cyber Security Attacks.

The Application must have already undergone Audit Certification/Auditing on or before the Bid

Publishing Date.

The Audit Certificate must be Submitted as a Documentary Evidence/Proof.

The Video Management Software should support RTSPS or SRTP or RTSP over TLS Encrypted Live Streaming from cameras (If Supported by Cameras) to VMS as well as support streaming of RTSPS or SRTP or RTSP over TLS Encrypted Live Streaming from VMS servers to clients.

"Any Cyber security Certification mentioned in Office memorandum dt 22-05-24 by Ministry of Electronics & IT will be accepted."

SAN storage 500 TB Usable after raid 6 Config to store CCTV cameras feed from Day 1

Features	Qualifying Minimum Requirements
Capacity and Scalability	The storage system should be configured with 500 TB usable capacity on NL- SAS drives not more than 18TB using on RAID 6 and RAID should not be more than 14D+2P.
Storage	Offered storage array shall be supporting NVMe SSD, SAS-SSDs, SAS and NL - SAS Drives drives
Cache	Offered storage array should have at least 128GB protected DRAM cache
No Single point of Failure and Performance	Dual controllers shall be provisioned with true symmetric active-active configuration.
Disk Drive Support and Encryption	Should support atleast 96 SAS drives from day-1. Controller based Encryption shall be supported from day-1.
Host Ports	i. Offered storage array shall have minimum of 4 x 32 Gbps fiber channel ports and 2 x 25 Gbps iSCSI ports
	ii. All ports shall have capability to work at line speed
	iii. Offered storage array shall have minimum of 16 SAS PCI lanes in the back end for disk connectivity running at 12 Gbps speed
Thin Provisioning and Space optimization	Should support thin provisioning, snapshot, de-duplication, compression, performance monitoring from day-1

Remote Replication	i. Should support automated data tiering capability from day-1
	ii. Offered storage array shall support both synchronous and asynchronous replication across 2 storage arrays
	iii. Offered storage array shall have capability to provide synchronous replication at metro distances (within 500Km).
Migration	Should provide support for online, non-disruptive upgrade of controller, OEM/Vendor on premise support in migration of Data/LUNs/Volumes from current storage to other storage. The storage should support 3rd party storage virtualization.
Data Availability	Should support 100% data availability guarantee.
Data Tiering	Should support data tiering within the storage in different tiers of drive NVME, SAS, SAS-SSD and NL - SAS.
Protocol support	Should support iSCSI, FC from day-1
19" rack mounting kit	Rack mounting kit should be provided
AC power	220-240 VAC redundant power supply with required power cables and PDU
SNMP	Should support SNMP and provide SNMP get, set and traps functionality
PDU and Cables	Required number of PDU and Indian power cables are to be provided
Management	Easy to use GUI based administration interface for configuration, storage management and performance analysis tools. The proposed storage should provide proactive monitoring of the health of the system.

SAN Switch

Requirement

The fibre channel switch must be rack-mountable. Thereafter, all reference to the 'switch' shall pertain to the 'fibre channel switch'

The switch to be configured with minimum of 24 ports with 16 Gbps FC configuration backward compatible to 4/8.

All 24 x FC ports for device connectivity should be 4/8/16 Gbps auto- sensing Fibre Channel ports.

The switch must have hot-swappable redundant power supply & fan module without resetting the switch, or affecting the operations of the switch.

The switch must be able to support non-disruptive software upgrade.

The switch must be able to support state full process restart.

The switch must be capable of supporting hardware-based routing between Virtual Fabric instances.

The switch must support graceful process restart and shutdown of a Virtual Fabric instance without impacting the operations of other Virtual Fabric instances.

The switch should support IPv6.

Network controlled keyboard

Requirements

Keyboard Type: Wired

Capable to manage the camera

Network Connectivity: Yes

Network Protocol: Yes

Remote Management: Yes

Secure Boot: Yes

42U Modular Rack to install NVR, NAS, POE Switch, Servers etc

Requirements

Racks manufactured out of steel sheet punched, formed, welded and Powder coated

Standard for Racks configuration will be welded frame with side panel and vented top cover

Rack should have Front Glass Door and Dual Perforated door at rear.

Rack should have provision to mount racks on Floor

Rack should be 42U (1U = 44.45 mm) in Height.

