



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड
(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत भागीदार/वितरक में से
कार्यान्वयन भागीदार के चयन के लिए रुचि की अभिव्यक्ति।

“City सीसीटीवी सर्विलांस (निगरानी) प्रणाली के डिजाइन, आपूर्ति, स्थापना, संचालन एवं संधारण (O&M) तथा ओईएम
(OEM) के दर अनुबंध (Rate Contract) के लिए व्यापार सहयोगी का चयन।”

EoI

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/आईएमसी/2026-27/14 दिनांक: 09 जुलाई 2026

प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,
भोपाल एमपी-462039

ईओआई नोटिस

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, प्लॉट नंबर 17, प्रथम तल,
रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास, भोपाल एमपी – 462039

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/आईएमसी/2026-27/14 दिनांक: 09 जुलाई 2026

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे “रेलटेल” कहा जाएगा) रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक से “City सीसीटीवी सर्विलांस (निगरानी) प्रणाली के डिजाइन, आपूर्ति, स्थापना, संचालन एवं संधारण (O&M) तथा ओईएम (OEM) के दर अनुबंध (Rate Contract) के लिए व्यापार सहयोगी का चयन” के लिए हेतु ईओआई आमंत्रित करता है।

विवरण निम्नानुसार है:

1	बोलीदाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट प्रस्तुत करने की अंतिम तिथि	13 जुलाई 2026 16:00 hrs
2	ईओआई के बोली प्रतिक्रिया पैकेट का उद्घाटन	13 जुलाई 2026 16:30 hrs
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	एक
4	ईएमडी राशि	Rs. 20,00,000/- (बीस लाख रुपये)
5	टेंडर फीस	Rs. 11,534 /- (ग्यारह हजार पाँच सौ चौतीस)

ईएमडी रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में होनी चाहिए और मुंबई में ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी। पार्टनर को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:

यूनियन बैंक ऑफ इंडिया,
खाता संख्या 317801010036605,
IFSC कोड - UBIN0531782,
शाखा का नाम - महालक्ष्मी शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज के लिए इस आमंत्रण से संबंधित सभी संचार निम्नलिखित नामित अधिकारियों से करे:

स्तर:1 संपर्क: श्री आनंद कुमार
पद: संयुक्त महाप्रबंधक/विपणन
ईमेल: anandnkn@railtelindia.com
संपर्क: +91-9004444107

स्तर:2 संपर्क: श्री पवन कुमार भार्गव
पद: ईडी/टीएम/भोपाल
ईमेल: pavan@railtelindia.com

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at bpltooffice@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**
2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.**
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an **exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.
6. **Transfer and Sub-letting.** The Business Associate/OEMs/authorized partner or distributor of OEM has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a “**Navratna**” company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel’s business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

d) High-Definition Video Conference: RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) Retail Services – Rail-Wire

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

2. Scope of Work

2.1 Overview

Partner will be selected, who shall act as the central technology partner and Single Point of Responsibility (SPoR) for the design, deployment, integration, monitoring, and lifecycle management of the Citywide Community CCTV Surveillance System.

The selected Partner shall be responsible for establishing and operating a robust, scalable, and secure surveillance ecosystem that enables centralized monitoring, efficient system management, and seamless integration of cameras deployed across the city. The Partner shall ensure that the platform supports interoperability across multiple OEM devices, provides advanced analytics capabilities, and enables effective monitoring and operational control from the Integrated Command & Control Centre (ICCC).

As per Section-2.4 Scope of work in RFP.

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization, where RailTel has competence so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP/Requirement.

3. Response to EOI guidelines

3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to bpltooffice@railtelindia.com.

3.2 RailTel’s Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel’s action.

3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder’s risk and may result in rejection of its bid

without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

3.5 Bidding Process

The bidding process as defined in para 9.

3.6 Bid Earnest Money (EMD)

3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of “RailTel Corporation of India Limited” along with the offer.

3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.

3.6.3 Upon issuance of Letter of Award (LoA) and prior to execution of the Agreement, the Selected Partner, shall furnish a Performance Bank Guarantee (PBG) equivalent to: Rs. 15,00,000/- only (Fifteen Lakh Only)

The PBG shall:

- Be unconditional and irrevocable;
- Be issued by a Nationalized or Scheduled Bank;
- Be in favor of “RailTel Corporation of India Limited”;
- Remain valid for the entire contract period including the five (5) years warranty and maintenance period, plus an additional claim period of ninety (90) days.

PERFORMANCE SECURITY – EMPANELLED SYSTEM INTEGRATORS (SI)

Empanelment of Partner under the Rate Contract framework does not guarantee award of any minimum quantity or value of work. •

Accordingly:

- No Performance Bank Guarantee shall be required at the time of empanelment.
- Upon issuance of a specific Work Order, the selected partner shall furnish a Performance Security equivalent to: Five Percent (5%) of the respective Work Order value.

The Performance Security shall:

- Be submitted prior to commencement of work under the respective Work Order;
- Remain valid until completion of the Work Order including applicable warranty period;
- Be released after satisfactory completion of work and clearance of all dues.

In case of multiple Work Orders, Performance Security shall be calculated and submitted separately for each Work Order.

3.6.4 Tender Fees, EMD and PBG (if PBG amount is less the 5 Lac, wherever applicable) will be deposited in the form of Online Bank Transfer.

3.6.5 EMD will be refunded after submission of Performance Bank Guarantee.

3.6.5.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.7 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.8 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

3.9 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

3.10 Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S No.	Particulars	Criteria for Tender Package
A)	Financial Conditions	
1	LoE issued by RailTel should not be expired on date of submission of proposal and should have at least 3 years of operations in India as on bid submission date.	1. Valid Empanelment letter issued by RailTel 2. Certificate of Incorporation 3. GST Registration 4. PAN Card
2	Average Annual turnover of the bidder during last 3 financial years, ending 31st March 2025 i.e. 2022-23, 2023-24, 2024-25 should be Rs. 50 Crore.	Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI and extracts from the audited balance sheet and profit & loss for last three financial year. Positive Net Worth Certificate issued by the CA.
3	The Bidder should have Experience in Supply, Installation, commissioning & Maintenance of IT/ITeS. (Command Control work/Data Centre/CCTV Security Surveillance/CCTV+WiFi Work)	At Least one work executed for Govt. organization (PO copy and respective service completion certificate or PO copy & respective payment release proof.)
4	The participating bidder should be a currently active empanelled business associate of RailTel or OEM(s) or its authorized partner/distributor.	Documentary proof of empanelment along with proof of empanelment Fee to be submitted. and Documentary proof of OEM (Self undertaking and Manufacturer's Authorization Certificate)
5	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	Undertaking on company's letter head

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
B)	Annexures	
1	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
2	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer PO for which EOI is submitted.
3	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	Annexure-4	Format for Affidavit to be uploaded by BA along with the tender documents.
5	Annexure-5	Non-disclosure agreement with RailTel. (On 100 Rs. Stamp dually Notarized)
6	Annexure-6	BoQ format attached. Duly filled & Password protected BoQ will be mailed separately by bidder.
7	Annexure-7	Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.
8	Annexure-8	Declaration regarding all technical compliance.
9	Additional Documents to be Submitted	Technical & Commercial Proposal with overview of the project with strength of the Partner.

5. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this EOI	
5.	Name, designation and full address of the person dealing with the EOI to whom all reference shall be made regarding the EOI enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

6. Evaluation Criteria

- 6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.
- 6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel.
- 6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

- 6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.
- 6.6 If any difference found in understanding of EoI scope of work and end customer's tenders' scope of works then end customer's tenders' scope of works will be Sacro scent for delivery of project.

7. Payment terms

- 7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order of the end customer.

Annexure 1: Format for COVERING LETTER
(To be on company letter head)

EoI Reference No: Date :

To,
ED,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,
SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking
(To be on company letter head)

EoI Reference No: Date:

To,

ED,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

- 6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- 8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,
ED,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name , having its registered office at address hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non- Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-.
The paper has to be in the name of the BA) **

I..... (Name and designation) ** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s_(hereinafter called the BA) for the purpose of the EOI documents for the work of as per the EOI No.

_of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) **_and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE
OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE
OF THE BA

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.**

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this “**Agreement**”) is made and entered into on this day of , 2024 (the “**Effective Date**”) at . By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as '**RailTel**'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_) (CIN: _), a company duly incorporated under the provisions of Companies Act, having its registered office at

_, (hereinafter referred to as ' _'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of

OTHER PART

RailTel and shall be individually referred to as “Party” and jointly as “Parties”

WHEREAS, RailTel and , each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the “**Information**”);

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for . WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the “**Disclosing Party**”) to the other Party (each Party, in such receiving capacity, the “**Receiving Party**”) subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party’s officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the “**Representatives**”) who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorised disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.

Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

Return or Destruction of Information.

All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

termination of this Agreement; expiration of this Agreement; or
Receiving Party's determination that it no longer has a need for such Information.

Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: Address: _

Phone:

Email.:

Attn: Address:

Phone:

Email:

Term, Termination and Survivability.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:

In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and not apply to any materials or information disclosed to it thereafter.

Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "**Final Agreement**"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

Settlement of Disputes:

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

agrees and acknowledges that , its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity. IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_: RailTel Corporation of India Limited:

By_By_Name: Name:
Title: Title:

Witnesses

Annexure-6

BoQ format attached.

Duly filled & Password protected BoQ will be mailed separately by bidder.

Annexure 7

Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.

Annexure-8

“Declaration regarding all technical compliance along with MAF released by OEM, who has declared that their product is technically complied”.

यह, रुचि की अभिव्यक्ति ” दस्तावेज सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से “City सीसीटीवी सर्विलांस (निगरानी) प्रणाली के डिजाइन, आपूर्ति, स्थापना, संचालन एवं संधारण (O&M) तथा ओईएम (OEM) के दर अनुबंध (Rate Contract) के लिए व्यापार सहयोगी का चयन।”

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।
कृपया सम्पूर्ण दस्तावेज पड़े एवं जिम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

(आनंद कुमार)

संयुक्त महाप्रबंधक/विपणन/आरसीआईएल

INDORE MUNICIPAL CORPORATION



REQUEST FOR PROPOSAL (RFP)

RFP FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR (MSI) FOR DESIGN, SUPPLY, INSTALLATION, OPERATION & MAINTENANCE OF CCTV SURVEILLANCE SYSTEM WITH RATE CONTRACT FOR OEM FOR THE CITY OF INDORE

No: IMC/IT/2025-26/005 dated 24-April-2026

ISSUED BY IMC

**INDORE MUNICIPAL CORPORATION, NAGAR PALIKA NIGAM
INDORE – 452007 MADHYA PRADESH, INDIA**



INDORE MUNICIPAL CORPORATION

River Side Road, Indore – 452007, Madhya Pradesh

NIT No. IMC/IT/2026-27/003

Dated: 16/June/2026

Notice Inviting Tender

Online Bid are invited for the selection of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore, Tender forms may be purchased online <https://mptenders.gov.in> by the bidders, having relevant experience.

S.NO.	NAME OF WORK	COST OF TENDER FORM (RS.)	EARNEST MONEY DEPOSIT (RS.)
1	RFP for Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore	10,000/-	20,00,000/-

Important Dates for Tender processing is as under: -

Bid Publishing Date:	16/June/2026
Pre-Bid Date:	24/June/2026 12:30 PM
Document download / Sales Start Date	16/June/2026
Last date of Bid Submission:	17/July/2026 6:00PM
Bid Opining Date:	20/July/2026 13:00PM

- Earnest Money has to be submitted online only and any changes in tender shall be published online on <https://mptenders.gov.in> .
- Amendment to NIT, if any would be published on website only.
- In case any of the dates specified above is Government holiday, day after the same shall be considered. Any Clarification, Bidders may contact at ithoimc@gmail.com
- Prebid meeting Online: - Wednesday, June 24, 12:30 – 2:30 pm on Google Meet joining info Video call link: <https://meet.google.com/wub-fdag-zsw> and Offline at IT office, Indore Municipal Corporation Head Office, Indore

Deputy Commissioner
Information & Technology
Indore Municipal Corporation

DISCLAIMER

The IMC has prepared this Request for Proposal (RFP) for the “RFP for Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore”. The RFP is a detailed document with specifies the terms and conditions on which the Bidder/MSI/OEM is expected to work. These terms and conditions are designed keeping in view the overall aim and objectives of the Project. IMC has taken due care in the preparation of the information contained herein and believes it to be accurate. However, neither IMC nor any of its authorities or agencies nor any of their respective officers’ employees, agents, or advisors gives any warranty or makes any representations, express, or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information provided in this document is to assist the bidder/MSI(s) in preparing their quotations. However, this information is not intended to be exhaustive, and interested parties are expected to make their inquiries to supplement the information in this document. The information is provided on the basis that it is non-binding on IMC any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. Each Bidder/MSI/OEM is advised to consider the RFP as per its understanding and capacity. The Bidder/MSI/OEM are also advised to do appropriate examination, inquiry, and scrutiny of all aspects mentioned in the RFP before bidding. Bidder/MSI/OEM are encouraged to take professional help of experts on financial, legal, technical, taxation, and any other matters/sectors appearing in the document or specified work. The Bidder/MSI/OEM should go through the RFP in detail and bring to notice of IMC any kind of error, misprint, inaccuracy, or omission.

IMC reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a quotation. No reimbursement of cost of any type will be paid to persons, entities, or consortiums submitting a Quotation.

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1. PROCEDURE FOR PARTICIPATION IN-TENDERING

1.1. REGISTRATION OF BIDDER/MSI/OEM/JV ON E-TENDERING PORTAL

In accordance with the directives of the Government of Madhya Pradesh, all electronic tendering processes shall be conducted through the official e-Procurement portal: <https://mptenders.gov.in/nicgep/app>

All prospective bidders intending to participate in this tender, including Original Equipment Manufacturers (OEMs) participating independently or Joint Venture (JV)/Consortium entities comprising Master System Integrators (MSIs) along with eligible OEM(s), shall mandatorily register and enroll on the above portal by selecting the "Online Bidder Enrolment" option available on the homepage.

For the purpose of this tender:

- An eligible OEM may participate independently as a sole bidder, subject to fulfillment of all eligibility criteria and obligations specified in this RFP.
- An MSI shall participate only through a JV/Consortium arrangement along with eligible OEM(s), as permitted under this RFP.
- In case of JV/Consortium participation, the Lead Bidder/Lead Member shall be responsible for online bid submission through the e-Procurement portal.

Bidders may refer to the Contractor/Bidder Manual Kit available on the portal for guidance and clarification regarding the registration and bid submission process.

Bidders possessing a valid Digital Signature Certificate (DSC) may use the same for registration. In case of new procurement of DSC, a Class III Digital Signature Certificate (Signing) issued by a licensed Certifying Authority shall be required. Bidders may also update their MSME registration details on the portal for online verification, wherever applicable.

For any technical assistance related to portal registration or bid submission, bidders may contact the e-Procurement Help Desk at: 0120-4200462 / 0120-4001002

1.2. DIGITAL CERTIFICATE

Digital Signature Certificates (DSC) are the digital equivalent (that is electronic format) of physical or paper certificates. Examples of physical certificates are driver's licenses, passports, or membership cards. Certificates serve as proof of identity of an individual for a certain purpose; for example, a driver's license identifies someone who can legally drive in a particular country. Likewise, a digital certificate can be presented electronically to prove your identity, to access information or services on the Internet, or to sign certain documents digitally.

Like physical documents are signed manually, electronic documents, for example forms are required to be signed digitally using a Digital Signature Certificate. Transactions that are done using Internet if signed using a Digital Signature certificate becomes legally valid.

A licensed Certifying Authority (CA) issues the digital signature. Certifying Authority (CA) means a person who has been granted a license to issue a digital signature certificate under Section 24 of the Indian IT-Act 2000.

The different types of Digital Signature Certificates are:

- Class 2: Here, the identity of a person is verified against a trusted, pre-verified database.
- Class 3: This is the highest level where the person needs to present himself or herself in front of a Registration Authority (RA) and prove his/ her identity.

DSC of Class 2 and Class 3 category issued by a licensed Certifying Authority (CA) needs to be obtained for e-filing on the e-Tendering Portal.

The cost of obtaining a digital signature certificate may vary as there are many entities issuing DSCs and their charges may differ. The approximate cost could vary between ₹ 2000 to ₹ 3000 depending on the number of years for which it is issued.

It is mandatory to have a valid digital signature certificate for e-filing the forms on e- Tendering portal. A Digital Signature Certificate (DSC) is not required by Companies but by individuals. For example, the Director or the Authorised signatory signing on behalf of the Company requires a DSC. It may take up to 7 working days for issuance of a class III digital certificate; hence the bidder/ MSI is advised to obtain the certificate at the earliest. Those bidders/MSI who already have valid class III digital certificate need not obtain another Digital Certificate for the same.

1.3. SET UP OF BIDDER'S/MSI/OEM/JV COMPUTER SYSTEM

In order to participate in the e-Tendering process through the Government of Madhya Pradesh e-Procurement portal (<https://mptenders.gov.in/nicgep/app>), the Bidder, whether participating as a Single Entity (MSI/OEM) or as a Joint Venture (JV), must ensure that its computer system is properly configured and compliant with the technical requirements of the portal.

The bidder's system should be adequately set up with:

- Compatible Operating System
- Stable and reliable Internet connectivity
- Required browser configurations
- Necessary utilities and drivers
- Digital Signature Certificate (DSC) installation
- Supporting fonts and document tools

Detailed system requirements, configuration guidelines, and technical instructions are available on the e-Procurement portal under the relevant help/manual section.

It shall be the sole responsibility of the Bidder to ensure that its system is properly configured well in advance to avoid any delay or technical issues during online bid submission. The Tender Inviting Authority

shall not be responsible for any failure in bid submission arising due to improper system configuration or local technical issues at the bidder's end.

1.4. KEY DATES

The Bidder (including MSI, OEM, or JV entity) is strictly advised to adhere to the schedule of activities and timelines ("Key Dates") specified in the tender document and on the e-Procurement portal.

All stages of the tender process, including document download, bid submission, modification, and bid opening, shall be governed strictly by the timelines displayed on the portal. The e-Tendering system automatically locks each stage before the scheduled start date and time and immediately after the prescribed end date and time.

No requests for extension, modification, or acceptance of bids shall be entertained after the expiry of the stipulated timeline for the respective stage. It shall be the sole responsibility of the Bidder to complete all required activities within the specified time frame as per the server time displayed on the e-Procurement portal.

1.5. SPECIAL INSTRUCTIONS TO THE BIDDER / MSI / OEM / JV FOR E-SUBMISSION OF BIDS

- 1) The Bidder (whether participating as MSI, OEM, or Joint Venture (JV)) shall complete Online Enrolment on the e-Procurement portal by selecting the "Click Here to Enroll" option available on the Home Page. Thereafter, Digital Signature Certificate (DSC) enrolment must be completed using the e-token after logging into the portal. The e-token may be obtained from any authorized Certifying Authority such as eMudhra CA, GNFC, IDRBT, MTNL Trustline, SafeScript, TCS, or any other licensed agency.
- 2) After enrolment, the Bidder shall log into the portal using the User ID and password created during registration.
- 3) The registered e-token shall be used only by the concerned Bidder and shall not be misused or shared with any unauthorized person.
- 4) A Digital Signature Certificate (DSC), once mapped to a particular account, cannot be remapped to another account. It may only be inactivated.
- 5) For purchase of the Bid Document, the Bidder shall pay the prescribed Service Charges online, as specified in the Bid Data Sheet. The cost of the Bid Document is separately indicated in the detailed NIT. The Bid Document shall be available for purchase immediately after online publication and up to the scheduled date and time as per the Key Dates. Payment shall be made online through Debit/Credit Card, Net Banking, or NEFT/Challan via the payment gateway available on the portal.
- 6) The Bidder may upload documents such as certificates, work orders, and other supporting documents in advance under the "My Documents" section of the portal. These documents may then be attached during bid submission as per tender requirements.
- 7) After downloading the tender documents, the Bidder shall carefully review all terms and conditions and submit the bid strictly in accordance with the tender requirements. Non-compliance may lead to rejection of the bid.
- 8) The prescribed BOQ template shall not be modified or replaced by the Bidder. The same must be uploaded after filling in the relevant fields. Only the Bidder's Name and financial values shall be entered. Any alteration to the BOQ format may result in rejection of the bid.
- 9) Clarifications, if any, shall be obtained through the e-Procurement portal or via the contact details provided in the tender document. The Bidder shall consider all corrigenda issued prior to submission of the bid.
- 10) The Bidder shall prepare the required bid documents in advance in the formats specified (PDF/XLS/RAR/DWF, etc.). Multiple documents may be combined, if necessary.
- 11) The Bidder shall arrange for submission of Earnest Money Deposit (EMD) as specified in the tender document.

- 12) Submission of the bid shall be deemed as acceptance of all terms and conditions of the tender.
- 13) The Bidder shall submit all documents online well before the prescribed deadline to avoid last-minute technical issues.
- 14) There is no predefined limit on file size at the server end. However, upload capability depends on the bidder's local system memory and internet bandwidth. To reduce file size, bidders are advised to scan documents at 75–100 DPI to maintain clarity while ensuring faster upload.
- 15) The Bidder must click the "Freeze Bid" button to complete the submission process. Bids that are not frozen shall be treated as incomplete and shall not be considered for evaluation.
- 16) The Tender Inviting Authority (TIA) shall not be responsible for any delay or technical issues faced by the Bidder due to local system or connectivity problems.
- 17) Bid documents shall be submitted strictly through the online portal. Offline submissions shall not be accepted.
- 18) Upon successful freezing of the bid, the system shall generate a confirmation message and display a bid summary including bid number, date, and time of submission.
- 19) The Bidder shall print and retain the bid summary as proof of submission and for participation in the bid opening process.
- 20) Successful bid submission indicates that the documents have been received and stored in the system. The system does not certify the correctness or completeness of the uploaded documents.
- 21) The Bidder shall ensure that all uploaded documents are free from viruses. If documents cannot be opened due to virus infection, the bid shall be liable for rejection.
- 22) The time displayed on the server clock of the e-Procurement portal shall be final and binding for all tender-related activities. The portal follows Indian Standard Time (IST) (GMT +5:30), which shall be adhered to by the Bidder.
- 23) All data entered by the Bidder is encrypted at the client end using PKI encryption techniques to maintain confidentiality. The bid documents shall remain inaccessible to unauthorized persons until officially opened.
- 24) During transmission, bid data is secured through Secure Socket Layer (SSL) encryption (256-bit). Sensitive fields are also encrypted.
- 25) Bidders are advised to submit bids well before the bid submission deadline as per the server system clock to avoid last-minute congestion or technical issues.

1.5.1. NOTE

- 1) The Bidder (whether participating as MSI, OEM, or Joint Venture (JV)) is advised to regularly visit the official e-Procurement portal for updates, clarifications, corrigenda, addenda, or any extension of bid submission dates. No separate intimation shall be issued individually.
- 2) IMC shall not be responsible for any delay, difficulty, or inaccessibility experienced by the Bidder in downloading the tender documents or related materials from the website for any reason whatsoever.
- 3) In the event that the due date for submission or opening of the tender falls on a Government holiday, the same shall automatically stand extended to the next working day at the same time, without requiring any separate notification.
- 4) IMC reserves the right to extend or modify the due date for submission and/or opening of the Technical Bid or any other stage of the tender process, at its sole discretion. Any such change shall be notified through the e-Procurement portal only.

1.5.2.DEFINITIONS/ABBREVIATIONS

TABLE 1: LIST OF ABBREVIATIONS

TERMS	MEANINGS
ABD	Area Based Development

TERMS	MEANINGS
AMC	Annual Maintenance Contract
ANPR	Automatic Number Plate Recognition
ATCS	Adaptive Traffic Control System
BOM	Bill of Material
CCTV	Closed Circuit Television
COTS	Commercial Off-The-Shelf
DC	Data Centre
DMS	Document Management System
DRC	Disaster Recovery Centre
ECB	Emergency Call Box
EMD	Earnest Money Deposit
FMS	Facility Management Services
GPS	Global Positioning System
GSM	Global System for Mobile Communication
GST	Goods and Services Tax
ICCC	Integrated Command and Control Centre
ICT	Information and Communication Technology
IP	Internet Protocol
IPF	Information Processing Facility
ISO	International Organization for Standardization
IT	Information Technology

TERMS	MEANINGS
ITDP	Institute for Transportation and Development Policy
ITMS	Intelligent Traffic Management System
LOA	Letter of Acceptance
MIS	Management Information System
BIDDER	MSI
NIT	Notice Inviting Tender
MSI	Master System Integrator
OFC	Optical Fiber Cable
PA	Public Address
PoP	Point of Presence
PTZ	Pan Tilt Zoom
RFP	Request For Proposal
RLVD	Red Light Violation Detection
IMC	Indore Municipal Corporation
SDC	State Data Centre
SLA	Service Level Agreement
SOP	Standard Operating Procedures
SPV	Special Purpose Vehicle
SVD	Speed Violation Detection
TCV	Total Contract Value
TPA	Third-Party Auditor

TERMS	MEANINGS
UAT	User Acceptance Testing
UPS	Uninterrupted Power Supply
VA	Video Analytics
VAT	Value Added Tax
VM	Virtual Machine
VMS	Variable Message Sign

2. SECTION 1: INVITATION TO OPEN COMPETITIVE BID

2.1. PROJECT BACKGROUND

One of the primary objectives of Indore Municipal Corporation (IMC) is to enhance public safety and security, improve the efficiency of city administration, and promote a better quality of life for its residents.

IMC has initiated a series of measures to upgrade the standards of urban surveillance and public safety in the city of Indore, with the vision of transforming it into a safe, smart, and globally benchmarked city. As part of this initiative, it is envisaged that approximate 1,00,000 CCTV surveillance cameras may be installed across public spaces, sensitive locations, community areas, establishments, and other critical zones in a phased manner through various development programs and stakeholder participation.

In line with the provisions of the applicable Public Safety framework, IMC proposes implementation of a Citywide Integrated Surveillance System. All IP-based cameras deployed across the city are proposed to be connected to the Integrated Command & Control Centre (ICCC) cum Disaster Management Centre, which shall function as a centralized monitoring and coordination hub. The objective is to enable real-time monitoring, inter-departmental data sharing, improved response time, enhanced incident management, and seamless governance.

State and Central Government Departments, Public Sector Undertakings (PSUs), and elected representatives are supporting the deployment of CCTV infrastructure under various development schemes, including community-level initiatives within Parliamentary and Assembly constituencies.

Considering the scale and phased nature of implementation, IMC proposes a structured implementation framework comprising:

- Appointment of a Master System Integrator (MSI), selected through this RFP (either as a single entity OEM/MSI or as a Joint Venture between OEM and MSI), who shall be responsible for development, deployment, integration, and maintenance of the centralized Hosting & Management System, including software platform, integration with ICCC, and overall technical governance of the system.
- A rate-based procurement mechanism for approved OEM equipment and associated components is recommended to ensure transparency, standardization, and cost control. This approach will enable uniform pricing, assured quality, and a consistent procurement framework for empaneled implementation agencies, while maintaining centralized integration and overall system uniformity.
- Empanelment of multiple System Integrators (SIs) with IMC, who shall undertake installation and field-level implementation of CCTV cameras across designated areas in accordance with the technical standards, specifications, and integration requirements defined by IMC and the appointed MSI.

This structured framework is designed to enable scalable, secure, interoperable, and future-ready deployment of a Citywide CCTV Surveillance System integrated with the ICCC.

The Citywide Community CCTV Surveillance System proposed under this RFP is aligned with the Community CCTV Surveillance Bye-Laws 2024 / Public Safety Regulations notified by Government of Madhya Pradesh.

As per the Indore Community CCTV Surveillance Bye-Laws 2024, designated establishments including commercial complexes, hotels, hospitals, educational institutions, financial institutions, large residential societies, and other high-footfall premises shall install CCTV cameras in accordance with the provisions of the Bye-Laws.