It should available in 800 Width and 1000/1200 Depth

Rack should Conforms to DIN 41494 or Equivalent EIA /ISO / EN/CEA Standard

Rack should have Numbered U positions,

Rack should have 100% assured compatibility with all equipment's conforming to DIN 41494 (General industrial standard for equipment's)

Powder coated finish with seven tank pretreatment process meeting ASTM standard

Rack should have Proper Grounding & Bonding

1Ph, 230V, 32A, Zero U standard Vertical rack mount power distribution unit with 12 X Indian Round Pin 5/15A, (Inlet Plug Not Installed, Recommended IEC30932A 2P +E), 16A MCB X 2 Circuits- PDU Rating 7.3KVA- 2Nos

Rack should have 1 No. Fixed Shelf for mounting NON Rack mountable Equipment's

Rack should have 1 Nos. Horizontal Cable Organizer Covered type

Rack should have 360CFM Fan module with Mount Provision on top Cover

Rack should have provision for cable entry Exit from Both top & Bottom.

Rack should have 1 Packet of mounting hardware, Pack of 20.

Firewall

Features

Specifications

	The proposed vendor must have "Recommended" rating with min 97% Evasion proof capability and min 97% Security Effectiveness as per 2019 NSS Labs Next Generation Firewall comparative Test Report.
3rd Party Test Certification	The proposed vendor must be in the Leader's quadrant of the Enterprise Firewalls Gartner Magic Quadrant for consecutive 5 years
Equipment Test Certification	ICSA, FCC Class B, CE Class B, VCCI Class B and CB Certified

Architecture	<p>The proposed NGFW solution architecture should have Control Plane separated from the Data Plane in the Device architecture itself, whereby Control Plane should handle Management functions like configuration, reporting and route update & Data Plane should handle Signature matching (like exploits, virus, spyware, CC#), Security processing (like apps, users, content/URL, policy match, SSL decryption, app decoding etc) & Network Processing (like flow control, route lookup, MAC lookup, QoS, NAT etc).</p>
	<p>The proposed firewall must have min 4 physical cores with x86 processor and not an ASIC based solution</p>
	<p>The administrator must be able to view report on the CPU usage for management activities and CPU usage for other activities</p>
Storage RAID1	<p>The NGFW appliance should have minimum on-board 64GB capacity</p>
Interface Requirement	<p>Min 7 x 1 Gig Copper interfaces from day one</p>
Performance Capacity	<p>A Minimum NG Firewall application control throughput in real world/production environment/Application Mix – minimum 1.5 Gbps with Application-ID/Application Control and Logging enabled utilizing 64 KB HTTP transactions. The bidder shall submit the performance test report reference from public documents or from Global Product Engineering department / Global Testing Department/ Global POC team of OEM certifying the mentioned performance and signed by person with PoA.</p> <p>Minimum NG Threat prevention throughput in real world/production environment (by enabling and measured with Application-ID/AVC, User-ID/Agent-ID, NGIPS, Anti-Virus, Anti-Spyware, Anti Malware, DNS Security, File Blocking, sandboxing and logging security threat prevention features enabled – minimum 600 Mbps utilizing 64 KB HTTP Transactions. The bidder shall submit the performance test report reference from public documents or from Global Product Engineering</p>

	department / Global Testing Department/ Global POC team of OEM certifying the mentioned performance and signed by person with PoA.
	IPsec VPN throughput – 900 Mbps or more
	New sessions per second – Min 12K
	Concurrent sessions – Min 64K
High Availability	Active/Active and Active/Passive
Interface Operation Mode	The proposed firewall shall support Dual Stack IPv4 / IPv6 application control and threat inspection support in:
	- Tap Mode
	- Transparent mode (IPS Mode)
	- Layer 2
	- Layer 3
Next Generation Firewall Features	The proposed firewall shall have native network traffic classification which identifies applications across all ports irrespective of port/protocol/evasive tactics.
	The proposed firewall shall be able to handle (alert, block or allow) unknown/unidentified applications like unknown UDP & TCP
	The proposed firewall should have the ability to create custom application signatures and categories directly on firewall without the need of any third-party tool or technical support. Also the device should have capability to provide detailed information about dependent applications to securely enable an application
	The proposed firewall shall be able to implement Zones, IP address, Port numbers, User id, Application id and threat protection profile under the same firewall rule or

	<p>the policy configuration</p> <p>The firewall must support creation of policy based on wildcard addresses to match multiple objects for ease of deployment</p> <p>The proposed firewall shall delineate different parts of the application such as allowing Facebook chat but blocking its file-transfer capability inside the chat application base on the content.</p> <p>The proposed firewall shall be able to protect the user from the malicious content upload or download by any application. Example Blocking a malicious file download via a chat or file sharing application.</p> <p>Solution should be have machine learning capabilities on the data plane to analyze web page content to determine if it contains malicious JavaScript or is being used for credential phishing. Inline ML should prevent web page threats from infiltrating network by providing real-time analysis capabilities.</p>
Threat Protection	<p>Should have protocol decoder-based analysis which can state fully decodes the protocol and then intelligently applies signatures to detect network and application exploits</p> <p>Intrusion prevention signatures should be built based on the vulnerability itself, A single signature should stop multiple exploit attempts on a known system or application vulnerability.</p> <p>Should block known network and application-layer vulnerability exploits</p> <p>The proposed firewall shall perform content based signature matching beyond the traditional hash base signatures</p> <p>The proposed firewall shall have on box Anti-Virus/Malware, Anti Spyware signatures and should have</p>

minimum signatures update window of every one hour
All the protection signatures should be created by vendor base on their threat intelligence and should not use any 3rd party IPS or AV engines.
Should be able to perform Anti-virus scans for HTTP, smtp, imap, pop3, ftp, SMB traffic with configurable AV action such as allow, deny, reset, alert etc
Should have DNS sink holing for malicious DNS request from inside hosts to outside bad domains and should be able to integrate and query third party external threat intelligence data bases to block or sinkhole bad IP address, Domain and URLs
Should support inspection of headers with 802.1Q for specific Layer 2 security group tag (SGT) values and drop the packet based on Zone Protection profile
The device should support zero day prevention by submitting the executable files and getting the verdict back in five minutes post detection.
The device should have protection for at least 24000 IPS signatures
Should have. threat prevention capabilities to easily import IPS signatures from the most common definition languages Snort and Suricata
The solution must be able to define AV scanning on per application basis such that certain applications may be excluded from AV scan while some applications to be always scanned
Should be able to call 3rd party threat intelligence data on malicious IPs, URLs and Domains to the same firewall policy to block those malicious attributes and list should get updated dynamically with latest data

	<p>Vendor should automatically push dynamic block list with latest threat intelligence data base on malicious IPs, URLs and Domains to the firewall policy as an additional protection service</p>
	<p>The NGFW should have native protection against credential theft attacks(without the need of endpoint agents) with ability to prevent the theft and abuse of stolen credentials and the following :</p>
	<ul style="list-style-type: none"> · Automatically identify and block phishing sites
	<ul style="list-style-type: none"> · Prevent users from submitting credentials to phishing sites
	<ul style="list-style-type: none"> · Prevent the use of stolen credential
<p>Advanced Persistent Threat (APT) Protection</p>	<p>There should be provision to enable the APT solution if required with following features.</p> <p>This should be provision for both on-premise and cloud base unknown malware analysis service with guaranteed protection signature delivery time not more than 5 minutes.</p> <p>Advance unknown malware analysis engine should be capable of machine learning with static analysis and dynamic analysis engine with custom-built virtual hypervisor analysis environment</p> <p>Cloud base unknown malware analysis service should be certified with SOC2 or any other Data privacy compliance certification for customer data privacy protection which is uploaded to unknown threat emulation and analysis</p> <p>The solution must be able to use AV and zero day signatures based on payload and not just by hash values and it should support bare metal analysis if required using hybrid setup.</p> <p>The protection signatures created base unknown malware emulation should be payload or content base signatures that cloud block multiple unknown malware that use different hash but the same malicious payload.</p>

Network Address Translation	The proposed firewall must be able to operate in routing/NAT mode
	The proposed firewall must be able to support Network Address Translation (NAT)
	The proposed firewall must be able to support Port Address Translation (PAT)
	The proposed firewall shall support Dual Stack IPv4 / IPv6 (NAT64, NPTv6 or equivalent)
	Should support Dynamic IP reservation, tunable dynamic IP and port oversubscription
Routing and Multicast support	The proposed firewall must support the following routing protocols:
	- Static
	- RIP v2
	- OSPFv2/v3 with graceful restart
	- BGP v4 with graceful restart
	The firewall must support FQDN instead of IP address for static route next hop, policy based forwarding next hop and BGP peer address
	The firewall must support VXLAN Tunnel content inspection
	The firewall must support DDNs provides such as Duck DNS, Dyn DNS, Free DNS Afraid.org Dynamic API, Free DNS Afraid.org, and No-IP.
	The proposed firewall must have support for mobile protocols like GTP, SCTP and support for termination of GRE Tunnels
The device should support load balancing of traffic on multiple WAN links based on application, latency, cost and type.	