The centralized surveillance platform developed under this project shall facilitate seamless integration of designated surveillance cameras with the Integrated Command & Control Centre (ICCC) for monitoring, incident management, and public safety operations in accordance with the provisions of the applicable bye-laws and administrative guidelines issued by IMC from time to time.

2.2. PROJECT OBJECTIVES

IMC intends to establish a comprehensive, technology-driven, and citywide surveillance ecosystem to enhance public safety, improve operational efficiency, strengthen governance, and enable faster incident response. The project aims to maximize surveillance coverage across the city while ensuring system reliability, accountability, and availability of quality post-event evidence to support law enforcement and administrative decision-making.

The key objectives of the proposed intervention are as follows:

- 1) To facilitate timely response, effective incident management, and enhanced public safety through real-time monitoring and centralized command integration.
- 2) To assist law enforcement agencies in crime detection, investigation, and evidence management through high-quality video recording and intelligent analytics.
- 3) To act as a deterrent against crime, public disorder, and traffic violations through visible and integrated surveillance infrastructure.
- 4) To improve traffic monitoring and management through analytics-driven insights and coordinated enforcement mechanisms.
- 5) To enable integration with CCTV systems deployed by major public and private institutions for real-time feed sharing during emergencies or crisis situations.
- 6) To support monitoring of civic infrastructure, public utilities, and developmental activities under various urban governance and Smart City initiatives.
- 7) To establish a scalable, interoperable, and future-ready Hosting & Management System integrated with ICCC for centralized supervision, monitoring, and reporting.
- 8) To support implementation and enforcement of the Community CCTV Surveillance Bye-Laws 2024 of Indore Municipal Corporation, enabling integration of cameras installed by establishments, institutions, and community stakeholders into a centralized surveillance ecosystem.
- 9) To enable advanced forensic investigation and evidence-based analysis through intelligent video analytics and forensic tools.

2.3. PURPOSE OF THIS RFP

The purpose of this RFP is to select a qualified and experienced Master System Integrator (MSI) either as a single entity (OEM/MSI) or as a Joint Venture (OEM and MSI) for the design, development, deployment, integration, and maintenance of a Citywide CCTV Surveillance System under a structured Rate Contract framework for the City of Indore.

IMC proposes to implement a large-scale, phased deployment of approximately 1,00,000 CCTV cameras across the city through a community participation model and various public infrastructure initiatives. The objective is to establish a centrally governed, standardized, and scalable surveillance ecosystem integrated with the Integrated Command & Control Centre (ICCC) through a centralized Hosting & Management System.

Under this RFP, IMC intends to:

- 1) Establish a Community Camera Model through Public–Private Participation, enabling deployment of approximately 1,00,000 cameras across neighborhoods and community areas, integrated with ICCC through centralized software systems and scalable for future expansion.

- 2) Deploy approximately 3,000 CCTV cameras at identified public infrastructure locations such as Unipoles, Public Toilets, Bus Stops, Advertisement Structures, and other strategic assets.
- 3) Provide network support, integration, and maintenance of approximately 1,000 existing CCTV cameras and ensure their seamless integration into the centralized Health Monitoring System (HSM) platform.
- 4) Develop, deploy, and maintain integration with ICCC software systems for centralized monitoring, control, recording, and reporting.
- 5) Implement advanced Video Analytics capabilities including intelligent monitoring, event detection, and analytical reporting to support law enforcement and administrative decision-making.
- 6) Ensure standardization and interoperability of OEM equipment and systems, enabling seamless integration across multiple deployment agencies under a unified technical framework defined by IMC and the MSI.

The selected MSI shall act as the central technology partner responsible for the Hosting & Management System, software platform, technical governance, system integration standards, and interoperability across the citywide surveillance ecosystem.

This RFP provides interested bidders with sufficient information to prepare and submit their proposals in accordance with the minimum requirements specified herein. However, bidders are encouraged to demonstrate their technical expertise, innovation, and enhanced service capabilities beyond the stated minimum specifications, provided such proposals remain compliant with the functional objectives of the project.

2.4. SCOPE OF WORK

This Request for Proposal (RFP) is issued for the selection of a Master System Integrator (MSI) who shall act as the central technology partner and Single Point of Responsibility (SPoR) for the design, deployment, integration, monitoring, and lifecycle management of the Citywide Community CCTV Surveillance System.

The selected MSI shall be responsible for establishing and operating a robust, scalable, and secure surveillance ecosystem that enables centralized monitoring, efficient system management, and seamless integration of cameras deployed across the city. The MSI shall ensure that the platform supports interoperability across multiple OEM devices, provides advanced analytics capabilities, and enables effective monitoring and operational control from the Integrated Command & Control Centre (ICCC).

The scope of work shall broadly include, but not be limited to, the following components.

2.4.1. COMMUNITY CCTV IMPLEMENTATION WORKFLOW

The Community CCTV Surveillance System shall be implemented through a structured and role-based workflow involving multiple stakeholders including Indore Municipal Corporation (IMC), Zonal Officers, Establishments, System Integrators (SI), and the Master System Integrator (MSI).

Under this framework, IMC shall identify and notify locations and establishments for CCTV installation in accordance with applicable Community CCTV guidelines and public safety requirements. The system shall enable seamless onboarding, installation, integration, and monitoring of CCTV cameras through a centralized digital platform integrated with the ICCC.

The following section defines the end-to-end user-wise process flow, clearly outlining the roles, responsibilities, and interactions of each stakeholder to ensure efficient implementation, transparency, and operational effectiveness of the Community CCTV ecosystem.

2.4.1.1. ROLE OF ZONAL OFFICER

- a) The Zonal Officer shall log in to the system and access the zone-wise dashboard to monitor the onboarding and implementation progress of establishments within the assigned jurisdiction.
- b) The Zonal Officer, on behalf of IMC, shall identify establishments and locations where CCTV installation is required based on public safety priorities, high footfall areas, and applicable Community CCTV guidelines.

- c) The Zonal Officer shall initiate the onboarding process by sharing the system-generated registration link with identified establishments through official communication or field-level interaction.
- d) The Zonal Officer shall explain the purpose of the Community CCTV system and guide establishments regarding their responsibilities and compliance requirements.
- e) The Zonal Officer shall assist establishments, wherever required, in completing the registration process, especially in capturing accurate location details including latitude and longitude.
- f) The Zonal Officer shall continuously monitor the registration status through the dashboard and identify establishments that have not yet completed registration.
- g) The Zonal Officer shall follow up with pending or non-compliant establishments to ensure timely onboarding into the system.
- h) The Zonal Officer shall review basic details submitted by establishments and flag any incorrect, incomplete, or inconsistent information for correction.
- i) The Zonal Officer shall coordinate with IMC Admin and other stakeholders in case of any issues related to registration, compliance, or system usage.
- j) The Zonal Officer shall track overall progress including installation requests and escalate delays, non-compliance, or operational issues through the system.

2.4.1.2. ROLE OF ESTABLISHMENT

- a) The Establishment, identified by IMC/Zonal Officer for CCTV coverage, shall access the system using the registration link shared and initiate the onboarding process.
- b) The Establishment shall enter all required details such as name, contact information, address, and accurate location coordinates (latitude and longitude), which are essential for system mapping and monitoring.
- c) The Establishment shall submit the registration form, upon which the system shall create a unique establishment record for further processing.
- d) The Establishment shall log in to the system dashboard to review submitted details and proceed with the next steps in the process.
- e) The Establishment shall access the list of empanelled System Integrators (SIs) available in the system for carrying out CCTV installation.
- f) The Establishment shall evaluate and select a preferred SI from the available empanelled list based on convenience or requirement.
- g) The Establishment shall raise a formal camera installation request through the system, which shall generate a unique request ID and notify the selected SI.
- h) The Establishment shall be able to track the status of the request at each stage, including survey, approval, installation, and completion.
- i) The Establishment shall provide necessary access to the SI for conducting site survey, assessing camera placement, and executing installation activities.
- j) The Establishment shall ensure availability of required infrastructure such as power supply, mounting space, and internet connectivity to support camera operations.
- k) The Establishment shall cooperate during installation and validation processes to ensure smooth execution and timely completion of work.
- l) After installation, the Establishment shall ensure that the cameras remain operational and continue to comply with system requirements for monitoring and integration.
- m) The Establishment shall be responsible for ensuring continuous power, connectivity, and accessibility of CCTV systems, failing which action may be taken as per applicable Bye-laws.
- n) The selection of SI shall be restricted to empanelled vendors and shall be governed by approved Rate Contract pricing.

2.4.1.3. ROLE OF SYSTEM INTEGRATOR (SI)

- a) The System Integrator shall register on the system by submitting company details, technical credentials, and required documents for empanelment under IMC.
- b) Upon approval by IMC Admin, the SI shall be included in the list of empanelled vendors eligible to receive installation requests from establishments.
- c) The SI shall receive installation requests through the system along with establishment details and location information identified by IMC.

- d) The SI shall acknowledge the request and schedule a site visit for conducting a detailed survey of the establishment location.
- e) The SI shall conduct site survey to assess camera requirements, placement feasibility, coverage area, connectivity options, and power availability.
- f) Based on the survey, the SI shall submit technical details including number of cameras, specifications, and proposed layout through the system.
- g) The SI shall ensure that all proposed equipment strictly complies with approved OEM specifications and RFP technical standards.
- h) The SI shall verify proper functioning of the system including live video feed, recording capability, and network connectivity at the time of installation.
- i) The SI shall update the system with installation details such as camera ID, IP address, device specifications, geo-tagged location mapping and other relevant details.
- j) The SI shall mark the installation as completed in the system and notify the MSI for validation and integration with the centralized platform.
- k) The SI shall address any issues or observations raised during validation and ensure that the installation is fully compliant and ready for final integration.
- l) The SI shall execute all works strictly as per the approved Rate Contract and system-generated work orders.

2.4.1.4. ROLE OF IMC USERS/COMPETENT AUTHORITY

- a) The Competent Authority shall manage the overall administration and governance of the Community CCTV system through secure system access.
- b) The designated authority/Competent Authority shall review and scrutinize SI registration applications submitted through the system to ensure eligibility and compliance.
- c) The Competent Authority shall approve or reject SI applications and maintain an updated list of empanelled System Integrators.
- d) The Competent Authority shall monitor establishment registrations across all zones and ensure that identified locations are properly onboarded.
- e) The Competent Authority shall track the complete workflow including request generation, survey, installation, and integration stages.
- f) The Competent Authority shall ensure compliance with defined policies, technical standards, and operational guidelines.
- g) The Competent Authority shall coordinate with Zonal Officers, SIs, and MSI to resolve operational or system-related issues.
- h) The Competent Authority shall use system dashboards and reports to monitor performance and implementation progress.
- i) The Competent Authority shall identify delays, non-compliance, or performance gaps and initiate corrective measures.
- j) The Competent Authority shall ensure proper maintenance of system records, logs, and audit trails for transparency and accountability.

2.4.1.5. ROLES OF MASTER SYSTEM INTEGRATOR (MSI)

- a) The MSI shall design, develop, and manage the centralized Community CCTV platform and ensure smooth functioning of the entire system.
- b) The MSI shall integrate all installed cameras with the centralized Video Management System (VMS) and ICCV platform for monitoring.
- c) The MSI shall verify functionality of cameras including live feed, connectivity, recording, and system performance before integration.
- d) The MSI shall ensure that all cameras are accessible through centralized dashboards with appropriate access controls.
- e) The MSI shall mark cameras as “Live” in the system after successful validation and integration.
- f) The MSI shall continuously monitor camera health, connectivity status, and system performance through centralized tools.
- g) The MSI shall generate alerts in case of issues such as camera downtime, network failure, or system faults and ensure timely resolution.

- h) The MSI shall provide dashboards, reports, and analytics to support monitoring, decision-making, and operational insights.
- i) The MSI shall ensure system uptime, performance, and adherence to defined SLA requirements.
- j) The MSI shall provide ongoing technical support, maintenance, and system optimization throughout the contract period.
- k) MSI shall be responsible for implementing cyber security controls, audit logging, and access management across the platform.

2.4.2. DEPLOYMENT SCALE & SYSTEM CAPACITY

The proposed Citywide Community CCTV Surveillance System shall be designed to support large-scale deployment and integration of CCTV cameras across Indore city.

The system shall:

- 1) Support integration and management of approximate 1,00,000 (One Lakh) CCTV cameras
- 2) Be horizontally scalable to support future expansion.
- 3) Ensure seamless onboarding of cameras from multiple stakeholders (community, government, private establishments)

The Master System Integrator (MSI) shall ensure:

- 1) Centralized VMS and HMS platform capable of handling approximate 1,00,000 concurrent camera streams
- 2) Minimum concurrent live viewing capability of approximate 10,000 cameras at ICCC
- 3) Storage access architecture supporting distributed recording with centralized retrieval
- 4) System uptime of 99.9% for centralized platform

The architecture must be support load balancing, failover, and distributed processing. The bidder shall provide scalability benchmarks and architecture validation for handling 1,00,000 cameras.

2.4.3.SYSTEM ARCHITECTURE & PLATFORM DEPLOYMENT

The Master System Integrator (MSI) shall be responsible for designing, developing, deploying, and maintaining a centralized surveillance management platform integrated with the Integrated Command & Control Centre (ICCC) of Indore Municipal Corporation. The proposed system shall follow a distributed recording and centralized monitoring architecture to support the Citywide Community CCTV Surveillance System.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Design and implement an overall system architecture for the Community CCTV Surveillance System, enabling centralized monitoring and management of approximate 1,00,000 cameras deployed across the city.
- 2) Deploy and configure a centralized Hosting & Management System that will serve as the core platform for device management, system monitoring, analytics management, and operational control.
- 3) Implement a Video Management System (VMS) capable of integrating cameras deployed across different locations and providing centralized viewing and management of camera feeds from ICCC.
- 4) The system shall follow a distributed architecture wherein video shall be recorded at the edge (NVR/Camera level) and accessed at the ICCC through secure network connectivity (Internet/OFC) provisioned via empanelled Internet Service Providers (ISP), ensuring seamless transmission of live and recorded video feeds.
- 5) Ensure that the system follows a distributed recording architecture, where video recording and storage shall be maintained at the respective camera installation premises through edge storage devices or Network Video Recorders (NVRs). The centralized surveillance platform deployed by the MSI shall enable authorized users at the ICCC to securely access live video streams as well as recorded footage

from these edge storage devices. The system shall ensure availability and remote access of recorded video footage for a minimum period of 30 days.

- 6) All cameras installed under the Community CCTV framework shall maintain recorded video footage for a minimum retention period of thirty (30) days at the respective installation premises through Network Video Recorders (NVR) or edge storage devices.
- 7) The system shall enable authorized law enforcement agencies, including the other Department if required, to access live feeds and recorded footage through the ICCC platform for investigation and public safety purposes, subject to applicable legal approvals.
- 8) The storage and retention of recorded footage shall comply with the provisions of the Indore Community CCTV Surveillance Bye-Laws, 2024, and the system architecture shall ensure that authorized users are able to securely access such recordings through the centralized monitoring platform whenever required.
- 9) Enable the centralized platform to access live video streams and recorded footage from camera locations whenever required, subject to network availability and access permissions.
- 10) Procure, install, configure, and commission the required ICCC infrastructure, including:
 - a. Application and management servers for hosting surveillance applications
 - b. Monitoring workstations for ICCC operators
 - c. Video wall controllers and display systems
 - d. Networking equipment required for secure connectivity
- 11) Ensure that the surveillance platform supports integration of cameras installed by empanelled System Integrators (SIs) and allows seamless onboarding of new camera installations.
- 12) Provide device management tools and integration mechanisms to enable automated camera registration, configuration management, and operational monitoring.
- 13) Design the system architecture to be modular, scalable, and capable of supporting future expansion in terms of number of cameras, users, analytics modules, and storage requirements.
- 14) Ensure that the system architecture supports interoperability with multiple OEM camera devices and avoids vendor lock-in.
- 15) Implement necessary system monitoring and management tools to track device status, connectivity, and system performance.
- 16) Ensure that the surveillance platform supports 24x7 centralized monitoring operations at the ICCC, enabling continuous operational oversight.
- 17) Provide appropriate redundancy, failover mechanisms, and system resilience features to maintain uninterrupted monitoring services.
- 18) Ensure that the centralized platform provides a unified monitoring interface for managing the citywide community surveillance ecosystem.
- 19) The centralized surveillance platform shall continuously monitor the operational status and connectivity of all integrated cameras through automated health monitoring mechanisms.
- 20) The system shall detect and generate alerts in case of: Camera offline status, Video stream interruption, Authentication failure, Camera tampering or obstruction, Network connectivity loss etc.
- 21) The centralized monitoring system shall automatically attempt reconnection to cameras in case of stream interruption due to device restart, configuration changes, or temporary network failure.
- 22) If reconnection attempts fail, the system shall generate alerts and notify the designated System Integrator (SI), establishment owner, and authorized monitoring personnel for corrective action.
- 23) The platform shall provide a real-time camera health monitoring dashboard at the ICCC displaying operational status, connectivity status, and alerts for all integrated cameras.
- 24) The centralized surveillance platform shall support automatic device discovery, auto-reconnection, and device re-registration mechanisms to restore connectivity in case of device restart, IP address change, configuration reset, or temporary network interruption, ensuring minimal disruption to live video monitoring at the ICCC.
- 25) The architecture shall ensure secure data transmission using encrypted protocols and controlled access mechanisms across all system components

2.4.4.INTEROPERABILITY & OPEN ARCHITECTURE

The MSI shall ensure that the surveillance platform is designed using open architecture principles to enable seamless interoperability between devices, software platforms, and analytics systems deployed under the Community CCTV Surveillance System.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Design and implement the surveillance platform in a manner that supports integration of approximate 1,00,000 cameras from multiple OEMs empaneled under the Rate Contract framework.
- 2) Ensure that the centralized platform is capable of integrating both (Approximate 100000 camera) newly deployed cameras and existing cameras already installed across the city.
- 3) Existing CCTV cameras that comply with ONVIF standards and the minimum technical specifications defined in this RFP shall be integrated into the centralized monitoring platform without requiring replacement of the existing equipment.
- 4) Ensure that all cameras integrated into the system comply with ONVIF standards (Profile S, G, and T) to enable seamless interoperability between cameras and the centralized Video Management System (VMS).
- 5) Ensure that the centralized platform supports open APIs and SDK interfaces to enable integration with third-party devices, analytics modules, and external applications.
- 6) Ensure that the system architecture avoids proprietary technology lock-in, allowing integration of approved devices and software platforms from different vendors.
- 7) Enable the system to support camera edge analytics as well as centralized analytics modules deployed at the ICCC platform.
- 8) Ensure that cameras installed by empaneled System Integrators (SIs) can be easily onboarded, configured, and integrated with the centralized VMS without requiring proprietary software from specific OEMs.
- 9) Ensure compatibility of the system with existing surveillance infrastructure and future expansion of camera deployments across the city.
- 10) Provide standard configuration guidelines and integration protocols to ensure uniform integration of cameras deployed at different locations by multiple SIs.
- 11) Ensure that the surveillance platform supports standard video streaming protocols and open communication standards for efficient data exchange between devices and applications.
- 12) Enable the system architecture to support future integration with Smart City systems, traffic management systems, emergency response systems, or other municipal technology platforms, where required.
- 13) Ensure that the surveillance platform remains flexible, scalable, and technology-agnostic, allowing seamless addition of new cameras, analytics capabilities, and monitoring functionalities in the future.

2.4.5.CENTRALIZED MONITORING & VIDEO ACCESS

The MSI shall establish and configure a centralized monitoring framework at the Integrated Command & Control Centre (ICCC) to enable authorized authorities to monitor and access surveillance feeds from cameras deployed across the city under the Community CCTV initiative.

The centralized monitoring system shall provide a unified interface for real-time surveillance, system oversight, and operational coordination.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Configure and deploy a centralized monitoring interface within the Video Management System (VMS) enabling operators at ICCC to view and manage approximate 1,00,000 camera feeds deployed across the city.
- 2) Enable live monitoring of CCTV cameras installed under the Community Camera network through the centralized monitoring platform.

- 3) Provide a single unified dashboard from which authorized users can view camera feeds from multiple locations across the city.
- 4) Ensure that the platform allows simultaneous viewing of multiple camera streams through monitoring workstations and video wall displays available at the ICCC.
- 5) Enable secure viewing access for authorized departments, including: Indore Municipal Corporation (IMC), Police Department, Zonal Offices, Other designated control rooms as approved by IMC.
- 6) Implement role-based access control (RBAC) to ensure that users can only access cameras, locations, and system functionalities permitted under their designated access rights.
- 7) Ensure that authorized users can remotely access live camera feeds from the ICCC monitoring platform when required for operational purposes.
- 8) Enable the system to retrieve and view minimum 30 days recorded footage stored at camera locations, subject to network availability and system permissions.
- 9) Provide an intuitive interface for searching and accessing recorded video based on parameters such as date, time, camera ID, or location.
- 10) Ensure that the monitoring system provides real-time camera status indicators, enabling operators to quickly identify cameras that are operational, offline, or under maintenance.
- 11) Enable the monitoring platform to support video wall display configuration, allowing critical camera feeds or incident locations to be displayed on the video wall at ICCC.
- 12) Ensure that the system maintains secure user authentication mechanisms for accessing the monitoring platform.
- 13) Maintain system logs and audit trails for monitoring user access and system activities.
- 14) Ensure that the monitoring system supports continuous 24x7 monitoring operations, enabling operational teams to maintain situational awareness across the city.
- 15) The system shall provide integrated forensic investigation tools for accessing and analyzing recorded footage.

2.4.6.CAMERA HEALTH MONITORING & ALERT SYSTEM

The MSI shall implement a Centralized Camera Health Monitoring System (HMS) integrated with the Video Management System (VMS) and the Hosting & Management System. The purpose of this system is to continuously monitor the operational status of all cameras integrated into the Community CCTV Surveillance Network and to ensure timely detection and resolution of system faults.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Develop and deploy a centralized camera health monitoring module capable of monitoring operational status of all integrated cameras across the city.
- 2) Enable the system to continuously track the connectivity and operational status of cameras, including cameras installed by empanelled System Integrators (SIs) as well as existing cameras integrated into the platform.
- 3) Detect and generate alerts for camera faults such as: Camera offline or unreachable, Video loss or signal interruption, Network connectivity failure, Power failure at camera location, Device malfunction or hardware fault, Storage failure at the camera premises etc.
- 4) Provide a real-time camera health dashboard displaying the operational status of all integrated cameras.
- 5) The dashboard shall indicate: Total cameras integrated, Cameras operational, Cameras offline, Cameras under maintenance, Cameras experiencing network or device issues etc.
- 6) Enable the system to generate automated alerts when a camera becomes non-functional.
- 7) If any camera remains non-functional for more than 24 hours, the system shall generate a high-priority alert notification to the designated authority of IMC.
- 8) Alert notifications shall be generated through the system dashboard and may also be configured to send email or SMS notifications to authorized officials where required.
- 9) Provide diagnostic information and probable reasons for camera malfunction, enabling faster identification and resolution of issues.
- 10) Maintain a complete fault history log and uptime records for each camera integrated into the system.

- 11) Enable generation of camera uptime and fault reports for administrative monitoring and performance evaluation of System Integrators (SIs).
- 12) Ensure that the Health Monitoring System(HMS) supports continuous monitoring operations on a 24x7 basis.
- 13) Enable integration of health monitoring data into the centralized dashboard and reporting modules for system oversight and operational management.

2.4.7.AI-BASED VIDEO ANALYTICS

The MSI shall implement an AI-enabled video analytics framework as part of the centralized surveillance platform to enhance situational awareness, automate event detection, and support data-driven decision-making for city authorities.

The analytics framework shall be capable of processing video streams received from cameras deployed across the city and generating actionable insights, alerts, and statistical reports.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Deploy and configure an AI-enabled video analytics platform integrated with the centralized Video Management System (VMS).
- 2) Ensure that the analytics platform supports scalable processing of video streams from multiple camera locations across the city.
- 3) Enable the system to perform automated event detection and video analysis based on predefined analytics rules and algorithms.
- 4) The analytics capabilities shall include, but not be limited to, the following functions: Intrusion detection, Perimeter protection, People counting, Crowd density monitoring, Abandoned object detection, Vehicle detection, Automatic Number Plate Recognition (ANPR), Traffic density analysis, Heatmap generation, Video metadata generation.
- 5) Enable the analytics platform to generate real-time alerts when predefined events or anomalies are detected.
- 6) Provide the capability to configure custom analytics rules and event triggers based on operational requirements of IMC and other authorized departments.
- 7) Ensure that analytics results and alerts are integrated with the centralized monitoring dashboard at the ICCC.
- 8) Enable generation of analytics-based reports and statistical insights, including: Crowd movement patterns, Traffic trends, Event frequency analysis, Incident monitoring reports.
- 9) Ensure that the analytics platform supports both camera-based edge analytics and centralized analytics processing, where applicable.
- 10) Enable the system to store and manage analytics metadata associated with video streams for search and reporting purposes.
- 11) Provide visualization tools such as heatmaps, charts, and dashboards to present analytics results in an intuitive manner for system operators and decision-makers.
- 12) Ensure that the analytics platform can be expanded or upgraded with additional analytics modules in the future without requiring major changes to the system architecture.

2.4.8.VIDEO FORENSIC ANALYSIS SYSTEM

The Master System Integrator (MSI) shall design, deploy, and implement an advanced Video Forensic Analysis System as part of the centralized surveillance platform to support post-event investigation, evidence generation, and incident analysis.

The system shall enable authorized users at ICCC and other designated departments to efficiently analyze recorded video footage and derive actionable insights for law enforcement and administrative purposes.

The scope shall include, but not be limited to, the following:

- a) The system shall provide intelligent forensic search capabilities across recorded video data based on parameters such as: Date and time , Camera ID and location ,Object attributes (vehicle type, color, person attributes, etc.)
- b) The system shall support face-based and vehicle-based search leveraging integrated analytics such as Facial Recognition and ANPR, wherever applicable.
- c) The platform shall enable event reconstruction, allowing users to analyze and correlate video feeds from multiple cameras to recreate the sequence of events.
- d) The system shall support timeline-based investigation tools, enabling efficient navigation and review of recorded footage.
- e) The system shall allow video clipping, bookmarking, tagging, and export of evidence, with secure audit trails for legal and investigation purposes.
- f) The forensic system shall support metadata-based indexing of video recordings to enable faster search and retrieval.
- g) The platform shall ensure that all forensic analysis activities are logged and maintained with proper audit trails and access control mechanisms.
- h) The system shall be accessible through the centralized monitoring platform at ICCC with role-based access control (RBAC).
- i) The forensic module shall be designed to handle large-scale data corresponding to the proposed deployment of approximate 1,00,000 cameras, ensuring performance and scalability.
- j) The system shall be compatible with recordings stored at edge devices (NVRs) and enable remote retrieval and analysis of video footage.

2.4.9.USE CASE-BASED SURVEILLANCE FRAMEWORK

The Master System Integrator (MSI) shall design, deploy, configure, and operationalize a comprehensive Use Case-Based Surveillance Framework as part of the centralized CCTV Surveillance System. The framework shall support citywide monitoring, public safety, women safety, traffic management, and smart governance requirements through a combination of real-time monitoring, video analytics, and integrated response mechanisms.

The system shall be capable of supporting multiple use cases across different operational domains as detailed below:

A. Core Surveillance & Public Safety Use Cases

- a) Live video streaming and centralized monitoring at ICCC
- b) Video recording, playback, and retrieval (minimum 30 days)
- c) Motion detection and event-based recording
- d) Camera tampering detection and alert generation
- e) 24x7 camera health monitoring and fault alerts
- f) Incident-based live tracking and monitoring
- g) Area surveillance of public places, markets, roads, and critical infrastructure

B. Women Safety & Citizen Security Use Cases

- a) Real-time monitoring of sensitive locations such as public transport hubs, schools, colleges, isolated areas, and high-footfall zones
- b) Suspicious activity detection (loitering, stalking patterns, unusual behavior)
- c) Crowd safety monitoring during events, festivals, and public gatherings
- d) Integration with emergency response systems for rapid intervention
- e) Panic alert / distress-trigger integration (where applicable)
- f) Tracking and monitoring of repeated suspicious movements across multiple cameras
- g) Support for forensic video analysis for investigation purposes

C. Traffic Management & Enforcement Use Cases

- a) Traffic flow monitoring and congestion analysis
- b) Automatic Number Plate Recognition (ANPR)
- c) Red Light Violation Detection (RLVD)
- d) Speed violation detection (SVD)
- e) Illegal parking detection
- f) Vehicle tracking across multiple locations
- g) Traffic density analysis and reporting
- h) Incident detection (accidents, road blockage, abnormal stoppage)

D. Advanced AI-Based Analytics Use Cases

- a) Intrusion detection and perimeter protection
- b) Loitering detection
- c) Abandoned object detection
- d) Crowd density estimation and overcrowding alerts
- e) People counting and movement analysis
- f) Heatmap generation and behavioral pattern analysis
- g) Facial recognition (subject to applicable laws and approvals)
- h) Violence / fight detection
- i) Object classification and anomaly detection
- j) Video metadata generation for intelligent search and analytics

E. City Governance & Smart Monitoring Use Cases

- a) Monitoring of public infrastructure (bus stops, public toilets, government assets, etc.)
- b) Solid waste monitoring (garbage points, illegal dumping detection)
- c) Monitoring of civic services and municipal operations
- d) Encroachment and unauthorized activity detection
- e) Monitoring of construction and public works
- f) Integration with Smart City / ICCC systems for unified operations
- g) Disaster and emergency situation monitoring

F. Investigation, Forensics & Reporting

- a) Advanced video search based on time, location, object, or event
- b) Centralized evidence retrieval and export
- c) Audit trails and user activity logs
- d) Case-based video tagging and storage
- e) Analytics-based reporting and dashboards for decision-making

G. Scalability & Configurability

- a) The system shall support modular activation of use cases based on requirement
- b) Analytics and use cases shall be configurable per camera / location
- c) The platform shall support addition of new use cases without system redesign
- d) All use cases shall be integrated into a centralized dashboard at ICCC

H. Mandatory Compliance Clause (No Additional Cost)

The Bidder/MSI shall ensure that all hardware, software, analytics engines, licenses, networking components, storage systems, integration tools, and any other infrastructure required for successful implementation and operation of the above use cases are included within the scope of work.

In case any additional hardware, software, networking, connectivity, bandwidth, storage, licenses, upgrades, integration components, or related services are required to fully implement, operationalize, or scale the above-mentioned use cases at any stage during the project lifecycle, the Bidder/MSI shall supply, deploy, and maintain the same without any additional financial implication to Indore Municipal Corporation (IMC).

No additional claims, variations, or cost escalations shall be entertained on account of incomplete assessment of requirements by the Bidder.

I. Outcome-Based Responsibility

The MSI shall be fully responsible for ensuring that all defined use cases are:

- a) Successfully deployed and configured
- b) Fully functional and operational
- c) Integrated with ICCS systems
- d) Delivering intended outcomes and performance

The responsibility of the MSI shall be outcome-based and not limited to supply or installation of components.

2.4.10.SYSTEM INTEGRATOR (SI) REGISTRATION & EMPANELMENT MANAGEMENT MODULE

The MSI shall design, develop, and deploy a System Integrator (SI) Registration and Empanelment Management Module as part of the centralized Hosting & Management System. This module shall facilitate the digital registration, verification, and management of System Integrators participating in the Community CCTV Surveillance initiative. The module shall support a transparent and structured workflow for SI onboarding, approval, and monitoring.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Develop an online registration portal through which System Integrators can apply for empanelment under the Community CCTV Surveillance program.
- 2) Enable SI applicants to submit registration requests and upload required eligibility documents as specified by Indore Municipal Corporation (IMC).
- 3) The system shall allow submission of details including: Company profile, Technical qualifications, Experience details, Registration certificates, Other documents as required under the empanelment criteria.
- 4) Provide a digital workflow for scrutiny and verification of SI applications by the designated authority of IMC.
- 5) The system shall allow the competent authority to: Approve SI applications, Reject SI applications, Request additional information or clarification from the applicant.
- 6) Once approved, the SI shall automatically be included in the Empanelled SI Directory maintained within the system.
- 7) Maintain a centralized digital registry of empanelled System Integrators, accessible to authorized officials.
- 8) Enable system administrators to manage, update, suspend, or deactivate SI registrations based on administrative decisions or compliance requirements.
- 9) Ensure that the system maintains a complete digital record of SI applications, approvals, and empanelment status.
- 10) Provide reporting tools to generate lists and status reports of empanelled System Integrators.
- 11) Ensure that the SI empanelment module is integrated with the broader surveillance platform to support monitoring of installation activities and performance of each SI.

2.4.11.SI INSTALLATION TRACKING & PERFORMANCE MONITORING

The MSI shall implement a System Integrator (SI) Installation Tracking and Performance Monitoring Module within the centralized surveillance management platform. The objective of this module is to enable Indore Municipal Corporation (IMC) to monitor installation activities, operational status of cameras deployed by different SIs, and overall performance of empanelled System Integrators.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Develop a system module to record and track installation details of CCTV cameras deployed by empaneled System Integrators (SIs).
- 2) Enable the platform to maintain records of camera installation information, including: SI responsible for installation, Installation location, Camera type and configuration, Date of installation, Operational status of the camera.
- 3) Provide the capability to map installed cameras geographically on a digital map interface, enabling authorities to visualize camera coverage across different areas of the city.
- 4) Ensure that each camera integrated into the system is assigned a unique identification reference for tracking and monitoring purposes.
- 5) Enable the platform to maintain records of cameras installed, operational cameras, cameras under maintenance, and cameras reported as non-functional.
- 6) Provide dashboards and reports showing the number of cameras installed by each SI, installation progress, and operational performance.
- 7) Enable generation of performance reports for System Integrators, including installation timelines, operational performance of cameras, and maintenance history.
- 8) Allow authorized officials to monitor installation trends, coverage gaps, and maintenance performance across the surveillance network.
- 9) Integrate installation tracking information with the Camera Health Monitoring System to ensure that faults or non-functional cameras can be traced back to the responsible installation entity where applicable.
- 10) Enable administrators to generate periodic reports and analytics related to SI installation activities and system performance.
- 11) Ensure that the installation tracking system can be expanded or enhanced in the future to accommodate additional monitoring parameters or reporting requirements as defined by IMC.

2.4.12.GRIEVANCE & COMPLAINT MANAGEMENT SYSTEM

The MSI shall design, develop, and deploy a **Grievance and Complaint Management Module** integrated with the centralized surveillance management platform. This module shall enable efficient reporting, tracking, and resolution of issues related to CCTV camera operations, system performance, and maintenance activities.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Develop a **centralized complaint registration system** through which authorized officials can report issues related to CCTV cameras or system operations.
- 2) Enable the system to **generate a unique complaint or ticket number** for each registered issue for tracking and monitoring purposes.
- 3) Allow complaints to be registered for issues such as: Non-functional cameras, Video loss or poor video quality, Camera alignment issues, Network connectivity problems, Hardware malfunction or damage, Other operational concerns related to the surveillance system.
- 4) Enable the system to **automatically assign complaints to the respective System Integrator (SI)** responsible for installation, proper feed to centralize location and maintenance of the camera.
- 5) Provide functionality to **track the status of complaints throughout the resolution process**.
- 6) The system shall support complaint status categories such as: Open, In Progress, Resolved, Escalated, Closed.
- 7) Provide an **escalation mechanism** in case complaints remain unresolved beyond defined timelines.

- 8) Enable administrators to configure an **escalation matrix** to notify higher authorities when service timelines are not met.
- 9) Provide a **dashboard view for monitoring complaints**, including total complaints received, complaints pending resolution, and complaints resolved.
- 10) Maintain a **complete history of complaints, actions taken, and resolution timelines** for audit and monitoring purposes.
- 11) Enable generation of **periodic reports on complaint trends, response time, and resolution performance**.

2.4.13.DASHBOARD & REPORTING SYSTEM

The MSI shall develop and implement a **comprehensive dashboard and reporting system** as part of the centralized surveillance management platform. The purpose of this system is to provide real-time visibility of surveillance operations, camera status, analytics insights, and system performance for effective decision-making by Indore Municipal Corporation (IMC) and other authorized stakeholders.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Develop an **interactive monitoring dashboard** that provides real-time information regarding the operational status of cameras deployed across the city.
- 2) Provide dashboard indicators displaying key system statistics, including: Total number of cameras integrated into the system, Cameras currently operational, Cameras reported offline, Cameras under maintenance, Cameras pending resolution of faults.
- 3) Enable visualization of camera deployments through **map-based or location-based monitoring dashboards**, allowing authorities to view surveillance coverage across different areas of the city.
- 4) Provide dashboards that display **performance statistics of System Integrators (SIs)** including number of installations completed, operational status of installed cameras, and maintenance performance.
- 5) Integrate data from the **Camera Health Monitoring System and Grievance Management Module** to provide consolidated operational insights.
- 6) Enable monitoring of **AI analytics events and alerts** generated by the surveillance platform.
- 7) Provide tools for generating **periodic operational reports**, including: Camera uptime and availability reports, Fault and maintenance reports, Complaint resolution statistics, SI installation and performance reports.
- 8) Enable authorized administrators to **customize dashboard views and reporting parameters** based on operational requirements.
- 9) Provide capability to export reports in **standard formats such as PDF, Excel, or other commonly used formats**.
- 10) Ensure that the reporting system maintains **historical data records** for trend analysis and operational review.
- 11) Design the dashboard and reporting system in a **modular and scalable manner**, allowing future enhancements, additional analytics modules, or new reporting requirements to be incorporated based on IMC's operational needs.

2.4.14.CYBERSECURITY & DATA PROTECTION

The MSI shall implement appropriate cybersecurity, data protection, and access control mechanisms to ensure the integrity, confidentiality, and secure operation of the Community CCTV Surveillance System. The system shall be designed to safeguard surveillance data and prevent unauthorized access, tampering, or misuse.

The responsibilities of the MSI shall include, but not be limited to, the following:

- 1) Implement secure system architecture and cybersecurity controls to protect the surveillance platform, network infrastructure, and connected devices.

- 2) Ensure that all software components deployed under the project comply with applicable cybersecurity standards and best practices.
- 3) Implement role-based access control (RBAC) mechanisms to ensure that only authorized users can access the surveillance system and its features.
- 4) Provide secure user authentication mechanisms including password policies and access management for system administrators, operators, and authorized officials.
- 5) Ensure secure communication between cameras, servers, and monitoring systems using encrypted protocols and secure communication channels.
- 6) Implement system activity logging and audit trail mechanisms to track user access, configuration changes, system events, and operational activities.
- 7) Ensure that system logs and audit trails are securely maintained and available for review by authorized authorities when required.
- 8) Implement security mechanisms to prevent unauthorized tampering or modification of system configurations.
- 9) Ensure that the deployed platform supports regular software updates, patches, and security upgrades during the contract period.
- 10) Ensure compliance with applicable data protection guidelines and Government of India cybersecurity advisories.
- 11) Implement safeguards to prevent unauthorized external access to the surveillance system infrastructure.
- 12) Ensure that all surveillance data handled by the system is protected against unauthorized extraction, misuse, or disclosure.
- 13) Provide necessary support to IMC for conducting security audits, vulnerability assessments, or system reviews if required.
- 14) Ensure that the system architecture is designed in a manner that allows future enhancement of cybersecurity mechanisms and security policies as per evolving government guidelines or security requirements.

2.4.15.DOCUMENTATION & KNOWLEDGE TRANSFER

- 1) Preparation and submission of complete technical documentation, including system architecture, network topology, platform configuration, integration framework, and deployment details of the surveillance system.
- 2) Provision of user manuals, administration manuals, and standard operating procedures (SOPs) for system operation, monitoring, maintenance, troubleshooting, and incident management.
- 3) Submission of as-built documentation reflecting the final system implementation, including configuration details, device integration procedures, and system settings.
- 4) Documentation related to APIs, SDKs, device onboarding processes, and integration mechanisms for cameras deployed by empanelled System Integrators (SIs).
- 5) Maintenance of records related to software licenses, version control, system upgrades, and configuration changes throughout the contract period.
- 6) Handover of all documentation to IMC in electronic format and other formats as required, ensuring knowledge transfer to designated IMC personnel for future system management and operational continuity.

2.4.16.STABILIZATION & HANDHOLDING SUPPORT

The MSI shall provide stabilization and handholding support after deployment to ensure smooth functioning and operational readiness of the surveillance system. The support shall include:

- 1) Providing technical assistance during the stabilization phase after system Go-Live to ensure seamless operation of the centralized surveillance platform and integrated camera network.

- 2) Assisting IMC officials and system operators in system configuration, operational procedures, analytics usage, and monitoring workflows.
- 3) Supporting IMC in resolving operational issues, system performance tuning, and optimization of monitoring and analytics functions during the initial operational phase.
- 4) Ensuring proper functioning of camera integration, alert systems, health monitoring mechanisms, reporting modules, and grievance management features.
- 5) Providing on-site or remote support as required to address system issues and ensure a smooth transition from project implementation to routine operations.
- 6) Assisting IMC in validating system performance, conducting operational testing, and ensuring that all functionalities are working as per the requirements defined in this RFP.

Note: The surveillance platform shall be designed with a scalable and modular architecture, allowing IMC to expand the system in future by integrating additional cameras, analytics capabilities, monitoring locations, or functional modules as per operational requirements.

2.4.17. MOBILE MONITORING APPLICATION

- 1) The MSI shall provide a secure mobile application compatible with Android and iOS platforms to enable authorized officials of IMC and other designated authorities to remotely access and monitor the CCTV surveillance system.
- 2) The mobile application shall allow authorized users to perform functions including: Live viewing of CCTV camera feeds, Playback of recorded video streams (subject to access rights), Viewing cameras based on location or grouping, Receiving system alerts and notifications, Monitoring camera health status.
- 3) The application shall enable secure access to cameras through the centralized VMS/HMS platform using internet connectivity with appropriate authentication and role-based access control.
- 4) The MSI shall ensure that the necessary server infrastructure, software licenses, and integration components required for the mobile application are provisioned as part of the solution.
- 5) The cost of development, deployment, integration, and maintenance of the mobile application shall be included in the overall platform solution proposed by the bidder, and no separate payment shall be made for this functionality.

2.4.17. OWNERSHIP OF CCTV INFRASTRUCTURE AND DATA

The ownership of CCTV cameras, associated hardware, and local storage devices installed at the establishment shall remain with the respective Establishment.

However, all video feeds and data generated from such CCTV systems shall be made accessible to Indore Municipal Corporation (IMC) and authorized government agencies for the purpose of public safety, surveillance, law enforcement, and incident monitoring, as per applicable laws and Community CCTV Bye-laws.

IMC shall have the right to access, view, and utilize live and recorded video feeds from the CCTV systems through the ICCC platform or any authorized interface, without transferring ownership of the physical infrastructure.

The Establishment shall ensure continuous availability of video feed and shall not restrict access to IMC or authorized agencies. Any misuse, obstruction, or unauthorized restriction of access may attract action as per applicable rules and regulations.

2.5. GENERAL ELIGIBILITY

- 1) This invitation for bids is open to all eligible entities incorporated and registered in India, including Master System Integrators (MSI), Original Equipment Manufacturers (OEM), or Joint Ventures (JV) between eligible entities, who are legally authorized to conduct business in India under applicable laws and who meet the prescribed Pre-Qualification Criteria specified in this RFP.
- 2) In case of Joint Venture (JV), all members of the JV shall be legally registered entities in India. One member shall be designated as the Lead Member and shall be responsible for fulfilling the contractual obligations as defined in this RFP.

- 3) Any Bidder that has been declared ineligible, blacklisted, debarred, or suspended by any State Government, Central Government, Public Sector Undertaking, Local Urban Bodies or statutory authority due to unsatisfactory performance, corrupt practices, fraudulent practices, coercive practices, collusive practices, or any other unethical business conduct shall not be eligible to participate in this tender.
- 4) A Bidder shall be liable for disqualification if it is found that:
 - It has provided false, misleading, or incorrect information in the bid;
 - It has breached any general or special conditions of contract with IMC or any of its user departments in past projects;
 - It has failed to perform contractual obligations in previous engagements with IMC or other Government agencies.
- 5) Participation in the tender process shall be subject to compliance with all applicable statutory, regulatory, and tax obligations under Indian laws.
- 6) A Bidder shall not submit more than one bid, either individually or as a member of a Joint Venture. In case of multiple participation, all such bids shall be liable for rejection.

2.6. PRE-BID MEETING

- 1) IMC shall conduct a Pre-Bid Meeting with prospective bidders (MSI, OEM, or Joint Venture entities) to provide clarifications regarding the provisions of this RFP.
- 2) Bidders shall ensure that their queries for the Pre-Bid Meeting are submitted in writing via email to the designated email address(es) mentioned in the Tender Schedule, within the stipulated timeline.
- 3) Only written queries received within the prescribed time shall be considered. Queries received after the specified deadline may not be entertained.
- 4) The Pre-Bid Meeting shall address clarifications relating to the Scope of Work, technical specifications, eligibility criteria, payment terms, evaluation methodology, and other provisions of the RFP.
- 5) A maximum of two (2) authorized representatives from each bidding entity shall be permitted to attend the Pre-Bid Meeting.
- 6) Clarifications, amendments, or modifications arising out of the Pre-Bid Meeting shall be issued only through written corrigendum/addendum uploaded on the e-Procurement portal. No verbal clarification shall be considered binding.
- 7) The date, time, and venue (physical or virtual mode) of the Pre-Bid Meeting shall be as specified in the Tender Schedule.

2.7. CLARIFICATIONS ON TENDER DOCUMENT

- 1) A Bidder (MSI, OEM, or JV) may seek clarification regarding any part of the Tender Document on or before the date specified in the Tender Schedule.
- 2) All clarification requests shall be submitted in writing via email to the email address(es) specified in the Tender Schedule.
- 3) The subject line of the email shall clearly mention: "Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore"
- 4) IMC shall respond to the queries through a written clarification or corrigendum, which shall be uploaded on the e-Procurement portal. Such clarifications shall form an integral part of the RFP.
- 5) IMC shall not be responsible for responding to queries that are improperly addressed, lack sufficient clarity, or are submitted beyond the prescribed deadline.

3. SECTION 2: SCHEDULE OF ITEMS & TECHNICAL SPECIFICATIONS

3.1. SCHEDULE OF ITEMS TO BE SUPPLIED UNDER RATE CONTRACT

The items listed below represent the standard CCTV equipment proposed to be empaneled under the Rate Contract framework for OEMs for deployment of Community CCTV systems under this initiative.

The listed equipment shall be supplied by the empaneled OEMs at the finalized Rate Contract prices. These items may be procured by registered System Integrators (SIs) for installation of CCTV cameras at various establishments such as residential societies, commercial establishments, institutions, and other premises participating in the Community CCTV program.

The Establishment / End User shall procure the CCTV equipment through the registered System Integrator (SI) only. The SI shall procure the required equipment from the empaneled OEMs at the finalized Rate Contract prices and carry out installation, commissioning, and integration of the cameras with the centralized monitoring platform.

The technical specifications provided in this RFP represent the minimum acceptable specifications. Bidders may offer equipment with equivalent or higher specifications, subject to compliance with the technical requirements specified in this RFP.

TABLE 2: SCHEDULE OF ITEMS TO BE SUPPLIED

S.NO.	NAME OF ITEM	UNIT
Camera Items & Accessories & Others		
1	4MP IP fix Analytic supported Bullet Camera	Nos
2	4 MP IP PTZ 30x Optical zoom	Nos
3	Edge Analytics Capability in Camera	Nos
NVR Items & Accessories		
4	8 channel Network Video Recorder	Nos
5	16 channel Network Video Recorder	Nos
6	Surveillance Hard disk – 4 TB – SATA	Nos
7	Surveillance Hard disk – 6 TB – SATA	Nos
Network Switch & Accessories		
8	24P UTP + 4P Fiber POE L3 manageable switch	Nos
9	8P UTP + 2P Fiber Industrial Grade full POE L2 manageable switch	Nos
10	4P UTP + 2P Fiber Industrial Grade full POE L2 manageable switch	Nos
11	8P UTP + 4P Fiber full POE L2 manageable switch	Nos
12	8P UTP + 2P Fiber full POE L2 manageable switch	Nos
13	4P UTP + 2P Fiber full POE L2 manageable switch	Nos
14	1-pair (2-port) Mini GBIC / SFP module – same make of Switch	Nos

Installation & Commissioning Scope

The rate quoted for camera deployment shall be inclusive of supply, installation, mounting accessories, cabling, power components, and other necessary materials required for successful commissioning of the CCTV camera at site.

Such materials may include poles, brackets, conduits, cables, junction boxes, surge protection devices, power accessories, and other installation components required as per site conditions.

No additional payment shall be made for these items separately.

TABLE 2.1. FIELD INSTALLATION MATERIALS

S.NO	ITEM	UNIT
1	Single Mode 12 Core Fiber Cable	Mtr
2	Single Mode 6 Core Fiber Cable	Mtr
3	Fiber Optic Pigtails	Nos
4	Fiber Termination Box	Nos
5	UPS 650 Watt (Camera Location)	Nos
6	2C × 2.5 sq.mm Flexible Cable	Mtr
7	3C × 2.5 sq.mm Flexible Cable	Mtr
8	6 Socket Spike Board	Nos
9	4 Socket Spike Board	Nos
10	5 Amp MCB	Nos
11	10 KA Surge Protector	Nos
12	Messenger Wire for Fiber Cable	Mtr
13	25 mm CPVC Conduit	Mtr
14	25 mm PVC Conduit	Mtr
15	25 mm MS Conduit	Mtr
16	25 mm GI Conduit	Mtr
17	6 m Hot Dip Galvanized Pole	Nos
18	1.5 m Cantilever Arm	Nos
19	Junction Box	Nos

3.2. CENTRALIZED MONITORING INFRASTRUCTURE (MSI SCOPE)

The Master System Integrator (MSI) shall design, supply, install, configure, and commission the centralized monitoring infrastructure required for the Community CCTV Surveillance System at the Integrated Command & Control Centre (ICCC) or other designated monitoring location.

The items listed below represent the minimum infrastructure required for deployment of the centralized monitoring platform, including operator workstations, storage systems, video wall components, and networking infrastructure.

The MSI shall ensure that the centralized monitoring system is capable of supporting real-time monitoring, camera health monitoring, video playback, analytics processing, and integration of cameras deployed across various establishments under the Community CCTV program.

The bidder may propose equivalent or higher specifications based on system architecture and performance requirements, subject to approval by IMC.

TABLE 3: CENTRALIZED MONITORING INFRASTRUCTURE (MSI)

S.NO	NAME OF ITEM	UNIT
Computing & Storage Equipment		
1	VMS Application Server	Nos
2	Database Server	Nos
3	AI Analytics Server	Nos

S.NO	NAME OF ITEM	UNIT
4	NAS Storage – 16 Bay	Nos
5	NAS Storage – 24 Bay	Nos
6	Operator Workstation – Intel Core i7 with 16 GB RAM & 1 TB SSD	Nos
7	Operator Desktop Monitor – 21" / 22"	Nos
8	Professional LED Display – 40" / 42" (Video Wall)	Nos
Video Wall & Monitoring System		
9	Video Wall Controller – 8 × 8 Display Controller	Nos
10	Video Wall Controller – 4 × 4 Display Controller	Nos
11	Video Wall Mounting Structure / Accessories	Nos
Network Infrastructure		
12	Core Network Switch – L3 Managed	Nos
13	Firewall / Network Security Appliance	Nos
14	Network Rack – 42U	Nos
15	Network Rack – 12U	Nos
16	Network Rack – 9U	Nos
17	Network Rack – 6U	Nos
18	CAT6 STP Network Cable	Nos
19	CAT6 Patch Cable – Minimum 3m Length	Mtr
Power Infrastructure		
20	UPS – 5 KVA for Control Room Equipment	Nos
21	Power Distribution Unit (PDU)	Nos
Software Components		
22	Video Management System (VMS) Software Platform	Nos
23	Central Management Software (CMS)	Nos
24	AI Video Analytics Platform	Nos
25	Mobile Monitoring Application for Authorized Officials	Nos
26	NVR SDK / Integration SDK	Nos

3.3. TECHNICAL SPECIFICATIONS:

TABLE 4: 4MP IP FIXED IP BULLET CAMERA

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Sensor	1/2.7" 4MP PS CMOS Image Sensor	
2	Resolution	Minimum 2688×1520 or better	
3	Frame Rate and stream	The camera shall support minimum Quad stream and at least one stream at a frame rate of 25/30 fps@ 2560X1440.	
4	Video Compression	H.265/H.264+/H.264	
5	Electronic Shutter Speed	Auto/Manual, 1/3~1/100000s or better	
6	S/N Ratio	>58dB or better	
7	Lens	3.6mm fixed lens or better	
8	Privacy Masking	Camera should support up to 4 areas or better	
9	Minimum Illumination	0.001 lux@F1.4 (30IRE) or better	
10	ICR	Auto(ICR)/Color/B/W	

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
11	IR Distance	The camera should have in built IR range up to 50 Mtr. In addition to IR it shall support warm Light with minimum 30 Mtr. range	
12	ROI Support	The Camera shall support at least 4 areas of ROI or better	
13	Picture Correction	The camera shall support Picture correction features such as Automatic Gain Control (AGC), Backlight Compensation, Highlight Compensation, Wide Dynamic Range up to 120 dB or better	
14	Noise Reduction	3D-DNR	
15	Event Notification	Through Relays	
16	Network	SFTP, IPv6, IPv4, NTP, RTP, HTTP, HTTPS, SNMP V3, TCP/IP, UDP, ICMP, SSL, DHCP, SMTP, RTSPS, ONVIF (Profile S, Profile G, Profile T), unicast	
17	Security	AES 256-bit Encryption, Configuration encryption, trusted execution, Digest, security logs, WSSE, account lockout, syslog, video encryption, IP/MAC filtering, HTTPS, trusted upgrade, trusted boot	
18	Micro SD Slot	Should support up to a maximum of 512 GB micro-SD	
19	Others	Exposure Control, AGC, White Balance	
20	Video Content Analytics supported by Camera (optional)	Smart Motion detection	
		Tripwire	
		Intrusion	
		Video Tampering	
21	Network Ethernet	RJ-45 (10/100Base-T)	
22	Security Authentication	Watermark, IP Address Filtering, Tampering Alarm, RTSP Authentication, User Authentication	
23	Power Source	The network camera shall support PoE IEEE 802.3af or DC12 V	
24	Audio in /Audio Out	1 Ch input /1 Ch output Port with Build in Mic	
25	Third Party Interface	1 Ch input /1 Ch output Port	
26	Power Consumption	Not to exceed 8W	
27	Smart Phone	iPhone, Android Phone	
28	Operation Temperature/ Humidity	-40°C to +60°C /≤95%	

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
29	Weatherproof and Protection Standard	IP67,IK10 rated weather proofing standards	
30	Open Protocol	ONVIF (Profile S/Profile G/Profile T);	
31	Certifications	FCC, CE, ISO, STQC, BIS, certified	