The proposed solution must support Policy Based forwarding based on:

- Zone
- Source or Destination Address
- Source or destination port
- Application (not port based)
- AD/LDAP user or User Group
- Services or ports

The proposed solution should support the ability to create QoS policy on a per rule basis:

- by source address
- by destination address
- by application (such as Skype, Bittorrent, YouTube, azureus)
- by static or dynamic application groups (such as Instant Messaging or P2P groups)
- by port and services

PIM-SM, PIM-SSM, IGMP v1, v2, and v3

Bidirectional Forwarding Detection (BFD)

DNS Security

The Solution should support DNS security in line mode and not proxy mode from day 1

Solution should have database maintenance containing a list of known botnet command and control (C&C) addresses which should be updated dynamically.

DNS Security should provide predictive analytics to disrupt attacks that use DNS for Data theft and Command and Control

DNS security capabilities should block known Bad domains and predict with advanced machine learning technology and should have global threat intelligence of at least 10 million malicious domains if needed for any future considerations

It should have prevention against new malicious domains and enforce consistent protections for millions of

	<p>emerging domains.</p> <p>The solution should support integration and correlation to provide effective prevention against New C2 domains, file download source domains, and domains in malicious email links. Integrate with URL Filtering to continuously crawl newfound or uncategorised sites for threat indicators.</p> <p>Should have OEM human-driven adversary tracking and malware reverse engineering, including insight from globally deployed honeypots.</p> <p>Should take inputs from at least 25 third-party sources of threat intelligence.</p>
	<p>Should support simple policy formation for dynamic action to block domain generation algorithms or sinkhole DNS queries.</p>
	<p>Solution should support prevention against DNS tunnelling which are used by hackers to hide data theft in standard DNS traffic by providing features like DNS tunnel inspection</p>
	<p>The solution should have capabilities to neutralise DNS tunnelling and it should automatically stop with the combination of policy on the next-generation firewall and blocking the parent domain from day 1</p>
	<p>The solution should have support for dynamic response to find infected machines and respond immediately. There should be provision for administrator to automate the process of sink-holing malicious domains to cut off Command and control and quickly identify infected users.</p>
URL Filtering Capabilities	<p>NGFW should protect against evasive techniques such as cloaking, fake CAPTCHAs, and HTML character encoding based attacks from day 1</p>
	<p>NGFW should allow creation of custom categories according to different needs around risk tolerance, compliance, regulation, or acceptable use</p>

	<p>NGFW should support policy creation around end user attempts to view the cached results of web searches and internet archives from day 1</p>
	<p>NGFW should have a vast categorisation database where websites are classified based on site content, features, and safety in more than 60 benign and malicious content categories.</p>
Authentication	<p>should support the following authentication protocols:</p>
	<p>- LDAP</p>
	<p>- Radius (vendor specific attributes)</p>
	<p>- Token-based solutions (i.e. Secure-ID)</p>
	<p>- Kerberos</p>
	<p>The proposed firewall's SSL VPN shall support the following authentication protocols</p>
	<p>- LDAP</p>
	<p>- Radius</p>
	<p>- Token-based solutions (i.e. Secure-ID)</p>
	<p>- Kerberos</p>
<p>- SAML</p>	
<p>- Any combination of the above</p>	
Authorization	<p>Original Manufacturer Authorization Certificate to be submitted along with the bid. We reserves the right to reject in case deviation on the basis of technical compliance as submitted in the tender document.</p>
Support & Warranty	<p>OEM should be present in India from at least 5 years and should be proposed with 5 Years OEM support bundle with 24x7x365 days TAC support, RMA(There should be at least 4 RMA dept and one TAC for support in India), software updates and subscription update support. The NGFW should be proposed with 5 years subscription licenses for NGFW, NGIPS, Anti Virus , Anti Spyware,</p>

Advanced APT protection, URL filtering and DNS Security as mentioned above bundled from day 1

Video Wall & Controller

Technical Specification

Video wall with min 50" or higher (3x2)

Screen Size (Diagonal) / Aspect ratio	123.19 cm / 16:9
Panel Type	IPS Panel / D-LED
Effective Display Area (W × H)	107.38 cm × 60.40 cm
Resolution (H × V)	1920 × 1080
Brightness	450 cd/m ² or better
Viewing Angle (Horizontal/Vertical)	178° / 178°
Response time	8ms (G to G)
Power Requirement	100 V ~ 240 V, 50 - 60 Hz
Stand-by Condition	≤ 0.5 W
Bezel Width (Bezel to Bezel)	3.5 mm
Dimensions (W × D ×H)	107.758 cm × 11.365 cm × 60.78 cm
Weight	23 Kg
Built-in Speaker	Yes
Orientation	Landscape / Portrait
Operating Temperature	0 °C ~ 40 °C

Server

Specifications	Description
Description	Specification
Form Factor	· Maximum up to 2U Rack Mount