TABLE 5: 4 MP IP VARIFOCAL BULLET CAMERA

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Sensor	1/3 4MP PS CMOS Image Sensor or better	
2	Resolution	Minimum 2688×1520 or better	
3	Frame Rate and stream	The camera shall support minimum Quad stream and at least one stream at a frame rate of 25/30 fps@ 2560X1440.	
4	Video Compression	H.265/H.264+/H.264	
5	Electronic Shutter Speed	Auto/Manual, 1/3~1/100000s	
6	S/N Ratio	>58Db	
7	Lens	2.7-13.5 mm Motorized Zoom lens	
8	Privacy Masking	Camera should support up to 4 areas.	
9	Minimum Illumination	0.001 lux@F1.4 (Color, 30 IRE), 0.0001 lux@F1.4 (B/W, 30 IRE), 0 lux (IR on)	
10	ICR	Auto(ICR)/Color/B/W	
11	IR Distance	The camera should have inbuilt IR range up to 60 Mtr. In addition to IR it shall support warm Light with minimum 30 Mtr. range	
13	ROI Support	Support (4 areas)	
14	Picture Correction	The camera shall support Picture correction features such as Automatic Gain Control (AGC), Backlight Compensation, Highlight Compensation, Wide Dynamic Range upto 120 dB or better	
16	Noise Reduction	3D-DNR	
18	Event Notification	Through Relays	
19	Network	SFTP, IPv6, IPv4, DNS,RTCP, NTP, RTP, HTTP, HTTPS, SNMP V3, TLS Version 1.2, TCP/IP, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SMTP, RTSPS, ONVIF (Profile S, Profile G, Profile T), unicast, multicast	

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
20	Security	AES 256-bit Encryption, Configuration encryption, trusted execution, Digest, security logs, WSSE, account lockout, syslog, video encryption, IP/MAC filtering, HTTPS, trusted upgrade, trusted boot	
21	Micro SD Slot	Should support up to a maximum of 512 GB micro-SD	
22	Others	Exposure Control, AGC, White Balance	
23	Video analytics, may be executed using video analytics software	Motion detection	
24		Tripwire	
25		Intrusion	
26		SMD, Face Recognition, Head Counting, Crowd Management, People Gathering	
28	Network Ethernet	RJ-45 (10/100Base-T)	
29	General Function	Watermark, IP Address Filtering, Tampering Alarm, RTSP Authentication, User Authentication	
30	Power Source	The network camera shall support PoE IEEE 802.3af or DC12 V	
31	Smart Phone	iPhone, Android Phone	
32	Operation Temperature/ Humidity	-40°C to +60°C /≤95%	
33	Weatherproof Standard	IP67 rated weather-proofing standards	
34	Open Protocol	ONVIF (Profile S/Profile G/Profile T);	
35	Audio in /Audio Out	1 Ch input /1 Ch output Port with Build in Mic	
36	Third Party Interface	1 Ch input /1 Ch output Port	
39	Certifications	FCC ,CE, ISO, STQC, BIS certified	

TABLE 6: 4 MP 30X IP PTZ CAMERA

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	4MP IP IR PTZ Camera	Motorized PAN TILT ZOOM with IR	
2	Image Sensor	1/2.8" progressive Scan CMOS	
3	Signal System	PAL/NTSC	
4	Resolution	2688 x 1520 , 4 Megapixels	
5	Minimum Illumination	Color: 0.005 lux@F1.6 B/W: 0.0005 lux@F1.6 0 lux	
6	Imaging	1/1s~1/30,000s, Up to 24 areas, and up to 8 areas in the same view,	
2025	Signal to Noise Ratio	≥55Db	
9	Lens Type	4 mm (±0.5mm) – 180 mm (±5mm) or better	

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
10	Zoom	30X Optical Zoom, 16X Digital Zoom H: 65.7°–1.9°, V: 39.4°–1.1°, D: 73.1°–2.1° or better	
11	Day & Nigh	Auto (ICR)/Color/B/W	
12	Zoom Function	Pan: 0°~360° endless, Manual: 0.1° ~260° /s, Preset: 0.1° ~300° /s; Tilt: –15° to +90°, auto flip 180°, Manual: 0.1° ~120° /s, Preset: 0.1° ~200° /s;	
13	Pre/Post Event Buffering	The camera should support at least of 5 seconds of pre & post-event buffering.	
16	Presets	300	
18	Video Compression (Minimum)	H.265; H.264+; H.264B; H.264M; H.264H; MJPEG (sub stream)	
20	Wide Dynamic Range	WDR (120dB or more)	
21	Digital Noise Reduction	DNR (2D+3D) On/Off	
22	Streaming	Triple Streaming, configurable	
23	Connectivity	LAN	
24	Image Setting	Rotate Mode, ROI ,EIS, saturation, brightness, contrast, sharpness adjustable through client software or web browser	
25	Profile Management	User configuration	
26	Security	User Authentication, Water Marking-	
27	Onboard Storage	Camera should support built in Class-10 MicroSD/SDHC/SDXC Card slot upto 512 GB .NAS	
28	Recording Management	Format SD, overwrite, storage management, video to NAS device, remote archive access via FTP login	
29	Alarm Trigger	Motion detection, Camera Tampering alarm, IP address conflict, storage full, storage error	
Network Compatibility			
30	Network Protocol	SFTP, IPv6, IPv4, DNS, RTCP, NTP, RTP, HTTP, HTTPS, SNMP V1/ V2/ V3/, TCP/IP, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SMTP, RTSPS, ONVIF (Profile S, Profile G, Profile T), unicast, multicast	
32	System Capability	ONVIF	
34	VMS	Camera shall support open source VMS	
35	Ethernet	1RJ 45 10/100 Ethernet port	

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
36	Power Input	24 VDC, 2.5 A ($\pm 25\%$) PoE+ (802.3at)	
37	Power Requirement	24V($\pm 10\%$), PoE (IEEE802.3 af)	
38	Power Consumption	Basic: 13 W Max. 22 W (illuminator + PTZ working)	
39	Enclosure	IP67,IK10	
40	Operating Condition	-40°C ~ +70°C/ $\leq 95\%$	
41	Standards	CE, FCC, RoHS, STQC Certified	
42	Audio Support	1/1 channel In/Out G.711a; G.711Mu; G.726; AAC; MPEG2-Layer2; G722.1; G729; G723	
43	IR Range	300 Mtr Or better	
44	Alarm In/Out	Alarm In/out- 7/2 Ch In/Out	

TABLE 7: VMS SOFTWARE WITH ANALYTICS

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Supported Devices	Should support NVR, Network camera, Network Video server, Decoder etc.	
2	Number of Camera Per Server	500 devices; 1,000 channels	
4	Device Management	Auto find, Add, delete, device Group, Reboot, setup	
5	Video Source	Local PC, Device itself, PC-NVR	
6	Duration	24h for one search	
7	Search Type	Certain time, Timing, Motion detection, Alarm	
8	Playback Features	Snapshot, audio, speed 1/8x~8x, synchronization playback	
9	Export	Window version Export as *.dav or *.avi, MAC Version : Export as *.dav	
10	Alarm Signal Monitoring	Schedule Alarm, Setup actions, operate/memo alarm	
11	Alarm Type	External alarm, video loss, Motion detection, Camera masking etc.	
12	Video display split	1/4/6/8/9/16/25/36/64 split	
13	Live Monitoring	snapshot, record, audio, talk, instant play back, E-PTZ, tour task	
14	Number of Maps	Map group: Unlimited, sub-map, Layout: 64	
16	Account	User and role management; privileges according to module & device.	
17	Log	Client log, remote device log, operation log, System log, alarm log	

18	workstation	CPU - Intel Core i7, 64 bits 4 Core Processor Memory - 16GB, Graphics Card - GeForce GTX 1060 3GB (Discrete Graphics, Card) Hard Drive Capacity - 200 GB free space for Client, Ethernet Port - 1,000 Mbps	
18	Bidder / Camera OEM will also provide mobile application (Android/iOS) for Smartphones which can be used by authorized officials for monitoring purpose and live view and recording of any camera from anywhere using internet. The necessary provision for server and software should be made and cost of the same should be included in the above items.		

TABLE 8: 16CH. 4K AI NETWORK VIDEO RECORDER

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Processor	Industrial-grade processor	
2	IP Camera Input	16 channel	
3	Operating System	Embedded LINUX	
4	User Interface	Web, Local GUI	
5	Video Output	1-channel VGA, 1-channel HDMI video output.	
6	Compression	Video Compression: H.265+/ equivalent, H.265, Smart H.264+, H.264, MJPEG or better Audio Compression: G.711a, G.711u, PCM, G726	
7	Analytics Supported by NVR	Face Detection (2 channels), Face Recognition (2 channels), Perimeter Protection (4 channels, 10 rules for each channel), Smart Motion Detection Plus (8 Channel)	
8	Decoding Capability	AI Off: 16-channel 4MP@30fps, 12-channel 5 MP@30 fps, 10-channel 6 MP@30 fps, 8-channel 8 MP@30 fps, 5-channel 12 MP@30 fps, 4-channel 16 MP@30 fps, 2-channel 24 MP@20 fps, 2-channel 32 MP@20 fps, AI On: 12-channel 4MP@30fps, 8-channel 5MP@30fps, 8-channel 6MP@30fps, 6-channel 8 MP@30 fps, 4-channel 12 MP@30 fps, 2-channel 16 MP@30 fps, 1-channel 24 MP@25 fps, 1-channel 32 MP@25 fps	
9	Analytics Supported by Camera	Face detection, Face Recognition, Perimeter Protection, SMD Plus, Stereo Analysis, Crowd Distribution, Vehicle Density, Heatmap, Video Metadata (human, motor vehicles, and non-motor vehicles), People Counting, ANPR,	
10	Resolution	32 MP, 24 MP, 16 MP, 12 MP, 8 MP, 5 MP, 4 MP, 1080p, 720p, D1, CIF, QCIF	
SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE

11	Attributes	Face : Gender, age group, glasses, expressions, face mask, beard Human: Top color, top type, bottom color, bottom type, hat, bag, age, gender and umbrella Motor Vehicle : License plate, plate color, vehicle body, vehicle model, vehicle logo, calling, seatbelt, vehicle interior, vehicle registration location Non-motor Vehicle: Vehicle model, vehicle color, number of persons, helmet	
12	Network Bandwidth	AI Off: 384 Mbps incoming, 384 Mbps recording and 384 Mbps outgoing AI On: 200 Mbps incoming, 200 Mbps recording and 200 Mbps outgoing	
13	Face Database Capacity	Up to 20 face databases with 20,000 images, with a total capacity of 2.5 G. Name, gender, birthday, address, credential type, credential No., countries & regions and state can be added to each face image.	
14	License Plate Database Capacity	1. Create up to 20,000 plate numbers. 2. Block list and allow list	
15	Audio	1 IN/ 1 OUT	
16	Alarm	4 IN/ 2 OUT	
17	Protocols	HTTP, HTTPS, TCP/IP, IPv4/IPv6, RTSP, UDP, SNMP, NTP, DHCP, DNS, SMTP, UPnP, IP Filter, PPPoE, FTP, DDNS, Alarm Server, IP Search, Multicast, Auto Registration, iSCSI	
18	Interoperability	ONVIF (Profile T, Profile S, Profile G), CGI, SDK CCTV Camera OEM should be fulltime member of ONVIF and quoted models should be listed on ONVIF official website (All the certifications & Credentials should be valid on the date of technical evaluation). The CCTV OEM should not be suspended/ blacklisted by ONVIF. ONVIF Report and Membership certificate to be submitted along with technical bid.	
19	Playback	Up to 16 channels	
20	Hard Disk	2 SATA ports, up to 20TB each.	
21	Record Mode	General, motion detection, intelligent, alarm, POS	
22	Backup Method	USB device and network	
23	Playback Mode	Instant playback, general playback, event playback, tag playback, smart playback (face and motion detection)	
SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE

24	Network Mode	Multi-address mode, load balance, fault tolerance and other network port binding modes	
25	Interface Ports	2 (1XUSB 2.0, 1XUSB 3.0)USB Ports, 1 HDMI, 1 VGA, 1 RS232, 1 RS485, 1 (10/100/1000 Mbps Ethernet port, RJ-45)	
26	Alarm Trigger	Camera offline, storage error, disk full, IP conflict, MAC conflict, login lock, abnormal behavior of fan, cybersecurity exception	
27	Intelligent Alarm	Face Detection, Perimeter Protection, Smart Motion Detection (SMD Plus), Stereo Analysis, Crowd Distribution Analysis, People Counting, Automatic Number Plate Recognition (ANPR), Vehicle Density Detection, Heat map Analysis, Video Metadata Analytics (Human, Motor Vehicles, and Non-Motor Vehicles), Intrusion Detection, Object Detection, and Abandoned Object Detection.	
28	General Alarm	Motion detection, privacy masking, local alarm	
29	Alarm Linkage	Record, snapshot (panoramic), local alarm output, IPC external alarm output, access controller, audio, buzzer, log, preset, email	
30	Power	Power Input: 100–240 VAC, 50-60 Hz (12 VDC, 4 Amp) & Consumption: ≤ 10 W (without HDD)	
31	Operating Conditions	Temperature: -10 °C to +55 °C/ Humidity: 10%–93% (RH)	
32	Storage Conditions	Temperature: -20 °C to +60 °C / Humidity: 10%-93%(RH)	
33	Certifications (Product)	UL/BIS/CE/FCC/RoHS	
34	OEM Certifications	ISO 9001, 14001, 27001, CMMI level 5	
35	Remote Access	Mandatory for ICCC integration	

TABLE 9: 8 CH AI NVR SPECIFICATIONS

SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Processor	Industrial-grade processor	
2	IP Camera Input	8 channel	
3	Operating System	Embedded LINUX	
4	User Interface	Web, Local GUI	
5	Video Output	1-channel VGA, 1-channel HDMI video output.	
SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE

6	Compression	Vidoe Compression: H.265+/ equivalent, H.265, Smart H.264+, H.264, MJPEG or better Audio Compression: G.711a, G.711u, PCM, G726	
7	Analytics Supported by NVR	Face Detection (2 channels), Face Recognition (2 channels), Perimeter Protection (4 channels, 10 rules for each channel), Smart Motion Detection Plus (8 Channel)	
8	Decoding Capability	AI Off: 8-channel 8MP@30fps, 5-channel 12 MP@30 fps, 4-channel 16 MP@30 fps, 2-channel 24 MP@25 fps, 2-channel 32 MP@25 fps, AI On: 8-channel 5MP@30fps, 8-channel 6MP@30fps, 6-channel 8MP@25fps, 4-channel 12MP@25 fps, 2-channel 16 MP@25 fps, 1-channel 24MP@25 fps, 1-channel 32 MP@25 fps,	
9	Analytics Supported by Camera	Face detection, Face Recognition, Perimeter Protection, SMD Plus, Stereo Analysis, Crowd Distribution, Vehicle Density, Heatmap, Video Metadata (human, motor vehicles, and non-motor vehicles), People Counting, ANPR,	
10	Resolution	32 MP, 24 MP, 16 MP, 12 MP, 8 MP, 5 MP, 4 MP, 1080p, 720p, D1, CIF, QCIF	
11	Attributes	Face : Gender, age group, glasses, expressions, face mask, beard Human: Top color, top type, bottom color, bottom type, hat, bag, age, gender and umbrella Motor Vehicle : License plate, plate color, vehicle body, vehicle model, vehicle logo, calling, seatbelt, vehicle interior, vehicle registration location Non-motor Vehicle: Vehicle model, vehicle color, number of persons, helmet	
12	Network Bandwidth	AI Off: 384 Mbps incoming, 384 Mbps recording and 384 Mbps outgoing AI On: 200 Mbps incoming, 200 Mbps recording and 200 Mbps outgoing	
13	Face Database Capacity	Up to 20 face databases with 20,000 images, with a total capacity of 2.5 G. Name, gender, birthday, address, credential type, credential No., countries & regions and state can be added to each face image.	
14	License Plate Database Capacity	1. Create up to 20,000 plate numbers. 2. Blocklist and allow list	
15	Audio	1 IN/ 1 OUT	
16	Alarm	4 IN/ 2 OUT	
SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE

17	Protocols	HTTP, HTTPS, TCP/IP, IPv4/IPv6, RTSP, UDP, SNMP, NTP, DHCP, DNS, SMTP, UPnP, IP Filter, PPPoE, FTP, DDNS, Alarm Server, IP Search, Multicast, Auto Registration, iSCSI	
18	Interoperability	ONVIF (Profile T, Profile S, Profile G), CGI, SDK CCTV Camera OEM should be fulltime member of ONVIF and quoted models should be listed on ONVIF official website (All the certifications & Credentials should be valid on the date of technical evaluation). The CCTV OEM should not be suspended/ blacklisted by ONVIF. ONVIF Report and Membership certificate to be submitted along with technical bid.	
19	Playback	Up to 8 channels	
20	Hard Disk	2 SATA ports, up to 20TB each.	
21	Record Mode	General, motion detection, intelligent, alarm, POS	
22	Backup Method	USB device and network	
23	Playback Mode	Instant playback, general playback, event playback, tag playback, smart playback (face and motion detection)	
24	Network Mode	Multi-address mode, load balance, fault tolerance and other network port binding modes	
25	Interface Ports	2 (1XUSB 2.0, 1XUSB 3.0)USB Ports, 1 HDMI, 1 VGA, 1 RS232, 1 RS485, 1 (10/100/1000 Mbps Ethernet port, RJ-45)	
26	Alarm Trigger	Camera offline, storage error, disk full, IP conflict, MAC conflict, login lock, abnormal behaviour of fan, cybersecurity exception	
27	Intelligent Alarm	Face detection, Perimeter Protection,RaceRecognition, , SMD Plus, Stereo Analysis, Crowd Distribution, People Counting, ANPR, Vehicle Density, Heatmap, Video Metadata (human, motor vehicles, and non-motor vehicles)	
28	General Alarm	Motion detection, privacy masking, local alarm	
29	Alarm Linkage	Record, snapshot (panoramic), local alarm output, IPC external alarm output, access controller, audio, buzzer, log, preset, email	
30	Power	Power Input: 100–240 VAC, 50-60 Hz (12 VDC, 4 Amp) & Consumption: ≤ 10 W (without HDD)	
SL. NO.	PARAMETER	MINIMUM SPECIFICATIONS	COMPLIANCE

31	Operating Conditions	Temperature: -10 °C to +55 °C/ Humidity: 10%–93% (RH)	
32	Storage Conditions	Temperature: -20 °C to +60 °C / Humidity: 10%–93%(RH)	
33	All CCTV cameras offered in the project should be UL/BIS, CE, FCC, RoHS certified.		
34	The CCTV OEM should have ISO9001:2015, ISO 14001:2015, ISO 27001:2013, ISO 45001:2018, CMMI Level 5 and GDPR Certifications for Quality, Environment, Security management and Health & Safty Management system for manufacturing of all types of Cameras & NVR/ DVR.		

TABLE 10: AI BASED SOLUTION WITH SOFTWARE

S. NO.	PRODUCTS	MINIMUM SPECIFICATIONS	COMPLIANCE
1	Software Base Support	Software Supports for Video Management Software & AI Based Video Analytics Software	
2	Video Management Software (VMS)	VMS per Channel support	
3	AI Based Video Analytics (AI-VAS)	AI Based Video Analytics per Use-Case support for the Following Use-Cases Crowd Detection & Management (Use Case mention, Water based detection, ANPR, etc)	
4	AI Based Video Analytics (AI-VAS)	AI Based Video Analytics per Use-Case support for the Following Use-Cases Water Level Detection	
5	Facial Recognition Software	FRS per Channel Licenses	
6	AI Based Video Analytics Software (AI-VAS)	One Time New AI Video Analytics and Re-training & Learning Charges	

3.3.1. 24P UTP + 4P FIBER POE SWITCH

TABLE 11: 24P UTP + 4P FIBER POE SWITCH SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Ports	24 UTP ports Full PoE and 4 Mini GBIC Slot
Supports	Multicast feature 1GMP v1, v2, v3 snooping with 512 IGMP groups monitoring and port mirroring, PoE+Port compliant with IEEE 802.3af/at
Certificates	The equipment shall have CE, FCC and RoHS certifications and BIS CRS registration wherever applicable

3.3.2.8P UTP + 2P FIBER POE SWITCH

TABLE 12: 8P UTP + 2P FIBER POE SWITCH SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Ports	8 UTP ports Full PoE and 2 SFP Slot
Supports	Multicast feature 1GMP v1, v2, v3 snooping with 512 IGMP groups monitoring and port mirroring, PoE+Port compliant with IEEE 802.3af/at
Certificates	The equipment shall have CE, FCC and RoHS certifications and BIS CRS registration wherever applicable

3.2.3 4P UTP + 2P FIBER POE SWITCH**TABLE 13: 4P UTP + 2P FIBER POE SWITCH SPECIFICATION**

PARAMETER	MINIMUM SPECIFICATIONS
Ports	4 UTP ports Full PoE and 2 SFP Slot
Supports	Multicast feature 1GMP v1, v2, v3 snooping with 512 IGMP groups monitoring and port mirroring, PoE+Port compliant with IEEE 802.3af/at
Certificates	The equipment shall have CE, FCC and RoHS certifications and BIS CRS registration wherever applicable

3.2.4 4P UTP + 2P FIBER IG (INDUSTRIAL GRADE) POE SWITCH**TABLE 14: 4P UTP + 2P FIBER IG POE SWITCH SPECIFICATION**

PARAMETER	MINIMUM SPECIFICATIONS
Ports	4 UTP ports Full PoE and 2 SFP Slot
Supports	Outdoor installation with multicast feature 1GMP v1, v2, v3 snooping with 512 IGMP groups monitoring and port mirroring, PoE+Port compliant with IEEE 802.3af/at, operating temperature range from 0 to 55 deg
Certificates	The equipment shall have CE, FCC and RoHS certifications and BIS CRS registration wherever applicable

TABLE 15: MINI GBIC / SFP MODULE SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Mini GBIC/SFP Modules	Mini GBIC/SFP GIGABIT Module of same make of Network Switch 1-pair

3.2.6. DESKTOP CPU SPECIFICATIONS**TABLE 16: DESKTOP CPU SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS						
Processer	Intel Corei7 processor)						
Ram	16GB RAM DDR3 memory scalable up to 32 GM						
Hard Disk	1Tb Hard Disk ECC memory modules support; min. 250GM						
Graphic Card	NVIDIA 4GB Graphics card						
USB	4USB ports						
Network	On-board gigabit Ethernet						
Operating System	Win 7 Pro						
Keyboard	USB Keyboard						
Mouse	USB Optical mouse						
Certification	EPEAT Gold certification	certified	power	supply,	UL ,	Energy	star

3.2.7. DESKTOP MONITOR**TABLE 17: DESKTOP MONITOR SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
Monitor	21"/22" Desktop monitor
Maximum Display Resolution	1920x1080
Video Inputs:	VGA

3.2.8. LED TV Specifications

TABLE 18: LED TV SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
TV	Professional 40"or 42"LED Monitor
resolution	1920x1080 resolution,5000:1(Native)and100000:1 (Dynamic) contrast ratio, IPMI In, DVI In, VGA
Component	Component/ Composite, RS232C IN, Bright sensor
Brackets	Wall Mount/ Table Mount

3.2.9. 4 TB SURVEILLANCE HARD DISK SPECIFICATIONS**TABLE 19: SURVEILLANCE HARD DISK SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
Capacity	4TB
Interface	Sata 6GB/s

PARAMETER	MINIMUM SPECIFICATIONS
Max Sustainable Transfer Rate	180MB/s
Cache	64Mb
Bytes per sec	4096
Operating (ambient, min)	00 c
Operating (drive case, Max)	700 c

3.2.10. 6 TB SURVEILLANCE HARD DISK SPECIFICATIONS**TABLE 20: SURVEILLANCE HARD DISK SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
Capacity	6TB

Interface	Sata 6GB/s
Max Sustainable Transfer Rate	180MB/s
Cache	128Mb
Bytes per sec	4096
Operating (ambient, min)	00 c
Operating(drive case, Max)	700 c

3.2.11. SAN/NAS STORAGE 16IPD'S

TABLE 21: SAN/NAS STORAGE 16 IPD SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Processor	Intel Sandy Bridge quad-core processor
Operating System	Embedded LINUX
Power Supply	Single Power Supply
Fan	Fan Redundant two-ball bearing fans, MTBF>100,000 hours
Motherboard	Server class (24/7 operation)
User Interface	WEB GUI
Storage Protocol	Iscsi
IPD management	Hard Disk 16 IPDs, support SAS, SATA IPDs, support 3T,4T IPD Raid Mode RAID0, RAID1, RAID3, RAID5, RAID6, RAID10, JBOD, Single
Network Interface	1 RJ-45 10/100/1000Mbps (for manage) 2 RJ-45 10/100/1000Mbps (for data)
Power Supply	100V~240V, 50Hz~60Hz
Working temperature	0°C~40°C
Working Humidity	10%~80 %(non-condensation)

3.2.12. IPMI CABLE 5 MTR SPECIFICATION

TABLE 22: IPMI CABLE 5MTS SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
IPMI	IPMI A Male to A Male Cable: Supports Ethernet, 3D, 4K video and Audio Return Channel (ARC)
Supports	all IPMI 2.0 functions including 18Gbps transfer speed, 4K, UIP, 3D, 48-Bit Deep Color and Audio Return Channel (ARC).
Premium construction	28AWG Pure Copper Conductors
Length	5 MTS

3.2.13. IPMI CABLE 10MTS SPECIFICATIONS

TABLE 23: IPMI CABLE 10MTS SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
IPMI	IPMI A Male to A Male Cable: Supports Ethernet, 3D, 4K video and Audio Return Channel (ARC)
Supports	all IPMI 2.0 functions including 18Gbps transfer speed, 4K, UIP, 3D, 48-Bit Deep Color and Audio Return Channel (ARC).
Premium construction	28AWG Pure Copper Conductors
Length	10 MTS

3.2.14. SPECIFICATIONS FOR 4X4 IP CONTROLLER FOR VIDEO WALL PROCESSING

TABLE 24: SPECIFICATIONS FOR 4 X 4 IPMI CONTROLLER FOR VIDEO WALL PROCESSING

PARAMETER	MINIMUM SPECIFICATIONS
IPMI displays	4 IPMI sources to any of 4 IPMI displays
Input 4 IPMI type	"a" female. Impedance 100 Ω. Output 4 IPMI type "a" female. Impedance 100 Ω
Long Distance transmission	up to 15 m (24 AWG).
IPMI	(3d, deep color) and should be IPCP 1.4 compatible

PARAMETER	MINIMUM SPECIFICATIONS
Superior video quality	IPTV resolution of 480p, 720p, 1080i and 1080p (1920 x 1080) ESD protection for IPMI
Operating temperature	0-50°C. Storage temperature -20 - 60°C. Humidity 0 - 80% RH, non-condensing.
I/p rating	100-240 vac; 50-60 HZ; 1.0a. Consumption 120 vac, 36.6w; 230 vac, 37.5w.

3.2.15. SPECIFICATIONS FOR 8 X 8 IPMI CONTROLLER FOR VIDEO WALL PROCESSING

TABLE 25: SPECIFICATIONS FOR 8 X 8 IPMI CONTROLLER FOR VIDEO WALL PROCESSING

PARAMETER	MINIMUM SPECIFICATIONS
IPMI displays	8 IPMI sources to any of 8 IPMI displays
Input 4 IPMI type	"a" female. Impedance 100 Ω. Output 4 IPMI type "a" female. Impedance 100 Ω
Long Distance transmission	up to 15 m (24 AWG).
IPMI	(3d, deep color) and should be IPCP 1.4 compatible
Superior video quality	IPTV resolution of 480p, 720p, 1080i and 1080p (1920 x 1080)
Max. Data rate	6.75 GBPS (2.25 GBPS per lane)
Operating temperature	0-50°C. Storage temperature -20 - 60°C. Humidity 0 - 80% RH, non-condensing.

3.2.16. NETWORK EQUIPMENT RACK 24U 19" SPECIFICATIONS

TABLE 26: NETWORK EQUIPMENT RACK 24U 19" SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Standards	Standard EIA/IP54
Door	Front Glass Door with Lock
Fan	airflow fans with adjustable
power sockets	16AMP power sockets

PARAMETER	MINIMUM SPECIFICATIONS
mounting rails	fully adjustable mounting rails
cable entry facility	Ventilated Top cover and Bottom cover with cable entry facility
industry standard	Conforming to industry standard practices
mounting shelf	Equipment mounting shelf with a depth of 1000mm and 1U height

3.2.17. NETWORK EQUIPMENT RACK 12U SPECIFICATIONS

TABLE 27: NETWORK EQUIPMENT RACK 12U SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Standards	Standard EIA/IP54
Door	Front Glass Door with Lock
Fan	airflow fans with adjustable
power sockets	16AMP power sockets
mounting rails	fully adjustable mounting rails
cable entry facility	Ventilated Top cover and Bottom cover with cable entry facility
industry standard	Conforming to industry standard practices
mounting shelf	Equipment mounting shelf with a depth of 450mm and 1U height

3.2.18. NETWORK EQUIPMENT RACK 9U 19" SPECIFICATIONS

TABLE 28: NETWORK EQUIPMENT RACK 9U 19" SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Standards	Standard EIA/IP54

PARAMETER	MINIMUM SPECIFICATIONS
Door	Front Glass Door with Lock
Fan	airflow fans with adjustable
power sockets	16AMP power sockets
mounting rails	fully adjustable mounting rails
cable entry facility	Ventilated Top cover and Bottom cover with cable entry facility
industry standard	Conforming to industry standard practices
mounting shelf	Equipment mounting shelf with a depth of 630mm and 1U height

3.2.19. NETWORK EQUIPMENT RACK 6U 19"SPECIFICATIONS

TABLE 29: NETWORK EQUIPMENT RACK 6U 19" SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Standards	Standard EIA/IP54
Door	Front Glass Door with Lock
Fan	airflow fans with adjustable
power sockets	16AMP power sockets
mounting rails	fully adjustable mounting rails
cable entry facility	Ventilated Top cover and Bottom cover with cable entry facility
industry standard	Conforming to industry standard practices
mounting shelf	Equipment mounting shelf with a depth of 450mm and 1U height

3.2.20. SINGLE MODE 6 CORE FIBER CABLE

TABLE 30: SINGLE MODE 6 CORE FIBER CABLE

PARAMETER	MINIMUM SPECIFICATIONS
Core Fiber cable	6 Core Fiber cable shall be single mode, and graded index glass fiber.

3.2.21. FIBER OPTIC PIGTAILS**TABLE 31: FIBER OPTIC PIGTAILS SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
fiber optic pigtails	LC Single mode fiber optic pigtails 1.5Meters.

3.2.22. FIBER TERMINATION BOX SPECIFICATIONS**TABLE 32: FIBER TERMINATION BOX SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
Fiber Termination Box	A box with PVC material for the terminates fiber inter connections.

3.2.23. CAT 6 SFTP CABLE SPECIFICATIONS**TABLE 33: CAT 6 SFTP CABLE SPECIFICATIONS**

PARAMETER	MINIMUM SPECIFICATIONS
Cat 6	CAT 6 SFTP Cable
Conductor	23 AWG Solid bare copper
Pairs	2 Insulated conductors twisted together
Shield	Aluminum / Polyester Foil Tinned Copper Braiding
Sheath	PVC/LSZH

PARAMETER	MINIMUM SPECIFICATIONS
Cable Diameter	6.80 mm nominal

3.2.24. CAT 6 SFTP PATCH CABLE SPECIFICATIONS

TABLE 34: CAT 6 SFTP PATCH CABLE SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Cat 6	CAT 6 SFTP Cable
Conductor	23 AWG Solid bare copper
Pairs	2 Insulated conductors twisted together
Shield	Aluminum / Polyester Foil Tinned Copper Braiding
Sheath	PVC/LSZH
Cable Diameter	6.80 mm nominal
Min Length	3 m

3.2.25. UPS 650W POWER BACKUP FOR CAMERA

TABLE 35: UPS 650W FOR CAMERA

PARAMETER	MINIMUM SPECIFICATIONS
UPS	650W UPS with 4 hours backup time
AC Input Voltage Rating	160 - 270 V
Output Wave Form	Pure Sine Wave
AC Output Voltage	230 V $\pm$ 5% 50 Hz
Battery	Sealed battery Maintenance free

PARAMETER	MINIMUM SPECIFICATIONS
Operating Temp	0 to 50oC
Low Battery indicator	LED Indicators for Low battery
Protection	Overload, Output, short-circuits, over/under-voltage protection, Safety backed fuses

3.2.26. UPS 5 KVA AT CONTROLROOM

TABLE 36: UPS 5 KVA AT CONTROL ROOM

PARAMETER	MINIMUM SPECIFICATIONS
UPS	5 KVA UPS with 2 hours backup time
AC Input Voltage Rating	230V $\pm$ 15%; 50/60 Hz $\pm$ 6%
Output Wave Form	Pure Sine Wave
AC Output Voltage	230 V $\pm$ 5% 50 Hz Single Phase
Charging Time	12 hours for 90% of full Capacity
Operating Temp	0 to 50oC
Low Battery indicator	LED Indicators for Low battery
Protection	Overload, Output, short-circuits, over/under-voltage protection, Safety backed with MCB's and fuses

3.2.27. 2C X 2.5 SQ. MM FLEXIBLE CABLE SPECIFICATIONS

TABLE 37: 2C X 2.5 SQ. MM FLEXIBLE CABLE SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Size	2.5 Sq. mm
Core	2 Core
Current Rating AC	20Amp
Conductor Material	Copper

PARAMETER	MINIMUM SPECIFICATIONS
Sheath	PVC/LSZH
Material	PVC Insulated

3.2.28. 3C X 2.5 SQ. MM FLEXIBLE CABLE SPECIFICATIONS

TABLE 38: 3C X 2.5 SQ. MM FLEXIBLE CABLE SPECIFICATIONS

PARAMETER	MINIMUM SPECIFICATIONS
Size	2.5 Sq. mm
Core	3 Core
Current Rating AC	20Amp
Conductor Material	Copper
Sheath	PVC/LSZH
Material	PVC Insulated

3.2.29. SPIKE 6SOCKET

TABLE 39: SPIKE 6-SOCKET SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Voltage	250V
Rating	250V/6A
Circuit Breaker	6 Amp
Surge Protection & Filtering	
Surge Suppression	350 Joules
Maximum Surge Voltage	6,000 Volts
Maximum Surge Current	7,500 Amps
Maximum Surge Current H-N	7500A

3.2.30. SPIKE 4SOCKET

TABLE 40: SPIKE 4-SOCKET SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Voltage	250V
Rating	250V/6A
Circuit Breaker	6 Amp
Surge Protection & Filtering	
Surge Suppression	350 Joules
Maximum Surge Voltage	6,000 Volts
Maximum Surge Current	7,500 Amps
Maximum Surge Current H- N	7500A

3.2.31. MCB

TABLE 41: MCB SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
MCB (SP)	Current Rating 6 Amp, Voltage 230v, single pole mcb

3.2.32. IRON ROUND POLESPECIFICATIONS

TABLE 42: IRON ROUND POLE SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Galvanized pole	6 Mtr round pole hot dip galvanized with an option of 2 detachable cantilevers - Cantilevers to be fixed at the height between 5.3 & 5.5 Mtr

3.2.33. CANTILEVER SPECIFICATIONS

TABLE 43: CANTILEVER SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Cantilever	Pole/Wall mount based galvanized cantilever with base plate fixed as per site conditions.

3.2.34. JUNCTION BOX

TABLE 44: JUNCTION BOX SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Junction Box	Junction Box at Camera location Suitable for outdoor environment weather proof IP65; built-in fan with cross ventilation; JB purpose to commission network switch; UPS; fiber termination and other items as required at the camera location

3.2.35. MESSENGER CABLE

TABLE 45: MESSENGER CABLE SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
Messenger Cable	PVC Insulated messenger Cable single core 1sq mm.

3.2.36. PIPES AND CONDUITS

TABLE 46: PIPES AND CONDUIT SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
25 MM CPV Conduit	Sudhakar or equivalent (Part No: 60701)
25 MM PVC Conduit	Standard and Popular Make (Part No: 60702)
25 MM MS Conduit	Standard and Popular Make (Part No: 60703)
25 MM GI Conduit	Standard and Popular Make (Part No: 60704)

3.2.37. NVR SOFTWARE DEVELOPMENT KIT (SDK)

TABLE 47: NVR CLIENT SOFTWARE SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
NVR SDK Kit	NVR Support SDK kit with latest version should be provided along with NVR supply

3.2.38. NVR CENTRALISE MONITORING SOFTWARE

TABLE 48: NVR CLIENT SOFTWARE SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS
NVR CMS Software	Supports upto 256 -channels; Continuous/Manual/schedule recording; supports multi streaming/casting live & recording option; Should Support all channels at full resolution 1080p.Integrates with any VMS support

3.2.39. EDGE LEVEL SWITCH AT CAMERA LOCATIONS

TABLE 49: EDGE LEVEL SWITCH SPECIFICATION

PARAMETER	MINIMUM SPECIFICATIONS OR BETTER
Edge Level Switch at Camera Location	
Type	Managed Outdoor Industrial grade switch with industrial grade Adopter
Total Ports	Minimum 4 10/100/TX POE/POE+, 2 x SFP Ports
POE / POE+ Standards	IEEE 802.3af / IEEE 802.3at or better
Protocols	IPV4, IPV6, Support 802.1Q VLAN, DHCP support, IGMP, SNMP Management should support: Ring protection, Loop protection and Loop detection, NTP, End point Authentication
Access Control	Support for Port security, Support 802.1x (port-based network access control), and MAC filtering
Multicast	Support for IGMP Snooping V1, V2, V3 and MLD Snooping V1,V2
POE Power per port	Sufficient to operate devices connected the CCTV cameras edge
Enclosure Rating	IP30 or equivalent Industrial Grade Rating-to be housed at Junction box
Operating Temp.	0 to 55 deg C or better Industrial grade rating
Management	Switch needs to have RS-232/USB/RJ45 console port fo management via console terminal or PCWeb GUI, NTP, Syslog for log capturing, and SNMP V1, V2, V3
Compliance	UL/EN/IEC or equivalent

3.2.40. MEMORY CARDS FOR CAMERA

TABLE 50: SPECIFICATIONS OF MEMORY CARDS FOR CAMERA

PARAMETER	MINIMUM SPECIFICATIONS
Micro SD Card	Card Class 10
Capacity	32GB
Support	Dependable high speed for shooting Full IP (1080p) video

3.2.41. MEMORY CARDS FOR CAMERA

TABLE 51: SPECIFICATIONS OF MEMORY CARDS FOR CAMERA

PARAMETER	MINIMUM SPECIFICATIONS
Micro SD Card	Card Class 10
Capacity	64GB
Support	Dependable high speed for shooting Full IP (1080p) video

Note:

1. Each camera or NVR integrated with the centralized monitoring platform shall support multiple user accounts with role-based access control.
2. A dedicated read-only streaming credential shall be configured for integration with the centralized VMS platform to ensure uninterrupted live video streaming to the ICC.
3. Establishments shall be provided separate credentials for local monitoring and management of their cameras.
4. Any password change or configuration modification performed by the establishment shall not affect the streaming credentials configured for the centralized monitoring platform.
5. The system shall support secure credential storage and device authentication mechanisms to ensure uninterrupted video streaming.

3.4. PRE-QUALIFICATION & ELIGIBILITY CRITERIA

This section defines the eligibility requirements for CCTV Camera OEMs and participating bidders, along with general participation conditions applicable to the tender.

The participating Bidder (MSI / OEM / Joint Venture) shall meet the prescribed Pre-Qualification Criteria. The Pre-Qualification (PQ) Forms, Technical Proposal, and Financial Proposal shall be submitted separately in accordance with the tender requirements.

3.4.1 PRE-QUALIFICATION CRITERIA FOR OEM (RATE CONTRACT EMPANELMENT)

TABLE 52.1: OEM PRE-QUALIFICATION CRITERIA

S. NO.	ELIGIBILITY CRITERIA	REQUIREMENT	SUPPORTING DOCUMENTS
1	Legal Entity	The OEM shall be a company registered in India under the Companies Act, 1956/2013, as amended from time to time, and shall have been in operation in India for a minimum period of five (5) years as on the date of publication of the RFP.	• Certificate of Incorporation • GSTIN Certificate • PAN Card
2	Participation Mode	OEM shall participate independently or through JV with MSI.	• Memorandum of Understanding
3	OEM Financial Capacity / Turnover	The OEM shall have an average annual turnover of minimum ₹250 Crore during the last three (3) audited financial years preceding the date of submission of the bid.	• Audited Financial Statements / Annual Reports / CA Certificate certifying turnover for the last three (3) financial years.
4	STQC Compliance (MANDATORY AS PER GOVT. NORMS)	CCTV cameras shall comply with applicable MeitY guidelines. The offered model(s) should be STQC certified at the time of bid submission.	• STQC Certificate
5	Production / Supply Capacity of CCTV Equipment	The OEM should have manufactured and/or supplied a minimum of 10,000 IP Cameras in India during last financial year preceding the date of submission of the bid.	• Copy of Purchase Orders / Work Orders / Invoices / CA Certificate / Client Certificates as documentary proof.
6	Blacklisting	The Bidder Partner should not have been blacklisted, debarred, suspended, declared ineligible, or barred from participation by any Central Government Department, State Government Department, PSU, Urban Local Body (ULB), Smart City SPV, Autonomous Body, Statutory Authority, or Government Agency in India as on the date of publication of the RFP.	• Self-Declaration
7	Standard Certifications	ISO (ISO9001:2015, ISO 14001:2015, ISO 27001:2013, ISO 45001:2018)	• Certificates

3.4.2. PRE-QUALIFICATION CRITERIA FOR BIDDER / MSI (LEAD MEMBER)

TABLE 52.2: PRE-QUALIFICATION CRITERIA

S. NO.	ELIGIBILITY CRITERIA	REQUIREMENT	SUPPORTING DOCUMENTS
1	Legal Entity	Bidder (MSI / Lead Member) shall be a legally registered entity in India, such as a Company registered under the Companies Act, 1956/2013 (as amended), LLP registered under the LLP Act, 2008, Partnership Firm, or Proprietorship Firm, and should have been in operation in India for a minimum period of five (5) years as on the date of publication of the RFP.	• Certificate of Incorporation • GSTIN Certificate • PAN Card
2	Financial Capacity (Turnover)	Average annual turnover of minimum ₹ 2 Crore during last 3 financial years preceding the date of submission of the bid.	• Audited Financial Statements / Annual Reports / CA Certificate certifying turnover for the last three (3) financial years.
3	Net Worth	Positive net worth during last 3 financial years preceding the date of submission of the bid.	• CA Certificate
4	Work Experience	Bidder (MSI / Lead Member) should have successfully completed similar projects for Government Department / PSU / ULB / Smart City / Government Agency in India during the last seven (5) years from the date of publication of the RFP. Similar project shall mean design, supply, installation, integration, commissioning, operation and maintenance of CCTV Surveillance System / ICCV / Video Management System (VMS) / City Surveillance / Command & Control Center / Smart City Surveillance / Network & Security Infrastructure involving integration of cameras, servers, storage, networking equipment, centralized monitoring platform, video analytics, or command center infrastructure. The bidder shall have completed either: experience • One (1) project of value not less than ₹2 Crore; OR • Two (2) projects each of value not less than ₹1.5 Crore; OR • Three (3) projects each of value not less than ₹75 Lacs.	• Work Orders + Completion Certificates
6	Local Presence	Office in MP OR undertaking to establish office in Indore within 30 days of award.	• Address Proof / Undertaking • Gumasta Certificate
7	Blacklisting	The Bidder Partner should not have been blacklisted, debarred, suspended, declared ineligible, or barred from participation by any Central Government Department, State Government Department, PSU, Urban Local Body (ULB), Smart City SPV, Autonomous Body, Statutory Authority, or Government Agency in India as on the date of publication of the RFP.	• Self-Declaration

3.4.3. PARTICIPATION CONDITIONS AND GENERAL REQUIREMENTS

The participating Bidder, whether participating as an Original Equipment Manufacturer (OEM) independently or as a Joint Venture (JV)/Consortium comprising a Master System Integrator (MSI) along with eligible OEM(s), shall meet the prescribed Pre-Qualification (PQ) Criteria as defined in this RFP.

The Pre-Qualification Documents, Technical Proposal, and Financial Proposal shall be submitted separately in accordance with the provisions of this RFP.

The Bidder may participate in either of the following forms:

1. As an eligible OEM participating independently as a sole bidder; or
2. As a Joint Venture (JV)/Consortium between an MSI and eligible OEM(s).

A bidder/entity shall not participate in more than one bid, either individually or as part of any JV/Consortium, for the same tender.

I. PARTICIPATION

Consortium / Joint Venture participation is permitted as specified in this RFP.

In case of JV / Consortium:

- One entity shall be designated as the Lead Member (MSI).
- The Lead Member shall be responsible for overall project execution, system integration, project management, and contractual obligations.
- All JV/Consortium members shall be jointly and severally liable for execution of the contract.
- A valid Memorandum of Understanding (MoU) signed by participating members shall be submitted along with the bid.
- The roles and responsibilities of each JV/Consortium member shall be clearly defined in the JV MoU.
- The OEM shall be responsible for product supply, product compliance, technical support, and warranty obligations related to the supplied equipment/components.
- The MSI shall be responsible for system integration, ICCV infrastructure, software platform, commissioning, operations support, and overall project execution.
- The Lead Member (MSI) shall not be permitted to change during the bidding process or during the contract period
- An MSI shall not participate in more than one JV/Consortium for the same tender.

In case of a JV/Consortium, the MSI and OEM shall independently fulfill the eligibility and PQ criteria specified for their respective roles. Failure of either member to meet the applicable criteria shall result in disqualification of the entire bid.

In case of OEM as Sole Bidder:

An eligible OEM may participate independently as a sole bidder, subject to fulfillment of all eligibility conditions specified in this RFP.

- The OEM shall independently satisfy all applicable technical, implementation, certification, compliance, and other eligibility requirements specified in this RFP.
- The OEM shall be solely responsible for product supply, compliance, warranty, system integration, ICCV infrastructure, software platform, commissioning, operations support, and overall project execution.
- The OEM shall bear complete contractual responsibility for successful implementation and maintenance

of the project.

- An OEM participating independently as a sole bidder shall not participate as a member/supporting OEM in any other JV/Consortium for the same tender.

In case of participation by an OEM as a sole bidder, the turnover eligibility criteria applicable to the OEM category only shall be considered for evaluation. However, the OEM shall independently meet all other applicable eligibility criteria and obligations specified for both OEM and MSI roles under this RFP.

II. PRE-QUALIFICATION COMPLIANCE

- The Bidder shall ensure compliance with respective PQ criteria applicable to each role (MSI and OEM)
- Evaluation shall be carried out at the bidder level, while verifying role-specific compliance
- In case of JV, each member must satisfy the criteria applicable to its designated role

III. SUB-CONTRACTING

- Sub-contracting of the core scope of work, including system integration, centralized platform, and overall project management, shall not be permitted
- However, field-level implementation may be carried out through empaneled System Integrators (SIs) as per IMC's approved framework and applicable Community CCTV Byelaws 2024.

IV. RATE CONTRACT & OEM EMPANELMENT

- OEMs shall be empanelled under Rate Contract through this tender itself
- Empanelment shall be subject to:
 - Meeting PQ criteria
 - Compliance with technical specifications
 - Acceptance of item-wise lowest discovered rates (L1 rates)
- Multiple OEMs may be empaneled under the Rate Contract

V. ITEM-WISE RATE MATCHING

- The successful bidder selected under Financial Bid – Part B (Centralized Monitoring System including hardware and software) shall, wherever applicable, align and adopt the finalized item-wise approved lowest rates discovered under Part A (Item-wise Rate Contract), as directed by the Authority.
- The decision of the Authority regarding applicability of item-wise rate matching shall be final and binding on the bidder.

VI. PROOF OF CONCEPT (PoC)

- A single integrated PoC shall be conducted for the bidder
- The PoC shall cover:
 - OEM equipment (camera, hardware)
 - MSI solution (software, integration, ICCV compatibility)
- The bidder shall ensure end-to-end demonstration of the proposed solution

VII. COMPLIANCE WITH BYELAWS AND GOVERNMENT GUIDELINES

- All components of the project shall comply with applicable Community CCTV Byelaws 2024 / Public Safety Regulations .
- In case of any inconsistency between RFP provisions and applicable byelaws, the byelaws shall prevail.

VIII. AUDIT AND QUALITY COMPLIANCE

- The project shall be subject to audit at all stages as per Government guidelines
- The Authority reserves the right to conduct quality / security audit through authorized agencies

IX. PAST PERFORMANCE CONSIDERATION

The Authority reserves the right to reject the bid of any Bidder if such entity has demonstrated unsatisfactory performance in previous contracts with IMC or any Government authority, including:

- Significant delays
- Non-compliance
- Contractual disputes
- Quality deficiencies

Such rejection shall be based on documented evidence and after providing reasonable opportunity to the bidder for clarification, wherever deemed necessary by the Authority.

X. REPRESENTATION / GRIEVANCE SUBMISSION

- Representation regarding Pre-Qualification / Technical evaluation shall be submitted within 3 working days.
- Representation regarding Financial evaluation shall be submitted within 1 working day
- Requests beyond the stipulated timeline shall not be considered

XI. DOCUMENT SUBMISSION

- All supporting documents shall be:
 - Duly signed by the authorized signatory;
 - Properly certified, wherever applicable;
 - Legible and complete in all respects; and
 - Submitted in the formats prescribed in this RFP.

The Authority reserves the right to seek additional documents, clarifications, or verification of submitted documents during evaluation of the bid

4. TECHNICAL BIDS EVALUATION PROCESS

The objective of the Technical Evaluation and Proof of Concept (POC) is to assess the bidder's capability to successfully design, deploy, integrate, monitor, and manage the proposed Citywide Community CCTV Surveillance System under real operational conditions.

The Technical Evaluation shall be conducted exclusively through a Live Proof of Concept (POC) demonstration before the Evaluation Committee constituted by IMC.

The evaluation shall be based on actual functional performance of the proposed system under live operational scenarios including:

- Multi-OEM camera integration
- Centralized monitoring
- Edge recording & remote playback
- Camera health monitoring
- AI-based analytics
- Video retrieval & forensic investigation

- Alert generation
- Distributed architecture & scalability

No presentation-based scoring shall be considered.

All technically qualified bidders shall mandatorily establish and demonstrate a Live POC setup at a location designated by IMC.

Failure to establish or successfully demonstrate the required functionalities during the POC may lead to technical disqualification.

The bidder shall arrange all hardware, software, licenses, cameras, storage devices, switches, connectivity, manpower, and other accessories required for the POC at its own cost.

The bidder shall demonstrate the proposed solution using live operational systems.

POC REQUIREMENTS

The POC shall include demonstration of:

- Live camera integration
- Video Management System (VMS)
- Centralized Monitoring Dashboard
- Edge Recording Architecture
- AI-Based Video Analytics
- Alert Management
- Video Retrieval
- Investigation & Forensic Tools
- System Monitoring
- Distributed Architecture

The bidder shall ensure that all demonstrated components are fully functional during evaluation.

TABLE 53: TECHNICAL BID EVALUATION CRITERIA

S.NO	CATEGORY	EVALUATION PARAMETER	DEMONSTRATION REQUIREMENT	MARKS
A1	Camera Integration & Monitoring	Multi-OEM Camera Integration	Demonstrate interoperability and centralized monitoring capability using minimum three ONVIF-compliant cameras from different OEMs	8
A2	Camera Integration & Monitoring	Centralized Live Monitoring	Demonstrate simultaneous live viewing of cameras from different OEMs through centralized dashboard	6
A3	Camera Integration & Monitoring	PTZ Camera Control	Demonstrate PTZ movement, zoom, presets, and centralized camera control	4
A4	Camera Integration & Monitoring	GIS / Map-Based Monitoring	Demonstrate camera visibility and live status on GIS/Map interface	2

S.NO	CATEGORY	EVALUATION PARAMETER	DEMONSTRATION REQUIREMENT	MARKS
B1	Health Monitoring & Recovery	Camera Offline Detection	Disconnect camera physically and demonstrate automatic alert generation	6
B2	Health Monitoring & Recovery	Network Failure Detection	Disconnect network and demonstrate network failure alert	4
B3	Health Monitoring & Recovery	Auto Reconnection Mechanism	Restore network/camera and demonstrate automatic reconnection	5
C1	Edge Recording & Retrieval	Edge Recording Validation	Demonstrate local recording on SD Card/NVR	5
C2	Edge Recording & Retrieval	Remote Playback from ICC	Retrieve and playback edge recording remotely from centralized VMS	6
C3	Edge Recording & Retrieval	Recording During WAN Failure	Disconnect WAN/Internet and verify recording continuity at edge	3
C4	Edge Recording & Retrieval	Video Search & Smart Retrieval	Search recording using camera ID, date, and time filters	3
C5	Edge Recording & Retrieval	Video Export & Evidence Retrieval	Export video clip with timestamp and metadata	3
D1	AI-Based Video Analytics	Intrusion Detection	Demonstrate intrusion alert in virtual zone	3
D2	AI-Based Video Analytics	Motion Detection	Demonstrate motion-based alert generation	2
D3	AI-Based Video Analytics	Virtual Line Crossing Detection	Demonstrate directional line crossing alert	2
D4	AI-Based Video Analytics	Crowd Density Detection	Demonstrate crowd threshold alert	2
D5	AI-Based Video Analytics	People Counting Analytics	Demonstrate live people counting functionality	2
D6	AI-Based Video Analytics	Loitering Detection	Demonstrate loitering detection alert	2
D7	AI-Based Video Analytics	Abandoned Object Detection	Demonstrate unattended object detection	2
D8	AI-Based Video Analytics	Object Classification	Demonstrate AI classification of person/vehicle/object	2
E1	ANPR & Forensic Investigation	Vehicle Detection & ANPR	Demonstrate live ANPR detection and searchable records	2
E2	ANPR & Forensic Investigation	Metadata-Based Search	Demonstrate search using AI metadata/object attributes	2
E3	ANPR & Forensic Investigation	AI Alert Dashboard	Demonstrate centralized analytics event dashboard	2
E4	ANPR & Forensic Investigation	Forensic Investigation Workflow	Demonstrate tagging, bookmarking, playback analysis, and incident investigation	2
F1	Scalability & Architecture	Scalability & Distributed Architecture	Demonstrate architecture approach for approximate 1,00,000 cameras including failover and load balancing	20

The Technical Proposal shall be evaluated based on the criteria specified in this RFP. Bidders must secure a minimum qualifying score of 70 (Seventy) marks out of 100 in the Technical Evaluation to be eligible for opening

of the Commercial Bid. Bidders scoring below the prescribed cut-off shall be disqualified and their Commercial Bids shall not be opened.

Note:

1. The Bidder (MSI / OEM / JV) shall submit an unpriced Bill of Quantities (BOQ) indicating the proposed Make and Model of all quoted items as part of the Technical Bid for verification and compliance assessment.
2. The Commercial Bid must strictly correspond to the Make and Model furnished in the Technical Bid and shall include prices for all items specified in the BOQ.
3. Failure to quote for any item, or deviation from the technical specifications furnished in the Technical Bid, shall render the bid liable for rejection.

The technical criteria will be subject to minimum passing score (cut-off) of 70 to qualify for the next phase of opening of commercial Bid.

Note: Bidder/MSI/OEM should provide unpriced BOQ with make & model for technical verification in TQ bid. The Bidder/MSI/OEM should quote in commercial bid for all the items as per the technical specifications furnished in Technical bid, otherwise the bid will be rejected.

4.1. TECHNICAL POC SETUP

The technically qualified Bidder (MSI / OEM / JV) shall arrange a Proof of Concept (PoC) demonstration to showcase the proposed solution in accordance with the Technical Evaluation Criteria.

The Make & Model of all equipment used in the PoC must be strictly the same as quoted in the Technical Bid. Any deviation from the quoted Make & Model shall render the bid liable for rejection.

The PoC shall demonstrate end-to-end functionality, integration capability, analytics performance, recording, replay, and system interoperability as required under this RFP.