Processor	<ul style="list-style-type: none"> · 2 Quantity (Dual socket) x Intel Xeon scalable series / AMD EPYC series, with minimum 8 cores (2.8 GHz Base and 12MB Cache) each Processor. · OEM must have listed SPEC benchmark score of offered CPU as afore mentioned in www.spec.org with the same System model or a model from similar series with same CPU configuration as quoted. <ol style="list-style-type: none"> 1. SPEC int_rate _2017_Base= 136 or higher 2. SPEC fp_rate _2017_Base = 156 or higher 3. SPEC int_Speed _2017_Base= 11.5 or higher 4. SPEC fp_speed _2017_Base = 118 or higher
GPU Compliance	<ul style="list-style-type: none"> · The OEM must be recognized by the Accelerator or GPU OEM portal under the OEM category
Memory	<ul style="list-style-type: none"> · Total 128GB RAM, DDR4 ECC REG DIMM (Buffered) · At least 16 DIMMs slots in the server. · Should have memory Self-Healing or Memory health Check or Advance ECC features (single bit error correction and multi-bit error protection)
Data Storage	<ul style="list-style-type: none"> · Data Storage subsystem in RAID 5 Configuration, 3 no: s x Enterprise 7.2K rpm SATA, Each HDD spec: 2000GB+ Capacity.
Storage Bays	<ul style="list-style-type: none"> · Server support minimum 8 x SAS/SATA LFF Hot Swap Bays in Front.
Servers Management, and Analytics Solution	<p>Single Management appliance required to be provided against one set of every 50 or lesser number of servers. Management appliances must provide the features below.</p> <ul style="list-style-type: none"> • Health and system security monitoring and notification emails • Performance monitoring and anomaly detection

- REST API for integrating data with automation, ticketing, and other tools
 - Visualize server telemetry including key performance, environmental, and power metrics
 - Displays health, inventory, alerts, performance, and warranty status.
 - Access device-level lifecycle management with a single click.
 - Blink LED or Equivalent feature to identify a particular server
 - Power management and configuration
 - Virtual Console with management features like boot selection, power on/off, virtual media, virtual clipboard, etc.
 - Asset Tracking
 - Server profile import/export
 - Role based user management with feature for integration with LDAP(AD), AAA
 - Time-zone/NTP
 - Role based user management with feature for integration with LDAP (AD).
 - User defined policy/ template based automated and simultaneous operations like:
 - OS deployment
 - Firmware update
 - Server cloning
 - Network configuration
 - Web server and SSH and configuration
- Solution must be from Server OEM only. Data sheet must be submitted for compliance reference.

RAID Controller	<ul style="list-style-type: none"> · 8 Port or higher HW Raid controller support RAID 0,1,5,6,10, 50, 60, SATA-3/SAS-3 connectivity, · 1+ GB cache support,
I/O Slots	<ul style="list-style-type: none"> · Minimum 2 PCIe 4.0 x8, and 4 PCIe 4.0 x16 expansion Slots.
Power Supply	<ul style="list-style-type: none"> · Redundant, 800W (N+1) or more · Power Supply Efficiency: 80 Plus Platinum or Higher
Accessories	<ul style="list-style-type: none"> · Rails kit for rack mounting, power cables and server tag.
OS & Virtualization Certifications	<ul style="list-style-type: none"> · Certification (OS): Windows, and Red Hat Linux · Certification (Virtualization/Cloud Platform): Red Hat OpenStack Platform, Red Hat Virtualization and Red Hat OpenShift Container Platform · The Server model must be listed in Hardware Compatibility List of all above mentioned Software vendors
I/O Ports	<ul style="list-style-type: none"> · 4 x USB 3.0/2.0, 1 x VGA Ports, 1 COM port
Security	<p>All the features mentioned above should be available from day one</p> <ul style="list-style-type: none"> · Secure Boot (Firmware and Bios Level Security) · Hardware root of trust/Dual Root of Trust · Network Card secure firmware boot · Support for TPM 2.0 · "Malicious Code Free design" (to be certified by OEM)
Network	<ul style="list-style-type: none"> · Server should be configured with dual port 1G RJ45