4.1.1. POC EQUIPMENT AS PER BID QUOTATION:

TABLE 54: POC EQUIPMENT LIST

S.NO	EQUIPMENT DESCRIPTION	UNIT	QTY
1	IP-based Fixed Bullet/Dome Camera with Edge Recording Support	Nos	02
2	IP-based PTZ Camera	Nos	01
3	Cameras from Minimum 3 Different OEMs for ONVIF Interoperability Demonstration	Set	01
4	8 Channel NVR with Recording Storage	Nos	01
5	Managed PoE Switch (Minimum 8 Port)	Nos	01
6	Workstation/Laptop with VMS Client Software configured for live monitoring, playback, analytics, and investigation	Nos	02
7	Display Screen / LED Monitor	Nos	02
8	Internet/WAN Connectivity for centralized access demonstration	Set	01
9	AI Video Analytics Software / VMS with Analytics Engine	Set	01
10	Required Licenses, Cabling, Accessories, Mounting, and Other Supporting Components	Set	01

Note:

1. The date, time, and venue of the PoC shall be intimated to the Bidder at least one (1) week in advance to enable necessary arrangements.
2. The Bidder shall be solely responsible for arranging, installing, configuring, and commissioning all equipment required for the PoC demonstration.
3. The quantities mentioned above are indicative minimum requirements. The Bidder shall ensure adequate equipment setup to successfully demonstrate all required functionalities.
4. The PoC shall demonstrate quality parameters including:
 - User-friendliness
 - Security features
 - Interoperability
 - Scalability
 - Modularity
 - Maintainability
 - Data integrity
 - Extensibility
5. The Bidder shall hand over a copy of the complete recorded video stream of the PoC demonstration to IMC at the conclusion of the demonstration.
6. The Evaluation Committee may provide additional real-time use cases during the PoC to assess system performance beyond the bidder's predefined demonstration scenarios.
7. Failure to satisfactorily demonstrate the required functionalities during the PoC may result in disqualification.

4.2. COMMERCIAL BIDS EVALUATION PROCESS

The Commercial Bids of only those Bidders (MSI / OEM / Joint Venture) who have successfully qualified in the Technical Evaluation stage shall be opened and evaluated in accordance with the methodology defined below.

The commercial evaluation under this RFP shall consist of two distinct components:

- OEM Rate Contract Component (Table-2/Part A)
- Master System Integrator (MSI) Appointment Component (Table-3/Part B)

Both components shall be evaluated separately as described below.

4.2.1. OEM RATE CONTRACT EVALUATION (TABLE-2)

Table-2 titled "Schedule of Items to be Supplied under Rate Contract" contains items related to CCTV Camera OEM equipment and associated components.

These items shall be procured by establishments through empanelled System Integrators (SIs) based on the finalized Rate Contract prices.

The evaluation methodology for OEM Rate Contract shall be as follows:

- 1) Financial evaluation shall be carried out on an item-wise basis.
- 2) The Lowest Bidder (L1) shall be determined separately for each item based on the unit price quoted.
- 3) The item-wise L1 rates so discovered shall be offered to other technically qualified bidders/OEMs for acceptance.

- 4) Bidders agreeing to match the item-wise L1 rates shall be considered for empanelment under the Rate Contract.
- 5) Quoted rates shall be exclusive of GST and inclusive of all other applicable taxes, duties, levies, and charges. GST shall be quoted separately. Financial evaluation shall be based on the total price inclusive of GST.
- 6) Bidders shall mandatorily quote for all items; failure to quote any item shall render the bid non-responsive.
- 7) The Make & Model submitted in Technical Bid shall remain binding. No change shall be permitted post submission.
- 8) Upon evaluation, the item-wise L1 rates shall be finalized and established under the Rate Contract.
- 9) IMC reserves the right to empanel multiple OEMs per item, subject to: Technical qualification, Acceptance of item-wise L1 rates
- 10) The finalized rates shall remain valid for the entire Rate Contract period.

4.2.2. MSI APPOINTMENT EVALUATION (TABLE-3)

Table-3 titled “Schedule of Items for Centralized Monitoring Infrastructure” includes hardware infrastructure and software platform components required for establishment of the centralized surveillance management system at ICCC.

The Master System Integrator (MSI) shall be responsible for supplying, installing, configuring, and commissioning these components.

For the purpose of financial evaluation, the MSI shall submit two separate commercial values, namely:

- Central Infrastructure Hardware Cost
- Central Platform Software Cost

The evaluation methodology shall be as follows:

- 1) The bidder shall quote prices for all items listed under Table-3/Part B.
- 2) The financial proposal submitted by the bidder shall clearly specify:
 - a) Total cost of hardware infrastructure for centralized monitoring
 - b) Total cost of software platform including VMS, analytics modules, system integration, licensing, and associated software services.
 - c) The Grand Total Cost (Hardware + Software) quoted in Form C#1A Part B shall be considered for determination of L1 for appointment of the Master System Integrator (MSI)
- 3) The aggregate evaluated cost of Hardware and Software components under Table-3 shall be considered for determination of the L1 bidder for MSI Appointment.
- 4) The bidder quoting the lowest total evaluated cost for Table-3/Part B shall be declared L1 for appointment of Master System Integrator (MSI), subject to compliance with all RFP conditions.

4.2.3. AWARD METHODOLOGY

- 1) The bidder declared L1 under Table-3 (Part B) shall be considered for appointment as Master System Integrator (MSI).
- 2) The L1 bidder shall be mandatorily required to match the item-wise lowest discovered rates of Table-2 (Part A) (Rate Contract items).
- 3) Item-wise matching is mandatory for all items, and failure to match even a single item shall result in disqualification.

4.2.4. NON-COMPLIANCE & NEXT BIDDER SELECTION

- 1) In case the L1 bidder fails or refuses to match the item-wise L1 rates:
 - a. The bidder shall be treated as non-responsive
 - b. In such case, the Tender Inviting Authority reserves the right to cancel the tender/process for the respective items and initiate the re-tendering process, as deemed appropriate.
 - c. The decision of the Tender Inviting Authority regarding cancellation and re-tendering shall be final and binding on all bidders.

4.2.5. FINALIZATION OF RATE CONTRACT

- 1) The Rate Contract shall be finalized based on:
 - a. Item-wise L1 rates
 - b. Acceptance by eligible bidders
- 2) OEM empanelment shall be carried out through this tender itself.
- 3) No separate empanelment process shall be undertaken.

4.2.6. IMPORTANT CONDITION

- 1) Only Table-3 (Part B) shall be considered for L1 determination.
- 2) Table-2 (Part A) shall not be used for L1 determination, but only for:
 - a. Rate discovery
 - b. Execution pricing
 - c. Empanelment
- 3) Quantities mentioned are indicative only.

4.2.7. RIGHTS OF IMC

Indore Municipal Corporation (IMC) reserves the right to accept or reject any bid, either wholly or partially, to cancel the tender at any stage, and to modify the scope of work as deemed necessary, without assigning any reason whatsoever. The decision of IMC in this regard shall be final and binding on all bidders.

5. TENDER EVALUATION PROCESS

5.1. OVERALL EVALUATION PROCESS

- 1) The Evaluation Committee constituted by Indore Municipal Corporation (IMC) shall evaluate the bids received in response to this RFP in accordance with the procedures defined herein. The Earnest Money Deposit (EMD), wherever applicable, shall be verified as per the Tender Schedule. Any bid submitted without a valid EMD shall be considered non-responsive.
- 2) The evaluation of bids shall be carried out in three stages:
 - a. Stage I – Pre-Qualification Evaluation
 - b. Stage II – Technical Evaluation
 - c. Stage III – Commercial Evaluation
- 3) During Stage I, the Pre-Qualification documents of the Bidders (MSI / OEM / Joint Venture) shall be evaluated against the eligibility criteria prescribed in this RFP. Only those Bidders who satisfy all the eligibility requirements shall be considered for the Technical Evaluation stage.
- 4) During Stage II, the Technical Proposals of the Pre-Qualified Bidders shall be evaluated in accordance with the technical parameters, specifications, and compliance requirements defined in this RFP. IMC may require bidders to make a technical presentation and/or conduct a Proof of Concept (PoC) demonstration as part of the technical assessment process.
- 5) Only those Bidders who meet the prescribed technical evaluation criteria shall be declared Technically Qualified and shall become eligible for opening of the Commercial Bid.
- 6) During Stage III, the Commercial Bids of the technically qualified Bidders shall be opened and evaluated in accordance with the Commercial Evaluation Process defined in this RFP, which includes:
 - a. Rate Contract Evaluation for OEM Equipment (Table-2/Part A)
 - b. MSI Appointment Evaluation for Centralized Monitoring Infrastructure (Table-3/Part B)

- 7) The Lowest Bidder (L1) for MSI Appointment shall be determined based on the aggregate evaluated cost of the items listed under Table-3, subject to compliance with all RFP conditions.
- 8) The bidder identified as L1 under Table-3/Part B shall be mandatorily required to match the item-wise lowest discovered rates of Table-2 (Rate Contract items). Failure to match the item-wise L1 rates, even for a single item, shall render the bidder non-responsive, and the Authority may proceed with the next eligible bidder as per tender conditions.
- 9) The Rate Contract for OEM equipment listed under Table-2 shall be finalized independently through item-wise L1 determination, and multiple OEMs may be empanelled subject to acceptance of the finalized L1 rates and fulfillment of all RFP conditions.
- 10) Indore Municipal Corporation (IMC) reserves the right to accept or reject any bid, wholly or partially, at any stage of the evaluation process, to annul the bidding process, or to modify the scope, without assigning any reason whatsoever, and its decision shall be final and binding.

5.2. PRE-QUALIFICATION EVALUATION PROCESS

- 1) The Pre-Qualification Bids shall be evaluated by the Evaluation Committee in accordance with the Eligibility Criteria specified in this RFP.
- 2) The evaluation shall be conducted on a pass/fail basis. Only those Bidders (MSI / OEM / Joint Venture) who meet all the prescribed Pre-Qualification requirements and submit complete supporting documents shall be declared Pre-Qualified.
- 3) If any eligibility criterion is not met, or if the required documentary evidence is not furnished, the bid shall be considered non-responsive and shall be rejected at the Pre-Qualification stage.
- 4) IMC may seek clarifications from the Bidder, if required, to verify submitted documents. However, no material change, substitution, or submission of fresh eligibility documents shall be permitted after the prescribed bid submission deadline.
- 5) Only those Bidders who are declared Pre-Qualified shall be eligible for Technical Evaluation under the next stage of the evaluation process.

5.3. TECHNICAL EVALUATION PROCESS

- 1) The Technical Proposals of only those Bidders who qualify in the Pre-Qualification stage shall be evaluated by the Bid Evaluation Committee (BEC).
- 2) The Technical Evaluation shall assess the following aspects:
 - a. Compliance with the technical specifications defined in the RFP
 - b. Proposed system architecture and interoperability framework
 - c. Capability to integrate cameras from multiple OEMs
 - d. Implementation methodology and project deployment approach
 - e. Integration with ICC infrastructure
 - f. Cybersecurity and data protection mechanisms
 - g. Operational and maintenance framework
- 3) As part of the Technical Evaluation process, IMC may require the Bidder to:
 - a. Deliver a detailed Technical Presentation covering the proposed surveillance platform, system architecture, and deployment approach
 - b. Conduct a Proof of Concept (PoC) demonstration, if required
 - c. Facilitate site visits to previously implemented projects, if deemed necessary by IMC
- 4) If any mandatory technical requirement or compliance parameter is found to be unmet, the bid shall be treated as technically non-responsive and shall be rejected.
- 5) Only those Bidders meeting the prescribed technical requirements shall be declared Technically Qualified and shall proceed to the Commercial Evaluation stage.
- 6) The decision of the Bid Evaluation Committee shall be final and binding with respect to Technical Evaluation.

5.4. EVALUATION OF FINANCIAL BIDS

- 1) The Commercial Bids of only those Bidders declared Technically Qualified shall be opened electronically in accordance with the tender schedule and applicable e-procurement procedures.
- 2) The Financial Evaluation shall be conducted in accordance with the Commercial Evaluation Methodology defined in this RFP, which consists of two independent components:
 - a. Rate Contract Evaluation for OEM Equipment (Table-2)
 - b. MSI Appointment Evaluation for Centralized Monitoring Infrastructure (Table-3)
- 3) For the purpose of MSI appointment, the aggregate evaluated cost of the hardware and software components listed under Table-3 shall be considered for determining the Lowest Bidder (L1).
- 4) The bidder quoting the lowest evaluated cost for Table-3 shall be declared L1 for appointment as the Master System Integrator (MSI), subject to compliance with all RFP conditions.
- 5) Revised Financial Bids shall not ordinarily be permitted. However, IMC reserves the right to seek written clarifications, cost break-ups, or justification of quoted prices without permitting any upward revision of the bid price.
- 6) No post-bid negotiation shall be conducted. However, in exceptional circumstances where the quoted prices appear unreasonably high or inconsistent with prevailing market benchmarks, IMC may seek price justification from the L1 Bidder.
- 7) No bidder shall attempt to influence the evaluation process. Any attempt to do so may lead to rejection of the bid.
- 8) The decision of IMC regarding Financial Evaluation and award of the contract shall be final and binding.

5.5. ITEM-WISE L1 DETERMINATION FOR RATE CONTRACT

- 1) The commercial evaluation for items listed under Table-2 (Schedule of Items for Rate Contract) shall be carried out on an item-wise basis.
- 2) The Lowest Bidder (L1) shall be determined separately for each item based on the unit rates quoted in the Financial Bid.
- 3) Upon completion of the financial evaluation:
 - a. The L1 rate for each item shall be finalized and established under the Rate Contract framework.
 - b. The finalized rates shall remain valid for the entire Rate Contract period, unless revised through mutually agreed amendments issued by IMC.
 - c. Establishments or authorized users implementing CCTV systems under the Community Camera framework shall procure equipment only from the empanelled OEMs at the finalized Rate Contract prices.
 - d. The installation, configuration, and commissioning of CCTV systems at the establishment premises shall be carried out by IMC registered System Integrators (SIs) in accordance with the implementation guidelines defined in this RFP.
 - e. IMC reserves the right to empanel multiple OEMs for each item, subject to fulfillment of the technical qualification criteria and acceptance of the finalized L1 rates.

6. INSTRUCTIONS TO BIDDER/MSI/OEM

6.1. COMPLETENESS OF RESPONSE

- 1) The Bidder (MSI / OEM / Joint Venture) is advised to carefully examine and fully understand all instructions, terms & conditions, eligibility requirements, technical specifications, commercial provisions, and other information contained in this RFP prior to submission of the bid.
- 2) Submission of the bid shall be deemed to constitute full knowledge, acceptance, and understanding of the provisions of this RFP and all its implications.
- 3) The Bid submitted in response to this RFP shall be complete in all respects and shall strictly conform to the requirements specified herein. Failure to furnish all required information, supporting

documents, forms, declarations, or submission of a bid that is materially incomplete or non-responsive may result in rejection of the bid.

- 4) The Bidder shall be solely responsible for ensuring accuracy, completeness, and consistency of the information furnished in the bid. Any omission, discrepancy, or misrepresentation may lead to disqualification.
- 5) IMC shall not be responsible for any assumptions, interpretations, or errors made by the Bidder while preparing the bid.

6.2. QUOTATION PREPARATION COSTS & RELATED ISSUES

- 1) The Bidder (MSI / OEM / Joint Venture) shall bear all costs associated with the preparation and submission of its bid, including but not limited to costs related to due diligence, site visits, participation in meetings, presentations, Proof of Concept (PoC), preparation of technical and financial proposals, and submission of any additional information required during the evaluation process.
- 2) IMC shall not be responsible or liable for any such costs incurred by the Bidder, regardless of the conduct, outcome, or cancellation of the bidding process.
- 3) This RFP does not commit IMC to award a contract, nor does it obligate IMC to enter into negotiations with any Bidder.
- 4) No reimbursable costs shall be incurred by the Bidder in anticipation of award of contract or for preparation and submission of the bid.

6.3. RESPONSES TO PRE-BID QUERIES AND ISSUE OF CORRIGENDUM

- 1) The Bid Committee / Nodal Officer notified by IMC shall endeavour to respond to all queries received within the stipulated time. However, IMC makes no representation or warranty regarding the completeness or accuracy of such responses and reserves the right not to respond to any query.
- 2) At any time prior to the last date for submission of bids, IMC may, for any reason, whether on its own initiative or in response to a clarification sought by a prospective Bidder, modify the RFP through issuance of a corrigendum/addendum.
- 3) All corrigenda, addenda, and clarifications shall be published only on the designated e-Procurement portal. No separate communication shall be issued individually.
- 4) Any corrigendum/addendum so issued shall form an integral part of the RFP and shall be binding on all Bidders.
- 5) IMC may, at its discretion, extend the bid submission deadline to provide prospective Bidders reasonable time to incorporate the corrigendum into their bids.

6.4. RIGHT TO TERMINATE THE PROCESS

- 1) IMC reserves the right to annul, cancel, suspend, or terminate the tender process at any stage without assigning any reason and without incurring any liability.
- 2) This RFP does not constitute an offer by IMC. Participation in this bidding process does not guarantee appointment as Master System Integrator (MSI) or award of Rate Contract.
- 3) No contractual obligation shall arise unless and until a formal Letter of Award (LoA) and Agreement are executed.

6.5. PREPARATION OF QUOTATIONS

- 1) The Bid, and all correspondence related thereto, shall be written in the English language, unless otherwise specified.
- 2) The Bidder shall carefully examine all instructions, specifications, forms, and requirements contained in the RFP. Failure to furnish complete and accurate information may result in rejection of the bid.

- 3) The Technical Proposal shall be prepared strictly in accordance with the format specified in the RFP. The Technical Proposal shall not contain any financial information. Inclusion of financial details in the Technical Proposal may lead to disqualification.
- 4) The Financial Proposal shall be prepared strictly in accordance with the prescribed BOQ/Appendix format. No alteration to the format shall be permitted.
- 5) Any material deviation from the RFP requirements, formats, or instructions may result in rejection of the bid.
- 6) Submission of a bid shall be deemed to imply that the Bidder has read, understood, and accepted all terms and conditions of the RFP

6.6. PERIOD OF VALIDITY OF BIDS

- 1) The Bid shall remain valid for a period of 180 (One Hundred Eighty) days from the date of opening of the Financial Bid, or for such duration as specified in the Tender Schedule. A bid valid for a shorter period shall be treated as non-responsive and shall be rejected.
- 2) In exceptional circumstances, IMC may request the Bidder (MSI / OEM / JV) to extend the validity period of the bid and the Earnest Money Deposit (EMD). Such request and response shall be made in writing.
- 3) A Bidder agreeing to extend the validity period shall also extend the validity of the EMD for the corresponding period. No modification of the bid shall be permitted during the extended validity period.

6.7. BID SUBMISSION FORMATS

- 1) The Bid shall be submitted strictly in the formats prescribed in this RFP. Any material deviation from the prescribed formats may result in rejection of the bid.
- 2) Documents to be submitted in Pre-Qualification Bid
 - a. Bid Letter Form – PQ#1
 - b. Bidder / MSI Profile – Form PQ#2
 - c. Financial Turnover Details – Form PQ#3
 - d. Past Project Experience – Form PQ#4
 - e. Declaration regarding Clean Track Record – Form PQ#5
 - f. Manufacturer Authorization Form (MAF), where applicable – Form PQ#6
 - g. Earnest Money Deposit (EMD)
- 3) Documents to be submitted in Technical Bid
 - a. Understanding of the Project & Implementation Plan – Form TQ#1
 - b. Unpriced Technical Bill of Materials (BoM) – Form TQ#2
 - c. Technical Compliance Statement – Form TQ#3
 - d. Statement of Deviations – Form TQ#4
 - e. Details of Technical Support & Maintenance Team – Form TQ#5
 - f. *Note: The Technical Proposal shall not contain any financial information.*
- 4) Documents to be submitted in Commercial Bid
 - a. Detailed Price Schedule / BOQ – Form C#1A

6.8. VENUE AND DEADLINE FOR SUBMISSION

- 1) Bids shall be submitted only through the designated e-Procurement portal on or before the date and time specified in the Tender Schedule.
- 2) Any bid submitted after the prescribed deadline shall be rejected.
- 3) Bidders are advised to upload their bids well in advance to avoid last-minute technical issues. IMC shall not be responsible for any failure due to network, server, or system-related issues at the Bidder's end.
- 4) Bids submitted through any mode other than the e-Procurement portal (including email, fax, telegram, or physical submission, unless specifically required for EMD) shall not be accepted.
- 5) IMC reserves the right to modify timelines or conditions of submission by issuing a corrigendum.

6.9. AUTHENTICATION OF BID

- 1) The Bid shall be digitally signed using a valid Digital Signature Certificate (DSC) of the authorized signatory.
- 2) The person signing the bid shall be duly authorized by the Bidder. A valid Power of Attorney / Board Resolution authorizing the signatory shall be submitted.
- 3) All uploaded documents shall be duly signed and stamped (where applicable) by the authorized signatory.

6.10. VALIDATION OF INTERLINEATIONS IN BID

- 1) The Bid shall not contain any interlineations, erasures, or overwriting.
- 2) Any correction shall be duly authenticated by the authorized signatory.

6.11. DISQUALIFICATION OF BIDS

IMC / Evaluation Committee may disqualify a Bidder at any stage if the Bidder:

- 1) Submits the bid after the prescribed deadline.
- 2) Submits false, misleading, or fabricated information.
- 3) Has a record of poor performance, contract abandonment, or major litigation adversely affecting execution capability.
- 4) Fails to submit required documents, EMD, or prescribed formats.
- 5) Fails to provide clarifications within the stipulated time.
- 6) Includes financial information in the Technical Proposal.
- 7) Submits conditional bids.
- 8) Attempts to influence the evaluation process through canvassing, bribery, or illegal means.
- 9) Submits more than one bid (individually or as member of multiple JVs).

6.12. BID SUBMISSION FORMAT

The Bid shall strictly conform to the format specified in this RFP. Material deviation from the prescribed structure may result in rejection.

6.13. CLARIFICATION OF BIDS DURING EVALUATION

- 1) During evaluation, IMC may seek clarifications from the Bidder regarding submitted documents or content of the bid.
- 2) Such clarifications shall not permit alteration of price, substance, or material terms of the bid.
- 3) Failure to furnish clarification within the specified time may result in rejection of the bid.

6.14. PRELIMINARY EXAMINATION OF BIDS

- a) IMC shall conduct a preliminary examination of the bids to determine whether:
 - o The bid is complete in all respects,
 - o Required documents and EMD have been submitted,
 - o The bid is digitally signed by the authorized signatory,
 - o The bid is generally in order and free from material irregularities.
- b) Arithmetical errors, if any, shall be corrected as follows:
 - o If there is a discrepancy between figures and words, the amount in words shall prevail.
 - o If there is an error in unit price calculation, the unit price shall prevail.
- c) IMC may waive any minor informality or non-material irregularity that does not constitute a material deviation and does not prejudice the competitive position of other Bidders.

- d) A substantially responsive bid is one that conforms to all material terms, conditions, and specifications of the RFP without material deviation.
- e) A bid found to be non-responsive shall be rejected and shall not subsequently be made responsive by correction or withdrawal of deviations by the Bidder.

6.15 RIGHT TO ACCEPT OR REJECT BIDS

IMC reserves the right to:

- Accept or reject any bid,
- Annul, cancel, modify, suspend, or withdraw the tender process at any stage;
- Reject all Bids at any time prior to the award of Contract;
- Waive any minor infirmity, non-conformity, or irregularity in a Bid that does not constitute a material deviation from the requirements of the RFP;
- Seek clarification or additional information from any Bidder as may be considered necessary for evaluation.

No Bidder shall have any claim against IMC arising out of such action. IMC shall not be required to assign any reason for acceptance or rejection of any Bid or for annulment of the tender process, nor shall IMC incur any liability whatsoever to any Bidder on account of such actions.

6.16 QUOTATION OF PRICES

- 1) Prices shall be quoted strictly in the prescribed BOQ format.
- 2) All prices shall be quoted in **Indian Rupees (INR)** only.
- 3) The quoted rates shall be exclusive of Goods and Services Tax (GST) and inclusive of all other costs, charges, duties, levies, transportation, insurance, loading, unloading, installation, testing, commissioning, labour, packing, forwarding, and all incidental expenses required for complete execution of the work..
- 4) A detailed breakup of taxes shall be provided wherever required.
- 5) IMC reserves the right to seek documentary proof of tax payments.
- 6) Prices quoted shall remain firm throughout the contract period.
- 7) No escalation of prices shall be permitted during the contract period.
- 8) Rates finalized under this tender may be utilized by IMC/User Departments during the Rate Contract validity period.

6.17 CONTRACT PERIOD & RATE CONTRACT VALIDITY

- a) The Contract for appointment of the Bidder shall remain valid for an initial period of Five (5) years from the Effective Date of Contract, including warranty, support, operation, maintenance, and all other obligations specified under the Contract.
- b) The Rate Contract for items specified in Table-2 / Part-B shall remain valid for the same initial period of Five (5) years unless terminated earlier in accordance with the provisions of the Contract.
- c) IMC may, at its sole discretion and subject to satisfactory performance of the Bidder, extend the Contract and/or the Rate Contract for a further period on the same terms and conditions, with such modifications as may be mutually agreed upon.
- d) Any extension of the Contract and/or Rate Contract shall be at the sole discretion of IMC, and the Bidder shall have no automatic or vested right to claim such extension.

6.18 EXECUTION OF AGREEMENT

- 1) The successful Bidder shall execute a formal Agreement with IMC within the stipulated time after issuance of Letter of Award (LoA).

- 2) Failure to execute the Agreement within the prescribed time may result in cancellation of award and forfeiture of EMD.

6.19 DEFINITIONS

For the purpose of this RFP:

- 1) **Tender / RFP** – The formal document issued by IMC inviting bids for implementation of the CCTV Surveillance and Centralized Monitoring System project.
- 2) **Authority / IMC** – Indore Municipal Corporation acting as the issuing and contracting authority.
- 3) **Bidder** – A Firm participating in response to this RFP, either as an OEM, MSI, or a Joint Venture.
- 4) **OEM (Original Equipment Manufacturer)** – The manufacturer of CCTV equipment and related components meeting the eligibility criteria specified in this RFP.
- 5) **MSI (Master System Integrator)** – The entity appointed under this RFP responsible for overall system design, integration, implementation, commissioning, HMS deployment, and maintenance of the project.
- 6) **SI (System Integrator)** – An empaneled implementation agency engaged for installation and field execution of CCTV cameras as per the approved specifications and rate contract framework.
- 7) **Joint Venture (JV)** – A legally valid association of only two entities, consisting of one OEM and one MSI, jointly participating in this RFP with joint and several liability.
- 8) **Pre-Qualification Bid** – The part of the bid containing documents to establish eligibility and qualification of the Bidder.
- 9) **Technical Bid** – The part of the bid containing technical proposal, compliance details, and implementation methodology without financial information.
- 10) **Financial Bid** – The part of the bid containing the price schedule submitted in the prescribed format.
- 11) **Rate Contract** – The finalized unit rates for specified items to remain valid during the contract period.
- 12) **Contract** – The formal agreement executed between IMC and the Successful Bidder.
- 13) **SLA (Service Level Agreement)** – The defined service performance standards to be maintained during the contract period.
- 14) **Live Camera**: A camera shall be considered “Live” only after successful installation, connectivity validation, integration with the Integrated Command and Control Centre (ICCC), and availability of live video feed on the centralized Video Management System (VMS).
- 15) **Proof of Concept (PoC) Demonstration**- The bidder shall demonstrate the proposed end-to-end Community CCTV Surveillance Solution integrated with the centralized monitoring platform, Video Management System (VMS), Health Monitoring System (HMS), and ICCC environment. The PoC evaluation shall be carried out based on successful demonstration of key functionalities including camera performance and video quality under day/night and low-light conditions, live streaming, recording and playback functionality, centralized monitoring, user and role-based access management, camera health monitoring, alert generation, AI/video analytics features, interoperability with multi-OEM devices through ONVIF/open architecture standards, dashboard and reporting capabilities, network failover and reconnection mechanisms, and integration with ICCC/video wall systems. The bidder shall also demonstrate centralized alert management, audit logs, system usability, and scalability features as required under the RFP.

The PoC shall be conducted at a location designated by IMC, and the bidder shall arrange all required hardware, software, licenses, networking equipment, accessories, connectivity, and technical manpower for successful demonstration of the proposed solution. The evaluation committee of IMC shall assess the PoC based on functionality, performance, interoperability, scalability, operational usability, and compliance with RFP requirements. Failure to demonstrate critical functionalities such as centralized monitoring, VMS integration, camera health monitoring, interoperability, analytics capability, or ICCC integration may lead to lower technical scoring or disqualification during technical evaluation.

6.20 MODIFICATION & WITHDRAWAL OF BIDS

- a) No bid may be modified after the deadline for submission.
- b) Withdrawal of bid during validity period shall result in forfeiture of EMD.

6.21 SUSPENSION OF WORK

- a) IMC may, by written notice to the Bidder, suspend the whole or any part of the Services if circumstances so warrant, including administrative reasons, public interest, safety concerns, non-availability of site, force majeure events, or any other valid reason.
- b) Upon receipt of such notice, the Bidder shall immediately suspend the affected work and take all reasonable steps to protect and secure the works, equipment, materials, and project assets during the suspension period.
- c) Where the suspension is attributable to any default, breach, negligence, or failure of the Bidder, no compensation, cost escalation, or extension of time shall be payable.
- d) Where the suspension is not attributable to any fault or default of the Bidder, IMC may grant a reasonable extension of time for completion of the affected activities. The Bidder shall not be entitled to any claim for loss of profit, loss of opportunity, or consequential damages arising out of such suspension.
- e) If the suspension continues for a period exceeding ninety (90) consecutive days and is not attributable to the Bidder, IMC may review the status of the Project and decide upon resumption, modification, or termination of the affected scope of work.
- f) Suspension of any part of the Services shall not relieve the Bidder from performing those obligations that are not affected by the suspension order.

6.22 FORCE MAJEURE

6.22.1 DEFINITION

For the purposes of this Contract, "Force Majeure Event" shall mean any event or circumstance beyond the reasonable control of a Party, which prevents or materially delays the performance of its contractual obligations, despite the exercise of reasonable diligence and due care.

Force Majeure Events may include, but shall not be limited to:

- a) Acts of God, including earthquake, flood, cyclone, storm, lightning, drought, epidemic, pandemic, landslide, or other natural disasters;
- b) War (declared or undeclared), invasion, armed conflict, terrorism, sabotage, civil commotion, riots, insurrection, rebellion, blockade, or military action;
- c) Nationwide strikes, lockouts, labour unrest, or industrial disputes not attributable to the affected Party;
- d) Actions or restrictions imposed by Government, Court, Regulatory Authority, or any competent statutory body affecting performance of the Contract;
- e) Failure or disruption of public utilities, telecommunications infrastructure, internet backbone services, or power systems on a large scale and beyond the control of the Parties;
- f) Any other event which is beyond the reasonable control of the affected Party and which could not have been prevented, avoided, or overcome through reasonable precautions.

6.22.2 EXCLUSIONS

The following shall not constitute Force Majeure:

- a) Financial hardship, increase in costs, or commercial impracticability;
- b) Shortage of manpower, equipment, materials, or resources attributable to the affected Party or its subcontractors;
- c) Failure of suppliers, OEMs, System Integrators (SI), Internet Service Providers (ISP), or subcontractors due to reasons within their control;
- d) Failure to obtain permits, approvals, licenses, or statutory clearances due to negligence of the affected Party;
- e) Any event arising due to breach of contractual obligations by the affected Party.

6.22.3 NOTIFICATION

The affected Party shall notify the other Party in writing within seven (7) days of becoming aware of the occurrence of a Force Majeure Event.

Such notice shall include:

- a) Nature and details of the Force Majeure Event;
- b) Obligations affected;
- c) Expected duration of impact;
- d) Measures being undertaken to mitigate the consequences.

Failure to provide timely notice may result in denial of Force Majeure relief to the extent the delay has prejudiced the other Party.

6.22.4 MITIGATION

The affected Party shall use all reasonable efforts to mitigate the impact of the Force Majeure Event and resume performance of its obligations as soon as reasonably practicable.

The affected Party shall keep the other Party informed periodically regarding the status of the Force Majeure Event and the actions being taken to minimize disruption.

6.22.5 SUSPENSION OF OBLIGATIONS

To the extent affected by a Force Majeure Event, the obligations of the affected Party shall be suspended for the duration of such event.

Neither Party shall be liable for any delay or failure in performance arising solely from a Force Majeure Event.

However, obligations relating to confidentiality, cybersecurity, data protection, indemnity, and payment for services already rendered shall continue to remain enforceable.

6.22.6 EXTENSION OF TIME

Where a Force Majeure Event affects implementation milestones, Go-Live timelines, SLA performance, maintenance obligations, or any other contractual deliverables, IMC may grant a reasonable extension of time commensurate with the period of impact, subject to submission of satisfactory evidence by the affected Party.

6.22.7 PROLONGED FORCE MAJEURE

If a Force Majeure Event continues for a continuous period exceeding ninety (90) days and substantially prevents performance of the Contract, either Party may request consultation with the other Party to determine an appropriate course of action.

If the Parties are unable to arrive at a mutually acceptable solution within thirty (30) days thereafter, IMC shall have the right to terminate the Contract, in whole or in part, without any liability except for payment of services satisfactorily performed up to the date of termination.

6.22.8 COMMUNITY CAMERA AND ICCC CONTINUITY

Notwithstanding the occurrence of a Force Majeure Event, the MSI shall make all reasonable efforts to ensure continuity of critical surveillance services, operation of the centralized VMS/HMS platform, protection of recorded data, cybersecurity controls, and preservation of system configurations and project assets.

The MSI shall cooperate with IMC in implementing temporary arrangements necessary to maintain essential public safety and surveillance functions during the Force Majeure period.

6.22.9 NO COMPENSATION

Neither Party shall be entitled to claim compensation, damages, loss of profit, loss of opportunity, or any consequential losses from the other Party solely due to occurrence of a Force Majeure Event.

6.23 TERMINATION

6.23.1 TERMINATION FOR DEFAULT

Without prejudice to any other rights or remedies available under the Contract, IMC may, by written notice to the MSI, terminate the Contract in whole or in part if the MSI:

- a) Fails to commence the Services within the prescribed timelines;
- b) Fails to achieve any milestone or deliverable within the timelines specified in the Contract and does not remedy such failure within thirty (30) days of receipt of written notice from IMC;
- c) Fails to complete the implementation, integration, commissioning, testing, Go-Live, stabilization, or O&M obligations in accordance with the Contract;
- d) Repeatedly fails to meet the Service Levels or incurs penalties beyond the limits specified in the Contract;
- e) Abandons the work or otherwise demonstrates an intention not to perform its contractual obligations;
- f) Commits a material breach of any provision of the Contract and fails to cure such breach within the period specified by IMC;
- g) Assigns or transfers the Contract, or any part thereof, without prior written approval of IMC;
- h) Provides false information, forged documents, misrepresentation, or conceals material facts during bidding or contract execution;
- i) Fails to maintain the validity of the Performance Security, statutory licenses, approvals, or certifications required under the Contract.

6.23.2 TERMINATION FOR INSOLVENCY

IMC may terminate the Contract with immediate effect by written notice if the MSI, any JV Member, or a key consortium partner:

- a) Becomes insolvent or bankrupt;
- b) Enters into liquidation, administration, receivership, or similar proceedings;
- c) Makes an assignment for the benefit of creditors; or
- d) Is otherwise unable to continue business operations in the ordinary course.

6.23.3 TERMINATION FOR CONVENIENCE

IMC reserves the right to terminate the Contract, in whole or in part, at any time for reasons of public interest, policy changes, administrative requirements, budgetary constraints, or any other reason deemed appropriate by IMC.

In such event, IMC shall provide not less than thirty (30) days' prior written notice to the bidder.

The Bidder shall be entitled only to payments for Services satisfactorily performed up to the effective date of termination and shall not be entitled to any consequential damages, loss of profits, or future claims.

6.23.4 TERMINATION DUE TO CORRUPT OR FRAUDULENT PRACTICES

IMC may terminate the Contract forthwith if the MSI, JV Member, OEM, SI, ISP, subcontractor, employee, or representative is found to have engaged in:

- a) Corrupt practices;
- b) Fraudulent practices;
- c) Collusive practices;
- d) Coercive practices;
- e) Obstructive practices; or
- f) Any act affecting the integrity of the procurement or execution process.

Such termination shall be without prejudice to IMC's right to recover damages, invoke Performance Security, initiate blacklisting proceedings, or pursue legal remedies.

6.23.5 PARTIAL TERMINATION

IMC may terminate any specific Work Order, Site, Module, Zone, Integration, OEM, SI, ISP engagement, or component of the Services without affecting the remaining scope of the Contract.

The Bidder shall continue to perform all unaffected portions of the Contract.

6.23.6 CONSEQUENCES OF TERMINATION

Upon termination of the Contract:

- a) The Bidder shall immediately cease all affected activities unless otherwise directed by IMC;
- b) The Bidder shall submit all deliverables completed up to the date of termination;
- c) All project documentation, configurations, reports, inventories, designs, manuals, SOPs, credentials, licenses, source materials, and records relating to the Project shall be handed over to IMC;
- d) IMC shall determine the value of satisfactorily completed Services and make payment accordingly after adjusting penalties, recoveries, damages, and other dues;
- e) IMC shall be entitled to recover any additional costs incurred for completion of the Project through alternate arrangements.

6.23.7 TRANSITION ASSISTANCE

For a period of up to ninety (90) days following termination or such period as directed by IMC, the bidder shall provide all reasonable transition assistance required for transfer of operations, services, integrations, software configurations, camera onboarding data, dashboards, user accounts, reports, documentation, and related project assets to IMC or any replacement agency.

The Bidder shall ensure continuity of surveillance services and shall not withhold any information, data, access credentials, documentation, or technical assistance required for smooth transition.

6.23.8 INVOCATION OF PERFORMANCE SECURITY

Upon termination for default, IMC shall have the right to invoke, forfeit, or appropriate the Performance Security, Security Deposit, or any other financial instrument furnished under the Contract, without prejudice to any other remedy available under law or contract.

6.23.9 SURVIVAL

Termination of the Contract shall not affect any accrued rights, obligations, liabilities, indemnities, confidentiality commitments, intellectual property rights, audit rights, dispute resolution provisions, cybersecurity obligations, or other provisions which by their nature are intended to survive termination.

6.24 LIQUIDATED DAMAGES (LD)

- 1) LD shall be levied for delay in delivery, installation, or SLA breaches as per Special Conditions of Contract (SCC).
- 2) Maximum LD shall be capped as defined in SCC.
- 3) Upon reaching maximum LD, IMC may terminate the contract.

6.25 MONITORING & AUDIT

- a) IMC shall have the right, either directly or through its authorized representatives, or Third-Party Auditor (TPA), to monitor, inspect, review, verify, and audit the Services, Deliverables, Equipment, Software, Documentation, Records, and Performance of the Bidder at any stage during the Contract Period.
- b) IMC may appoint an independent Third-Party Auditor (TPA) at any time during implementation, commissioning, stabilization, operation, maintenance, or exit management phases of the Project.
- c) The scope of audit may include, but shall not be limited to:
 - a. Physical verification of installed equipment and infrastructure;
 - b. Verification of camera quantity, location, geo-tagging, and operational status;
 - c. Quality inspection of installation and workmanship;
 - d. Compliance with technical specifications and approved designs;
 - e. Verification of software, VMS, dashboards, analytics, integrations, and cybersecurity controls;
 - f. Service Level Agreement (SLA) monitoring and performance assessment;
 - g. Verification of project milestones, deliverables, and payment-linked activities;
 - h. Review of logs, reports, inventory records, maintenance records, and operational data;
 - i. Security, compliance, and data protection audits.
- d) The Bidder shall provide full cooperation and unrestricted access to all relevant locations, systems, documents, records, personnel, reports, logs, and information reasonably required for carrying out such inspection or audit.
- e) The Bidder shall promptly rectify any deficiency, non-compliance, observation, or defect identified during such inspection or audit within the timeline specified by IMC.
- f) Certification, observations, or recommendations of the Third-Party Auditor may be considered by IMC for acceptance of deliverables, release of payments, imposition of penalties, determination of compliance, or any other contractual action.
- g) Failure of the Bidder to cooperate with IMC or the Third-Party Auditor, or obstruction of any inspection or audit activity, shall constitute a material breach of the Contract and may result in penalties, suspension of work, or termination of the Contract.
- h) The Bidder shall ensure continuous compliance with the Community CCTV Surveillance Bye-Laws, 2024, and any amendments thereto during the entire Contract Period. Any material non-compliance identified during inspection or audit shall be rectified by the Bidder within the timeline prescribed by IMC, failing which IMC may impose penalties, suspend work, or take appropriate action under the Contract.

6.26 RISK & INSURANCE

The MSI shall bear all risks related to:

- Personnel deployed
- Equipment supplied
- Third-party liabilities

IMC shall not be liable for such risks.

6.27 PUBLICITY

The Bidder shall not issue any press release or public announcement without prior written approval of IMC.

6.28 DISPUTE RESOLUTION

- 1) Parties shall first attempt amicable resolution.
- 2) If unresolved within 30 days, dispute shall be referred to Arbitration under: Arbitration and Conciliation Act, 1996 (India).
- 3) Jurisdiction: Indore, Madhya Pradesh.
- 4) Language: English.
- 5) Courts at Indore shall have exclusive jurisdiction for interim relief.

6.29 GOVERNING LANGUAGE

The Contract and all related correspondence between IMC and the Successful Bidder (MSI / OEM / Joint Venture) shall be written in the English language. All documentation, reports, communication, and submissions under the Contract shall also be in English.

6.30 APPLICABLE LAW

The Contract shall be governed by and interpreted in accordance with the laws of India.

Courts at Indore, Madhya Pradesh shall have exclusive jurisdiction, subject to arbitration provisions.

6.31 NO INTEREST ON DEPOSITS

No interest shall be payable on:

- Earnest Money Deposit (EMD),
- Performance Security,
- Security Deposit, or
- Any retention amount held under the Contract.

6.32 NOTICES

- 1) Any notice under the Contract shall be in writing and sent by registered post, courier, or official email to the designated address of the concerned party.
- 2) A notice shall be deemed effective upon delivery or acknowledgement, whichever is earlier.

6.33 TAXES AND DUTIES

- 1) The Bidder shall be entirely responsible for payment of all applicable taxes, duties, cess, levies, royalties, fees, and other statutory obligations imposed under applicable laws, except GST which shall be indicated separately in the Financial Bid.
- 2) GST shall be payable by IMC at actual applicable rates against submission of valid GST-compliant tax invoices and subject to compliance with the provisions of the GST Act and related rules
- 3) Any increase or decrease in GST rates during the contract period due to statutory amendments by the Government shall be payable/recoverable as applicable, subject to documentary evidence and compliance with applicable laws.
- 4) IMC shall make deductions towards TDS, TDS under GST, or any other statutory deductions as applicable under prevailing laws.

- 5) The Bidder shall ensure timely filing of GST returns and compliance with all statutory requirements. Any loss of Input Tax Credit (ITC) to IMC arising due to non-compliance by the Bidder shall be recoverable from the Bidder.

6.34 DELIVERY AND DOCUMENTATION

Delivery of goods and services shall be made strictly in accordance with the Schedule of Requirements and approved implementation plan.

The Successful Bidder shall submit necessary documents including:

- Invoice,
- Delivery acknowledgement,
- Warranty certificates,
- Inspection reports,
- Tax invoices,
- Insurance certificate (if applicable).

Failure to submit required documentation may delay payment.

6.35 INSURANCE

The Successful Bidder shall insure all equipment supplied under the Contract against loss or damage during transit, storage, installation, and commissioning until final acceptance.

Insurance shall cover replacement value on “All Risks” basis up to final site acceptance.

6.36 TRANSPORTATION

Transportation of goods to project site(s) shall be arranged by the Successful Bidder at its own cost and risk.

6.37 INSTALLATION RESPONSIBILITIES

The Successful Bidder shall be responsible for the complete supply, installation, integration, testing, commissioning, and operational readiness of all equipment, software, and services covered under the Contract.

The responsibilities of the Bidder shall include, but not be limited to, the following:

- a) Unpacking, handling, transportation, storage, installation, assembly, mounting, configuration, and commissioning of all hardware, software, networking equipment, and associated infrastructure.
- b) Laying, termination, testing, and commissioning of all cables, connectors, power systems, networking components, poles, mounting structures, and accessories required for successful deployment.
- c) Integration of all cameras, devices, applications, dashboards, analytics modules, and associated systems with the ICCM, Hosting & Management System (HMS), Video Management System (VMS), and other approved platforms.
- d) Conducting comprehensive testing, including Factory Acceptance Testing (FAT), Site Acceptance Testing (SAT), User Acceptance Testing (UAT), interoperability testing, and performance validation, as applicable.
- e) Ensuring uninterrupted and reliable system performance in accordance with the Service Level Agreements (SLAs) and technical specifications prescribed under the Contract.
- f) Compliance with all applicable safety standards, electrical standards, cybersecurity requirements, statutory regulations, and industry best practices during installation and operation.
- g) Restoration of sites to their original condition after completion of installation activities, including removal of debris, waste materials, and temporary structures.

- h) Submission of as-built drawings, network diagrams, IP addressing details, geo-tagged installation records, asset inventory, test reports, user manuals, warranties, and other project documentation as required by IMC.
- i) Obtaining necessary coordination, permissions, and clearances from concerned authorities wherever required for execution of the work.
- j) Rectification, replacement, or reinstallation of any defective, damaged, non-compliant, or improperly installed equipment at no additional cost to IMC.
- k) Ensuring that all installations comply with the provisions of the Community CCTV Surveillance Bye-Laws, 2024, and any guidelines, standards, or directions issued by IMC from time to time.

6.38 INCIDENTAL SERVICES

The Successful Bidder shall provide all incidental services necessary for the successful implementation, operation, maintenance, and sustainability of the Project throughout the Contract Period, including but not limited to:

- a) On-site warranty support, maintenance services, and defect rectification for all supplied hardware, software, networking equipment, and associated infrastructure.
- b) Preventive maintenance, corrective maintenance, breakdown support, troubleshooting, repair, replacement, and restoration of services in accordance with the prescribed Service Level Agreements (SLAs).
- c) Technical support services, including remote support, helpdesk support, incident management, escalation management, and coordination with OEMs, System Integrators (SIs), Internet Service Providers (ISPs), and other stakeholders.
- d) Installation of software updates, patches, firmware upgrades, security updates, bug fixes, and version upgrades necessary for secure and uninterrupted operation of the system.
- e) Training, capacity building, refresher training, and knowledge transfer for designated IMC personnel, operators, administrators, and other authorized users.
- f) Preparation and submission of technical documentation, user manuals, standard operating procedures (SOPs), configuration documents, network diagrams, inventory records, and other project-related documents as required by IMC.
- g) Assistance during inspections, audits, third-party audits, security assessments, acceptance testing, and compliance verification activities conducted by IMC or its authorized representatives.
- h) Support for integration, migration, transition, and handover activities during contract completion, expiry, termination, or replacement of the Bidder.
- i) Compliance with the provisions of the Community CCTV Surveillance Bye-Laws, 2024, applicable statutory requirements, cybersecurity requirements, and directions issued by IMC from time to time.

The provision of incidental services shall not relieve the Bidder of any warranty obligations, maintenance responsibilities, Service Level Agreement (SLA) commitments, performance guarantees, or other contractual obligations under the Contract..

6.39 SPARE PARTS AVAILABILITY

- a) The MSI shall ensure availability of spare parts for a minimum of five (5) years.
- b) Adequate inventory shall be maintained at nearest service center to ensure SLA compliance.
- c) The Original Equipment Manufacturer (OEM) shall ensure:
 - a. Continued availability of spare parts and components for the specified support period
 - b. Availability of equivalent or higher compatible components in case of product obsolescence
 - c. Back-to-back support to MSI for supply of spares and technical assistance
- d) The MSI and OEM shall ensure that:
 - a. Spare replacement timelines align with SLA requirements
 - b. No service disruption occurs due to non-availability of spares

6.40 INTELLECTUAL PROPERTY & INDEMNITY

- a) The Successful Bidder shall provide valid licenses for all software supplied.
- b) The Bidder shall indemnify IMC against third-party claims relating to:
 - Patent infringement,
 - Copyright violations,
 - Trademark infringement,
 - Software piracy.
- c) In case IMC is required to pay compensation due to such infringement, the Bidder shall reimburse all such amounts including legal expenses.
- d) In case of contract termination or completion:
 - The MSI shall hand over complete system control, credentials, documentation, and access rights to IMC
 - IMC shall have full rights to continue operations through any third party
- e) All data generated under the system, including video feeds, analytics data, logs, and metadata, shall remain the exclusive property of IMC.

6.41 ASSIGNMENT & SUBCONTRACTING

The Contract shall not be assigned, transferred, or subcontracted in whole or in part without prior written approval of IMC.

Unauthorized assignment shall result in termination and forfeiture of Performance Security.

6.42 USE OF DOCUMENTS & CONFIDENTIALITY

- a) All project-related documents shall remain the property of IMC.
- b) The Successful Bidder shall not disclose or use any confidential information except for performance of the Contract.
- c) All documents shall be returned upon completion or termination of the Contract, if required by IMC.

6.43 CONFIDENTIALITY

The Successful Bidder shall:

- Maintain strict confidentiality of all system data, architecture, configurations, and surveillance information.
- Implement appropriate cybersecurity safeguards.
- Ensure that its personnel sign confidentiality undertakings.

Breach of confidentiality shall be treated as material breach of Contract.

6.44 RISK MANAGEMENT

- a) The Successful Bidder shall be solely responsible for identifying, assessing, mitigating, managing, and monitoring all risks associated with the performance of the Contract throughout the Contract Period.
- b) The Bidder shall bear all risks relating to its personnel, subcontractors, OEMs, System Integrators (SIs), equipment, software, infrastructure, tools, materials, vehicles, and other resources deployed for execution of the Project.
- c) The Bidder shall establish and maintain appropriate risk management procedures, contingency plans, business continuity measures, disaster recovery mechanisms, and incident response processes to ensure uninterrupted delivery of Services.
- d) The Bidder shall implement adequate safeguards against operational, technical, cyber security, data security, network security, physical security, safety, and environmental risks associated with the Project.
- e) The Bidder shall comply with all applicable laws, regulations, safety standards, electrical standards, cybersecurity requirements, data protection requirements, and the provisions of the Community CCTV

Surveillance Bye-Laws, 2024, as amended from time to time.

- f) The Bidder shall promptly notify IMC of any incident, security breach, cyberattack, system failure, data compromise, service disruption, or other material risk affecting the Project and shall take immediate corrective measures at its own cost.
- g) The Bidder shall remain responsible for risks arising from the acts, omissions, negligence, default, or non-performance of its employees, representatives, subcontractors, OEMs, Internet Service Providers (ISPs), System Integrators (SIs), or any other entities engaged by it for execution of the Project.
- h) IMC shall not be liable for any loss, damage, injury, theft, accident, claim, liability, or expense arising out of or in connection with the Bidder's performance of the Contract, except to the extent caused by the wilful misconduct of IMC.

7. IMPLEMENTATION FRAMEWORK, RATE CONTRACT GOVERNANCE & ROLES OF IMPLEMENTING AGENCIES

7.1 AWARD OF WORK ORDERS & RATE CONTRACT MECHANISM

7.1.1 APPOINTMENT OF MASTER SYSTEM INTEGRATOR (MSI)

- 1) Based on the Commercial Evaluation conducted for items listed under Table-3 (Centralized Monitoring Infrastructure, Software Platform, ICCC Components, and associated services), IMC shall appoint the Lowest Evaluated Bidder (L1) as the Master System Integrator (MSI).
- 2) The appointed MSI shall be responsible for the following:
 - a. Design, development, and deployment of the Hosting & Management System (HMS) / Central Surveillance Software Platform.
 - b. Establishment and commissioning of the Centralized Monitoring System at the Integrated Command & Control Centre (ICCC).
 - c. Integration of all cameras installed across the city under the Community CCTV framework into the centralized platform.
 - d. Ensuring compliance with Service Level Agreements (SLAs), system uptime requirements, and platform maintenance.
 - e. Providing overall technical governance, system integration oversight, and coordination among participating entities.
- 3) The MSI shall not be responsible for procurement or supply of field-level hardware equipment covered under the OEM Rate Contract (Table-2).

7.1.2 OEM RATE CONTRACT EMPANELMENT

- 1) The equipment listed under Table-2 (Schedule of Items for Rate Contract) pertains to CCTV camera equipment and associated hardware components.
- 2) The empanelment of OEMs under the Rate Contract shall be carried out as follows:
 - a) Financial bids for the items listed under Table-2 shall be evaluated on an item-wise basis.
 - b) The Lowest Discovered Rate (L1) for each item shall be identified separately.
 - c) IMC may invite all technically qualified OEMs quoting for the respective item(s) to match the discovered L1 rate.
 - d) OEMs providing written acceptance to supply equipment at the finalized L1 rate shall be empanelled under the Rate Contract for that item.
 - e) Multiple OEMs may be empanelled for the same item provided they agree to supply equipment at the finalized L1 rate.
- 3) Empanelment under the Rate Contract:
 - a) Shall be item-specific
 - b) Shall not guarantee any minimum procurement quantity
 - c) Shall remain valid for the defined Rate Contract period

7.1.3 PROCUREMENT & IMPLEMENTATION MODEL

- 1) The implementation of CCTV systems under this initiative shall follow a decentralized procurement and installation model, defined as follows:
 - a. CCTV systems shall be installed at establishments participating in the Community CCTV program as defined in Byelaws.

- b. Establishments implementing CCTV systems shall procure equipment from empaneled OEMs with the help of SI under the finalized Rate Contract (Table-2).
- c. Installation, configuration, and commissioning of CCTV systems shall be carried out by System Integrators (SIs) registered with IMC through the designated portal mechanism.
- d. IMC shall not be responsible for commercial transactions between establishments, SI and OEMs, however the procurement shall strictly follow the finalized Rate Contract prices and approved specifications.
- e. No deviation from approved specifications, models, or Rate Contract prices shall be permitted.
- f. IMC shall not procure field hardware directly from OEMs under this framework.
- g. The MSI shall provide the centralized monitoring platform, integration framework, technical standards, and system governance required for operation of the surveillance ecosystem.

7.1.4 ISSUANCE OF WORK ORDERS

- 1) The issuance of work orders under the project shall follow the structure below:
 - a. Work Orders for Centralized Monitoring Infrastructure and Software Platform components (Table-3) shall be issued to the appointed Master System Integrator (MSI).
 - b. Work Orders for field-level installation activities, where applicable under IMC projects or departmental deployments, may be issued to registered System Integrators (SIs) through the designated portal mechanism.
- 2) Each Work Order shall clearly define:
 - a. Scope of work
 - b. Location of deployment
 - c. Quantities and equipment details
 - d. Implementation timelines
 - e. Applicable technical standards and specifications
- 3) No work shall commence without the formal issuance of a Purchase Order or Work Order by the competent authority of IMC or the concerned User Department.