	network Adapter
Regulatory Compliance	<ul style="list-style-type: none"> · OEM must be certified with/for ISO 9001, ISO 14001, ISO 27001, ISO 22301, BIS, EPR (for E-Waste Regulations) · OEM /bidder must not be put on a holiday period or banned or debarred by any govt organization for >3 months during last 5 years. · System offered must comply with DIPP's notification no. P- 45021/2/2017-PP (BE-II) with revisions till date and compliance with P-45021/102/2019-BE-II-Part (1) (E-50310) Office Memorandum issued by Gol. MII Certificate should be on OEM letterhead.
Warranty and Local Support	<ul style="list-style-type: none"> · All the servers should be provided with 3 Years NBD Support. · Onsite service calls must be attended by OEM engineers. · OEM must have their own registered service center in Consignee City or State. Details must be listed on OEM Website. Documentary evidence issued by Govt. agency should be submitted with bid documents.
Workstation	
	1x Intel® Core-i7-12700K/13700K Processor or Better
	GPU : 1x Nvidia A4000 (16 GB) Graphics Card or 1x Nvidia (12 GB) Graphics Card
	RAM: 32 GB
	OS : Windows 10/11 Pro (64 Bit)
	Interface : Minimum 2x1 GbE Network Interface or better
	Storage : 500 GB HDD/SSD
10 KVA UPS	
COMPONENT FEATURE	SPECIFICATION REQUIRED
UPS TYPE	Rack mountable/Tower Convertible Type .Each UPS needs

	to be supplied with Rack Mountable Rail Kit
KVA/KW Rating	10 KVA/10 KW @ 40 degree C. Vendor to quote next rating of not meeting the same
UPS topology	Double conversion, IGBT converters
Output Power factor	Unity
UPS Form Factor	Maximum 2 U
DC Voltage	Flexible 192 VDC to 240 VDC
Operating Temperature	0-40 degrees
Input and Output supply	Single phase input & single phase output
Efficiency	Double Conversion Efficiency up to 95% at Linear Load
Charger	Digital Charger Technology to be provided
Battery	To provide 120 Min back up on full load
SNMP Card	SNMP card provided should have a Cybersecurity certification in lined with CERT-IN and VAPT tested and passed by CERT-IN. Test report to be attached
Software	Shall provide a monitoring software which should be able to command certain protective actions such a migration of virtual machines, controlled shutdown, or disaster recovery relation actions. The software shall be compatible with third party information technologies solutions connector of VMWARE & CITRIX., Microsoft, Cisco, Nutanix, Open stack etc
OEM	Product to be OEM own designed and Developed . A Relevant Documentary proof to be attached ed)
Service	Products offered should be state of the art and OEM should offer service support for 10 years from acceptance date. UPS OEM should have a toll free service number on 24 x 7 basis. Details to be shared.
Warranty	2 years on UPS and 2 years on batteries
MAF and Compliance	MAF to be issued by OEM digitally signed by signing

authority and Compliance to be shared on OEM letter and to be duly signed

Antivirus for Server

COMPONENT FEATURE

SPECIFICATION REQUIRED

Security Modules: All modules i.e. Antimalware, HIPS, Firewall, Application control, FIM, Log correlation, C&C prevention must be available in single agent

Supported OS Platforms

The proposed server security solution must support multiple platforms of server operating systems i.e. Windows, Linux RedHat, CentOS, Oracle, Debian, SUSE, Ubuntu, Solaris, AIX, Amazon Linux etc.

The Proposed solution must support Anti-malware, HIPS, Integrity Monitoring, Host Firewall for the below mentioned server operating system:

Microsoft Windows Server (2008 & 2008 R2, 2012 & 2012 R2, 2016, 2019), Red Hat Enterprise Linux (6,7,8), Solaris (10.0,11.0,11.1,11.2,11.3,11.4), Oracle Linux (6,7,8), AIX (6.1,7.1,7.2), CentOS (6,7,8) and Suse Linux (11,12,15)

Firewall Security Feature

The firewall shall be bidirectional for controlling both inbound and outbound traffic and should have the capability to define different rules to different network interfaces

Firewall rules should filter traffic based on source and destination IP address, port, MAC address, direction etc. and should detect reconnaissance activities such as port scans and should support stateful inspection functionality

Solution should provide policy inheritance exception capabilities and ability to lock computer (prevent all communication) except with management server.

Solution should have ability to run internal port scan on individual servers to know the open ports and will help administrator create rules.

The firewall should be able to detect protocol violations of standard protocols and provision inclusion of packet data on event trigger for forensic purposes.

Solution should have Security Profiles which allows DPI rules to be configured for groups of systems, or individual systems. For example, all Linux/Windows servers use the same base security profile allowing further fine tuning if required. Rules should be auto-Provisioned based on Server Posture. De-provisioning of rules should also be automatic if the vulnerability no

longer exists.

Integrity Monitoring Security Features

Integrity Monitoring module should be capable of monitoring critical operating system and application elements files, directories, registry keys to detect suspicious behavior, such as modifications, or changes in ownership or permissions.

The solution should be able to monitor System Services, Installed Programs and Running Processes for any changes.

Solution should have extensive file property checking whereby files and directories are monitored for changes to contents or attributes (ownership, permissions, size, etc.).

Solution should be able to track addition, modification, or deletion of Windows registry keys and values, access control lists, or web site files are further examples of what can be monitored.

Solution should support any pre-defined lists of critical system files for various operating systems and/or applications (web servers, DNS, etc.) and support custom rules as well.

Solution should have automated recommendation of integrity rules to be applied as per Server OS and can be scheduled for assignment/assignment when not required.

Solution should have by default rules acting at Indicators of Attacks detecting suspicious/malicious activities.

In the Event of unauthorized file change, the proposed solution shall report reason, who made the change, how they made it and precisely when they did so.

Solution should have Security Profiles which allows Integrity Monitoring rules to be configured for groups of systems, or individual systems. For example, all Linux/Windows servers use the same base security profile allowing further fine tuning if required. Rules should be Auto-Provisioned based on Server Posture.

Solution should have an intuitive rule creation and modification interface includes the ability to include or exclude files using wildcards filenames, control over inspection of sub-directories, and other features.

Solution should support the following: Multiple groups of hosts with identical parameters, Regex or similar rules to define what to monitor, Ability to apply a host template based on a regex of the hostname, Ability to exclude some monitoring parameters if they are not required, Ability to generate E Mail and SNMP alerts in case of any changes, Solution should support creation of custom Integrity monitoring rule and Solution should provide an option for real time or scheduled Integrity monitoring based on operating system.

Anti-Malware Security Features

Anti-malware should support Real Time, Manual and Schedule scan and should have flexibility to configure different real time and schedule scan times for different servers and should have feature to try & backup ransomware encrypted files and restoring the same as well.

Solution should support excluding certain file, directories, file extensions from scanning (real time/schedule) and use a combination of cloud-based threat intelligence combined with traditional endpoint security technologies.

Solution should support True File Type Detection, File extension checking and have heuristic technology blocking files containing real-time compressed executable code.

The proposed solution should be able to detect and prevent the advanced threats which come through executable files, PDF files, Flash files, RTF files and and/or other objects using Machine learning

The proposed solution should be able to perform behavior analysis for advanced threat prevention and have its own threat intelligence portal for further investigation, understanding and remediation an attack.

Solution deployment should cause limited interruption to the current network environment also should have Ransomware Protection in Behavior Monitoring.

Solution should have Highly Accurate machine learning - Pre-execution and Run time analysis, document exploit prevention to address known/Unknown threats.

Log Analysis functional Features

Solution should have a Log Inspection module which provides the ability to collect and analyses operating system, databases and applications logs for security events.

Solution should provide predefined out of the box rules for log collection from standard applications like OS, Database, Web Servers etc. and allow creation of custom log inspection rules as well.

Solution must have an option of automatic recommendation of rules for log analysis module as per the Server OS and can be scheduled for automatic assignment/unassignment of rules when not required.

Solution should have Security Profiles allowing Log Inspection rules to be configured for groups of systems, or individual systems. E.g. all Linux/Windows servers use the same base security profile allowing further fine tuning if required.

Solution should have ability to forward events to an SIEM system or centralized logging server

for eventual correlation, reporting and archiving.

Log Inspection rules should allow setting of severity levels to reduce unwanted event triggering.

Customized rule creation should support pattern matching like Regular Expressions or simpler String Patterns. The rule will be triggered on a match.

Ability to set dependency on another rule will cause the first rule to only log an event if the dependent rule specified also triggers.

Solution must support decoders for parsing the log files being monitored.

Application Control Functional Features

Solution should allow administrators to control what has changed on the server compared to initial state and should prevent unknown and uncategorized applications from running on critical servers also must support Global Blocking on the basis of Hashes and create blacklist for the environment.

Solution should have option to allow to install new software or update by setting up maintenance mode and should have ability to scan for an inventory of installed software & create an initial local ruleset.

Change or new software should be identified based on File name, path, time stamp, permission, file contents etc. and must have ability to enable maintenance mode during updates or upgrades for predefined time period.

Logging of all software changes except when the module is in maintenance mode and Should support Windows & Linux operating systems.

Should have the ability to enforce either Block or Allow unrecognized software and must support Lock Down mode: No Software is allowed to be installed except what is detected during agent installation.

Command & Control Functional Features

The solution must be able to block all communication to Command & control center and must be able to identify communication over HTTP/HTTPS protocols and commonly used Http ports.

Solution must provide by default security levels i.e. High, Medium & low so that it eases the operational effort and Solution must have an option of assessment mode only so that URLs are not blocked but logged.

solution must be able to detect/prevention communications to Global C&C's and Allow administrators to create user defined list of allowed/blocked URL's.

Management Features

Management of proposed solution should support both windows as well as linux platform in high availability configuration for DC/DR setup.

The solution shall be able to deliver all the above mentioned features like Anti- malware, Host Based Firewall/ IPS, File Integrity Monitoring, Log Inspection & Application control in a single agent.

Once the policies are deployed, the agents should continue to enforce the policies whether the management server is available or not and Agent installation should not require a restart of the server.

Agent installation methods should support manual local installation, packaging with third party software distribution systems and distribution through Active Directory.

Any policy updates pushed to the agent should not require to stop the agent, or to restart the system and Solution should provide ability to hide agent icon from getting displayed in system tray.

The solution should be able to automate discovery of new agents that are installed on any servers and should have the capability of supporting new Linux kernels as & when they are released.

The solution shall allow to do all configurations from the central management console like enabling/disabling agents, selecting and applying new policies, creating custom policies, reports etc.

The solution should give the flexibility of deploying features either as agent based or agentless for different modules depending on organization's data center environment.

The proposed solution should be managed from a single centralized web-based management console.

The solution shall have the capability to disable the agents temporarily from the Central Management console & such action should be logged.

The solution shall allow to do all configurations from the central management console including, but not limited to enabling/disabling agents, selecting and applying new policies, creating custom policies, reports etc.

The solution should have comprehensive Role Based Access Control features including controlling who has access to what areas of the solution and who can do what within the application.

Should support integration with Microsoft Active directory and should allow grouping into smart folders based on specific criteria like OS, policy etc. for easy manageability.

Solution should support the logging of events to a non- proprietary, industry-class database such as MS-SQL, Oracle, PostgreSQL.

The solution shall allow grouping security configurations together in a policy and also allow to apply these configurations to other similar systems.

The solution should support forwarding of alerts through SNMP, E-Mail and should be able to generate detailed and summary reports.

The solution shall allow scheduling and E Mail delivery of reports and should have a customizable dashboard that allows different users to view based on their requirement.

The solution should support Web Services if it is required to export data out to other custom reporting solutions and shall allow creation of custom lists, such as IP Lists, MAC lists etc. that can be used in the policies that are created.

Administrators should be able to selectively rollback rules applied to agents and should maintain full audit trail of administrator's activity.

Solution should have an override feature which would remove all the applied policies and bring the client back to default policies.

OEM must have contributed at least 50 zero day/undisclosed vulnerabilities of Microsoft continuously from past 5 years and data should be publicly available.

The solution shall allow updates to happen over internet or shall allow updates to be manually imported in the central management system and then distributed to the managed agents. Additionally solution must also have an option of defining machine to be updater relay only.

Air Gap Support : Proposed solution should work in Air Gap scenario supporting offline signature update mechanism

Health Check :The OEM TAM should conduct half yearly health check for the deployed solution. The health check should cover detailed configuration audit , findings and recommendations of the deployed solution

Global Certifications

The Proposed solution should be Leader in server security market as per IDC latest report

The Proposed OEM should be leader in advance Global Vulnerability Research and Discovery market share as per latest Frost & Sullivan Reports

The proposed OEM should be in Leader Quadrant as per Gartner Magic Quadrant of EPP category from last 5 consecutive years

Access Control System

Parameter	Description
System Type:	Networked access control system
Number of Doors:	4
Number of Users:	100
Operating System:	Windows
Controller:	32-bit or 64-bit processor, 1-2 GB RAM
Reader Interface:	RS-232, RS-485, or TCP/IP
Power Supply:	12V DC, 2A or 24V DC, 1A

Air Conditioner 1.5 ton

Parameter	Description
Cooling Capacity:	1.5 Ton
Energy Efficiency:	3 -Star rating
Compressor:	Copper
Power Supply:	230 V-AC, 1Φ, 50Hz ¹

Enterprise Hard Disk 18 TB

Parameter	Description
Capacity:	18TB
Interface:	SATA 6Gb/s or SAS-12Gbps

Storage D48 HDD

Parameter	Description
Capacity:	48TB
Interface:	SATA 6Gb/s or SAS-12Gbps

Storage D48 HDD

Parameter	Description
Capacity: 48TB	
Interface: SATA 6Gb/s or SAS-12Gbps	

Embedded Video Storage Device 16 HDD

Parameter	Description
Capacity: 16TB	
Interface: SATA 6Gb/s or SAS-12Gbps	