7.1.5 JV & DIRECT OEM PARTICIPATION

- 1) OEMs may participate in the tender process in either of the following forms:
 - a. Direct participation as an eligible bidder; or
 - b. Participation through a Joint Venture (JV) with an eligible MSI.
- 2) In case an OEM participates through a Joint Venture and is empanelled under the Rate Contract:
 - a. The Rate Contract obligations shall remain binding on the OEM partner supplying the equipment.
- 3) The participation model (Direct or JV) shall not affect:
 - a. Compliance with Rate Contract obligations
 - b. Technical specifications and standards
 - c. Warranty and after-sales support responsibilities

7.1.6. ALLOCATION & CONTROL

- 1) IMC shall retain overall administrative control and governance of the project framework.
- 2) Accordingly, IMC reserves the right to:
 - a. Monitor compliance with finalized Rate Contract prices and technical standards
 - b. Review the performance of empanelled OEMs, SIs, and the appointed MSI
 - c. Enforce compliance with Service Level Agreements (SLAs) and quality standards
 - d. Issue operational guidelines, integration standards, and implementation instructions as required for effective execution of the project.

7.1.7. EQUIPMENT COMPLIANCE AND QUALITY ASSURANCE

To ensure standardization, interoperability, and long-term reliability of the citywide CCTV surveillance ecosystem, all equipment deployed under the Community CCTV framework shall strictly comply with the technical specifications defined in this RFP.

The following provisions shall apply:

- 1) Only OEM equipment empanelled under the Rate Contract framework (Table-2) shall be permitted for installation under the project.
- 2) All cameras and associated hardware installed under the project shall strictly conform to the approved technical specifications, standards, and certifications prescribed in this RFP, including ONVIF compliance and applicable statutory certifications.
- 3) Installation of non-approved equipment shall not be permitted for new deployments; however, existing CCTV systems of Government/authorized agencies may be integrated subject to compliance with defined technical standards, protocols (e.g., ONVIF), and validation by MSI without compromising system performance and security.
- 4) The appointed Master System Integrator (MSI) shall verify technical compatibility and ensure that only compliant devices are integrated into the VMS centralized monitoring platform.
- 5) IMC reserves the right to reject or disconnect any camera installation found to be non-compliant with the approved specifications or technical standards.
- 6) System Integrators (SIs) shall ensure that all installed equipment is genuine, traceable to the empanelled OEM, and supported by valid warranty and service documentation.
- 7) IMC may conduct random technical audits with the help of auditor, field inspections, or quality verification checks to ensure compliance with the approved standards and specifications.
- 8) Any deviation from approved equipment specifications may result in rejection of installation, replacement at the SI's cost, or other corrective measures as deemed appropriate by IMC.

7.2. AGREEMENT, ROLES & RESPONSIBILITIES (SYSTEM INTEGRATOR – SI)

7.2.1 AGREEMENT WITH IMPLEMENTING AGENCY (SYSTEM INTEGRATOR – SI)

- 1) Each empanelled System Integrator (SI), upon issuance of a Purchase / Work Order by the User Department, shall execute a formal Agreement with the Department.
- 2) The Agreement shall be executed on non-judicial stamp paper of appropriate value of Rs 100/- (as prescribed under applicable law) and shall incorporate:
 - Terms of the Rate Contract (where applicable),
 - Scope defined in the Work Order,
 - Technical specifications,
 - SLA conditions,
 - Warranty and maintenance obligations.
- 3) Execution of the Agreement shall be mandatory prior to commencement of work.
- 4) The SI shall be fully responsible for execution of the Work Order in accordance with the approved technical standards and contractual provisions.

7.2.2 ROLES & RESPONSIBILITIES OF IMPLEMENTING AGENCY (SYSTEM INTEGRATOR – SI)

The empanelled System Integrator (SI) shall be responsible for the following:

1. Implementation Responsibility

- Implementation of CCTV Surveillance System(s) at designated locations as per approved technical specifications, standards, and drawings.
- Compliance with all applicable Service Level Agreements (SLAs).

2. Procurement Responsibility

- Procure hardware items (Table 2) directly from empanelled OEMs at finalized Rate Contract prices.
- Ensure that only approved makes and models as per RFP and Rate Contract are supplied and installed.

3. Site Compliance, Execution & Coordination

- Conduct site visits and coordinate with IMC Department user representatives to ensure timely and satisfactory execution.
- Ensure proper installation, mounting, alignment, cabling, power connection, earthing, and commissioning.
- Camera placement at establishments shall comply with the location requirements defined in the Community CCTV Bye-Laws, including coverage of entry/exit points, common areas, parking areas, and other designated surveillance zones.

4. Supply of Accessories

- Supply all necessary accessories, fixtures, brackets, poles, junction boxes, cables, power components, and related materials required for complete installation.
- No additional cost shall be claimed for essential installation accessories.

5. Progress Reporting

- Submit monthly physical progress reports to the User Department on or before the 5th of every month.
- Reports shall include installation status, testing results, and SLA compliance.

6. Work Completion Documentation

- Submit a Work Completion Report within 30 days of completion of work, including:
 - Asset details,
 - Photographic evidence,
 - Location mapping,
 - Extract of asset register,
 - Commissioning certificate.

7. Asset Register Maintenance

- Maintain a proper Asset Creation Register for all sanctioned and completed works.
- Ensure asset tagging and traceability as per IMC guidelines.

8. Warranty & Maintenance

- Provide comprehensive on-site warranty and maintenance for five (5) years from the date of successful handover.
- Adhere strictly to defined SLA parameters.
- Replace defective components within prescribed timelines.

9. Compliance with Work Order

- Execute works strictly as per quantities, locations, and timelines specified in the issued Work Order.
 - Delivery location and quantity details shall be as mentioned in the respective Work Order.
1. The System Integrator (SI) shall be responsible for connectivity of cameras up to the designated ISP handover point or network termination point at the site.
 2. Any network failure occurring beyond the ISP handover point shall be the responsibility of the respective Network Service Provider (ISP) or establishment.
 3. The MSI shall be responsible for integration of camera streams into the centralized software platform once the network connectivity is available.

7.2.3. OPERATION & MAINTENANCE (O&M)

The System Integrator (SI) shall be responsible for providing operation and maintenance support for all CCTV systems installed under this project.

The O&M support shall include preventive maintenance, fault rectification, and overall system health monitoring to ensure continuous functioning of the surveillance system.

For CCTV systems installed under the Community Camera Model, the respective establishments shall contribute a 7% of the project cost (or a fixed periodic fee, as notified by IMC) towards Operation & Maintenance (O&M), applicable from the second year onwards, and the SI shall provide O&M services accordingly.

7.3. ROLES & RESPONSIBILITIES OF MASTER SYSTEM INTEGRATOR (MSI)

The appointed Master System Integrator (MSI) shall be responsible for the centralized monitoring ecosystem, software platform, system integration, and overall operational governance of the project. The MSI's responsibilities shall include, but not be limited to, the following:

- a) Design, develop, deploy, and maintain the centralized Video Management System (VMS), HMS platform, analytics engine, and ICCC infrastructure as per approved specifications.
- b) Define and establish the overall system architecture ensuring seamless integration of all cameras (existing and upcoming), subsystems, and third-party integrations into a unified platform.
- c) Integrate all (Approximate 1,00,000) IP cameras installed under the project (through empanelled SIs) onto the centralized monitoring platform.
- d) Ensure compatibility, interoperability, and secure interface management between software, hardware, analytics modules, and external systems.
- e) Provide comprehensive Operation & Maintenance (O&M) services for hardware and software components under MSI scope for a period of five (5) years from the date of Go-Live.
- f) Maintain defined Service Level Agreements (SLAs) as specified in the Contract and ensure system uptime and performance standards.
- g) Provide adequate technical manpower and support staff on a 24x7 shift-based deployment model at ICCC or designated locations.
- h) Manage spares planning, monitoring, and replenishment for components under MSI scope.
- i) Ensure the platform is scalable, modular, and capable of supporting future expansion, integration of additional cameras, analytics modules, and increased data loads.
- j) Design the system to support at least double the current capacity in terms of users, camera count, storage, and analytics processing capability.
- k) Develop and implement a structured Integration Plan including milestones, deployment schedule, testing strategy, and resource allocation.
- l) Conduct system testing, validation, commissioning, and performance benchmarking prior to Go-Live.

- m) Implement robust cybersecurity, data integrity, access control, and system hardening mechanisms.
- n) Undertake regular upgrades, patch management, enhancements, and performance optimization as required during the contract period.
- o) Identify, assess, and mitigate integration-related risks and ensure continuity of services.
- p) Coordinate with IMC, empanelled OEMs, and System Integrators (SIs) to ensure smooth onboarding and integration of field-level installations.
- q) Conduct necessary training programs for IMC officials, operational staff, and relevant stakeholders for effective system usage and administration.
- r) Maintain documentation including system architecture diagrams, integration manuals, configuration details, and operational procedures.
- s) Ensure quality assurance and compliance with applicable technical, security, and regulatory standards.
- t) The Master System Integrator (MSI) shall implement a centralized device management and camera health monitoring system for all cameras integrated with the platform.
- u) The MSI shall maintain a secure device credential management system to manage authentication details required for integration of cameras with the centralized VMS platform.
- v) The MSI shall configure a dedicated streaming user account for each camera to ensure uninterrupted video streaming to the centralized monitoring system.
- w) The MSI shall implement automated alerts and escalation mechanisms for camera offline status, video stream interruption, or authentication failures.
- x) The MSI shall provide a centralized monitoring dashboard at the ICCC to monitor camera connectivity status and system health in real time.

7.3 (A) ROLES & RESPONSIBILITIES OF OEM

The empanelled Original Equipment Manufacturer (OEM) shall be responsible for ensuring quality, compliance, and lifecycle support of all equipment supplied under the Rate Contract. The OEM's responsibilities shall include, but not be limited to, the following:

- a) Ensure that all equipment supplied complies with the technical specifications, standards, and certifications defined in this RFP, including applicable STQC guidelines.
- b) Supply approved equipment strictly as per finalized Rate Contract prices and ensure availability of all approved models throughout the contract period.
- c) Provide complete product documentation including datasheets, compliance certificates, and technical specifications for all supplied equipment.
- d) Provide technical support to MSI and System Integrators (SIs) for installation, configuration, commissioning, and integration with the centralized platform, including APIs/SDKs where required.
- e) Ensure compatibility and interoperability of equipment with centralized systems (VMS/HMS) and compliance with standard protocols such as ONVIF (Profile S/G/T or equivalent).
- f) Provide comprehensive warranty support and ensure timely repair or replacement of defective equipment in accordance with defined SLA timelines.
- g) Ensure availability of spare parts and lifecycle support for a minimum period of five (5) years or the contract period, including handling of EOL/EOS with equivalent or higher replacements.
- h) Provide regular firmware updates, patches, and security fixes, and ensure compliance with cybersecurity requirements and protection against known vulnerabilities.
- i) Support MSI and SI during testing, validation, commissioning, and participate in coordination meetings, audits, and inspections as required by IMC.
- j) Provide training, manuals, and technical documentation, and ensure overall compliance with contractual obligations, quality standards, and regulatory requirements.

7.4. PERFORMANCE BANK GUARANTEE & SECURITY DEPOSIT

1) EARNEST MONEY DEPOSIT (EMD)

- The Earnest Money Deposit (EMD) shall be submitted by bidders at the time of bid submission as specified in the RFP/NIT.
- The EMD of the unsuccessful bidders shall be refunded without interest after completion of the bid evaluation process.
- The EMD of the successful bidder shall be refunded upon submission of the required Performance Bank Guarantee (PBG).
- EMD may be forfeited in case of withdrawal of bid during validity period, submission of false information, or failure to sign the Agreement or furnish the required Performance Bank Guarantee within the stipulated time.

2) PERFORMANCE BANK GUARANTEE – MASTER SYSTEM INTEGRATOR (MSI/JV)

- Upon issuance of Letter of Award (LoA) and prior to execution of the Agreement, the Selected Master System Integrator (MSI), or the Lead Member in case of a Joint Venture (JV), shall furnish a Performance Bank Guarantee (PBG) equivalent to: Rs. 15,00,000/- only (Fifteen Lakh Only)
- The PBG shall:
 - Be unconditional and irrevocable;
 - Be issued by a Nationalised or Scheduled Bank;
 - Be in favour of “The Commissioner, Indore Municipal Corporation (IMC)”;
 - Remain valid for the entire contract period including the five (5) years warranty and maintenance period, plus an additional claim period of ninety (90) days.
- In case of a Joint Venture (JV), the Lead Member shall submit the PBG; however, all JV members shall remain jointly and severally liable for performance of the Contract.

3) SECURITY DEPOSIT – MASTER SYSTEM INTEGRATOR (MSI) / JOINT VENTURE (JV)

- In addition to the Performance Bank Guarantee (PBG), the selected Master System Integrator (MSI) or the Lead Member of the Joint Venture (JV) shall furnish a Security Deposit of Rs. 15,00,000/- (Rupees Fifteen Lakhs Only).
- The Security Deposit shall be submitted in the form of Demand Draft, Fixed Deposit Receipt (FDR), Bank Guarantee, or any other form acceptable to IMC, within fifteen (15) days of issuance of Letter of Award (LoA).
- The Security Deposit shall remain valid throughout the implementation period and stabilization period of the project.
- The Security Deposit may be forfeited, wholly or partially, in case of breach of contract, abandonment of work, failure to meet contractual obligations, or any loss caused to IMC due to default of the MSI/JV.
- The Security Deposit shall be released without interest after successful completion of implementation, stabilization period, and settlement of all contractual obligations, subject to clearance of all dues, penalties, and recoveries.

4) PERFORMANCE SECURITY – EMPANELLED SYSTEM INTEGRATORS (SI)

- Empanelment of System Integrators (SI) under the Rate Contract framework does not guarantee award of any minimum quantity or value of work.
- Accordingly:
 - No Performance Bank Guarantee shall be required at the time of empanelment.
 - Upon issuance of a specific Work Order, the selected SI shall furnish a Performance Security equivalent to: **Five Percent (5%) of the respective Work Order value.**
- The Performance Security shall:
 - Be submitted prior to commencement of work under the respective Work Order;
 - Remain valid until completion of the Work Order including applicable warranty period;
 - Be released after satisfactory completion of work and clearance of all dues.

- In case of multiple Work Orders, Performance Security shall be calculated and submitted separately for each Work Order.

5) INVOCATION OF PERFORMANCE SECURITY / PBG

- The Performance Bank Guarantee / Performance Security shall be liable to be invoked in case of:
 - Non-performance of contractual obligations;
 - Breach of terms and conditions of the Agreement or Work Order;
 - Failure to meet SLA requirements;
 - Delay beyond permissible limits;
 - Abandonment of work;
 - Any financial loss caused to IMC.

6) RELEASE OF PERFORMANCE SECURITY

- The Performance Bank Guarantee / Performance Security shall be released after successful completion of contractual obligations, including the warranty and maintenance period, subject to adjustment of penalties, liquidated damages, or other recoveries, if any. No interest shall be payable on the EMD or Performance Security.

7.5. PROJECT TIMELINES

- 1) The work shall commence within ten (10) days from the date of issuance of the Firm Purchase Order (PO) / Work Order (WO).
- 2) All activities shall be executed strictly in accordance with approved technical specifications, sanctioned scope, and timelines defined in the respective Work Order.
- 3) No spillover or extension shall be permitted except with prior written approval of IMC / User Department.
- 4) For the purpose of timeline calculation, "T0" shall mean the date of issuance of the respective Purchase Order / Work Order.
- 5) The project activities shall be completed as per the schedule mentioned below:

TABLE 55: PROJECT TIMELINE

S.NO.	PROJECT ACTIVITY	DELIVERABLES	TIMELINE
1	Project Planning	Submission of Detailed Project Plan (DPP) covering implementation strategy, site mapping, deployment schedule, and resource allocation	T0
2	Approval by Authority	Approval of Detailed Project Plan (DPP) by the Authority	T0 + 10 days
3	Design, Supply, Installation & Commissioning of CCTV System	Demonstration of initial installation for validation of features and finalization of standard implementation template	T0 + 75 days
4	Testing & Completion of Entire Project Scope	Demonstration of complete system functionality as per approved scope	T0 + 100 days
5	Provisional Acceptance & Approval	Issuance of Provisional Go-Live approval by Authority	T0 + 105 days
6	Stabilization & Training Period	Training of personnel, documentation submission, and system support during stabilization	T0 + 115 days
7	Final Go-Live & Handover	Formal handover of stable and fully operational system along with all artefacts and documentation to User Department	T0 + 120 days

7.6.STANDARDS

- a) All items, equipment, hardware, software, and components supplied under the CCTV Surveillance System shall strictly conform to the technical specifications, standards, certifications, and compliance requirements defined in this RFP.
- b) The selected Firm / Bidder shall ensure that all supplied products meet applicable national and international standards as specified in the Technical Specifications section.
- c) Prior to dispatch or shipment of any equipment, the Firm / Bidder shall submit complete technical details, including make, model, certifications, compliance documents, and applicable standards, to the User Department for review and approval.
- d) No equipment shall be delivered or installed without obtaining prior approval from the User Department where required.
- e) All software licenses supplied under this project shall be:
 - Genuine and legally valid,
 - Perpetual or subscription-based as specified in the RFP,
 - Issued in the name of "The Commissioner, IMC".
- f) The Vendor shall ensure that all licenses are transferable to IMC and shall provide necessary documentation, activation keys, and entitlement certificates.

7.7. PAYMENT TERMS

- a) The Selected Bidder / MSI / OEM / SI (as applicable) shall ensure that all deliverables are completed and submitted to the User Department strictly in accordance with the timelines specified in the Tender and respective Work Order.
- b) Payments shall be released by the User Department milestone-wise, subject to:
 - Verification and certification of deliverables,
 - Compliance with technical specifications,
 - Adjustment of applicable penalties, SLA deductions, or liquidated damages, if any.
- c) No payment shall be made unless the corresponding milestone deliverables are duly approved by the competent authority.

TABLE 56: PAYMENT TERMS

S. NO.	MILESTONE DELIVERABLES	PERCENTAGE OF PAYMENT
1	Supply, delivery, installation, and acceptance of centralized monitoring hardware infrastructure at ICCC including servers, storage systems, monitoring workstations, video wall controllers, networking equipment and related components	30% of Invoice Value
2	Deployment and configuration of HMS / VMS software platform including system configuration, platform setup, and readiness for User Acceptance Testing (UAT)	20% of Invoice Value
3	Successful completion of User Acceptance Testing (UAT) and certification by IMC / User Department confirming compliance with functional and technical requirements	10% of Invoice Value
4	System Go-Live declaration followed by successful completion of stabilization and observation period of three (3) months, with satisfactory system performance and compliance with defined SLAs	15% of Invoice Value

5	Operation & Maintenance (O&M) support during the contract period with SLA compliance	Remaining 25% to be released periodically as per agreed O&M schedule
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OPERATION & MAINTENANCE (O&M) PAYMENT

The amount allocated for Operation & Maintenance (25% of the Contract Value) shall be released periodically during the contract period based on system performance and SLA compliance.

- O&M payments shall be released quarterly as decided by IMC.
- Payment shall be subject to verification of system uptime, monitoring platform performance, and compliance with defined SLAs.
- Any penalties or deductions arising from SLA violations shall be adjusted from the respective O&M payments.

USER ACCEPTANCE TESTING (UAT)

- User Acceptance Testing (UAT) shall be conducted after completion of system deployment and prior to Go-Live.
- During UAT, the MSI shall demonstrate that the centralized surveillance platform, centralize software, analytics modules, dashboards, alert systems, and integration interfaces operate in accordance with the functional and technical requirements defined in this RFP.
- UAT shall be considered successful only after formal certification by authorized representatives of IMC.

ADDITIONAL PAYMENT CONDITIONS

- If the installation site is not made available within the prescribed delivery and installation period, the Bidder may submit a written request for extension supported by a "Site Not Ready Certificate" issued by the competent authority. In such cases, delay attributable to site non-availability shall not attract liquidated damages.
- No advance payment shall be made under any circumstances.
- In case of disputed items, the disputed amount shall be withheld and released only upon resolution of the dispute.
- All applicable taxes, statutory deductions (including GST, TDS, income tax, etc.), and other government levies shall be deducted at source as per prevailing laws.
- All remittance / banking charges shall be borne by the Supplier / Selected Bidder.
- Any penalties or liquidated damages applicable due to delay, non-performance, or SLA non-compliance shall be deducted from the respective milestone payments.
- Payment of service charges and O&M components shall be subject to periodic performance verification as per defined SLA parameters.
- The payment schedule shall form part of the Agreement and shall be applicable to all services and supplies under the Contract.

7.8 AREAS OF QUALITY VALIDATION

Quality validation under this project shall cover, but not be limited to, the following areas:

- Adherence to defined processes, standards, and approved technical specifications.
- Compliance with applicable technology standards and integration requirements.
- Project planning, scheduling, execution control, and risk management practices.
- Optimization of system performance and delivery of quality outputs as per scope.

- Proper implementation, deployment, support, and maintenance of the system.
- Effective incident handling, conflict resolution, and issue management.

IMC/User Department reserves the right to conduct periodic quality audits during the project lifecycle.

7.9. PROTECTION AGAINST DAMAGES – SITE CONDITIONS

- a) The supplied system shall be designed and installed to operate safely and reliably under typical Indian site conditions and shall not be prone to damage during power failures, trip-outs, or voltage fluctuations.
- b) The normal electrical conditions at site are:
 - a. Voltage: 230 Volts
 - b. Frequency: 50 Hz
- c) However, site conditions may include:
 - a. Voltage variation between 160 Volts to 220 Volts + 20%
 - b. Frequency variation up to 50 Hz $\pm$ 2%
 - c. Ambient temperature between 10°C to 48°C
 - d. Relative humidity between 5% to 95%
- d) All goods and equipment supplied under the Contract shall be suitably protected and designed to withstand the above operating conditions without degradation of performance.

7.10. FAIL-SAFE MECHANISM

The Vendor shall clearly document and implement fail-safe mechanisms covering, at a minimum, the following scenarios:

- Power failure
- Voltage fluctuation
- Frequency variation
- Temperature and humidity variations

The system shall ensure safe shutdown, automatic recovery (where feasible), and protection of stored data during such conditions.

7.11. MANUALS AND TECHNICAL DOCUMENTATION

1. The Vendor shall provide complete technical documentation required for installation, configuration, operation, maintenance, and troubleshooting of the system.
2. All manuals, drawings, configuration guides, and technical documentation shall be provided in English.
3. At least one complete set of manuals shall be supplied at each installation site, along with soft copies.
4. The system shall not be considered complete for the purpose of handover until all required manuals, documentation, and drawings have been submitted and approved by the User Department.

7.12. LICENSING CONSIDERATIONS

All software supplied under this project shall be licensed for use by the User Department and its authorized wings/units as defined in the RFP. Licensing shall comply with applicable legal and regulatory requirements and shall permit operational use across designated departments.

7.13. TESTING OF EQUIPMENT & ACCEPTANCE CERTIFICATE

- a) IMC/User Department may conduct Acceptance Testing at site in the presence of authorized officials and/or nominated consultants.
- b) Acceptance Testing shall include:
 - a. Physical verification of supplied equipment,
 - b. Functional performance testing,
 - c. Verification of integration,
 - d. Validation of compliance with specifications.
- c) Upon successful completion of acceptance tests and satisfaction of functional requirements, an Acceptance Certificate shall be issued by IMC/User Department.
- d) The date of issuance of the Acceptance Certificate shall be deemed as the date of successful commissioning of the system.
- e) Any reduction in functional performance or deviation from specifications shall constitute grounds for rejection.
- f) In case of rejection due to non-conformity or poor workmanship, the Vendor shall replace or rectify the same within seven (7) days from the date of testing.

7.14. FINAL COMPLETION OF WORK / PROJECT

Upon completion of the project, the Identified Bidder / MSI / SI/ JV (as applicable) shall submit a Final Completion Report including:

- Delivery challans,
- Installation reports,
- Attested extract of asset/property register,
- Test and Acceptance Reports,
- Photographic evidence,
- Any other relevant documentation.

The report shall be submitted to the competent authority of the User Department for verification and record.

7.15. RELEASE OF FINAL PAYMENT

Final payment shall be released only after:

- Receipt and verification of the Work Completion Report,
- Acceptance of asset documentation and registers,
- Successful commissioning and project launch (where applicable),
- Certification by the competent authority.

Any deductions towards penalties, damages, or non-compliance shall be adjusted prior to release of payment.

7.16. PROJECT LAUNCH

- a) The Implementing Agency (System Integrator – SI) and/or the appointed Master System Integrator (MSI), including where applicable the Lead Member of the Joint Venture (JV), shall inform the User Department in writing at least seven (7) days in advance regarding readiness for project inauguration or formal Go-Live.
- b) In case of a Joint Venture (JV) between OEM and MSI:
 - a. The Lead Member shall coordinate the launch process.
 - b. Both JV partners shall remain jointly and severally responsible for compliance with contractual obligations related to commissioning and launch.

- c) The project shall be considered ready for launch only after:
 - a. Successful commissioning,
 - b. Completion of acceptance testing,
 - c. Rectification of identified defects (if any),
 - d. Issuance of Provisional / Final Acceptance Certificate by the User Department.
- d) The Implementing Agency (SI) and/or MSI (including JV, where applicable) shall install a permanent name board at the project site displaying:
 - a. Name of the Project
 - b. Name of Implementing Agency (SI)
 - c. Name of MSI / JV (if applicable)
 - d. Name of OEM (if applicable under Rate Contract)
 - e. Funding Source (CSR / PSU / MP/MLA / IMC CAPEX, if applicable)
 - f. Project Cost
 - g. Date of Commencement and Completion
- e) The format and placement of the name board shall be as approved by IMC/User Department.

7.17. TRANSFER OF OWNERSHIP OF CCTV SURVEILLANCE SYSTEM

- a) Upon successful commissioning and formal acceptance, ownership of all assets created under the project shall vest with the User Department.
- b) The transfer of ownership shall include:
 - o All hardware components supplied under Rate Contract,
 - o Software platforms (VMS / HMS / Analytics) licensed in the name of “Commissioner, IMC”,
 - o Networking and storage equipment,
 - o Documentation, configurations, source deliverables (where applicable),
 - o Asset registers and handover documentation.
- c) In case the project is executed through a Joint Venture (JV):
 - o Both JV partners shall ensure proper asset documentation and transfer compliance.
 - o Joint and several liability shall continue during the warranty and maintenance period.
- d) For installations executed under CSR initiatives, PSU funding, MP/MLA funds, or other external funding mechanisms:
 - o Assets shall be formally transferred to the User Department through proper documentation and acknowledgment.
 - o Updated asset records shall be maintained in the IMC asset register.
- e) Post transfer of ownership, operational control shall vest with the User Department; however, warranty, SLA, and maintenance obligations of MSI / SI / OEM (including JV partners, where applicable) shall remain valid for the defined contract period.

7.18. POST-IMPLEMENTATION RESPONSIBILITIES & MAINTENANCE OF CCTV SYSTEM ASSETS

- a) The User Department (Commissioner, IMC) shall oversee and monitor the upkeep, performance, and asset management of the CCTV Surveillance System.
- b) **Warranty Obligations:**
 - o Post commissioning and formal handover, the Identified Bidder / MSI / SI / OEM (as applicable to their scope) shall provide comprehensive on-site warranty for the complete system for a period of five (5) years.
 - o The warranty shall cover all hardware, software, networking components, spares, patches, upgrades (where applicable), and integration components under their respective scope.
 - o The system shall remain operational on a 24x7 basis during the warranty and maintenance period, subject to SLA parameters.
- c) **Service Level Agreement (SLA):**

- The Implementing Agency (including JV, where applicable) shall execute a separate Service Level Agreement (SLA) with the User Department.
- The SLA shall define uptime requirements, response time, resolution time, escalation matrix, penalty structure, and reporting obligations.
- Post-implementation services shall include technical support for software, hardware, network equipment, and centralized infrastructure at ICCC.

d) Use of External Technical Support:

- If the Vendor intends to engage any third-party technical agency for support or rectification, prior written approval from the competent authority of IMC/User Department shall be mandatory.
- Full details of the external agency, personnel involved, scope of work, and duration of access shall be submitted in advance.
- The Vendor shall remain solely responsible for data protection, confidentiality, and prevention of unauthorized data removal from premises.
- Any violation of data security or confidentiality norms shall attract strict penal action, including termination and invocation of Performance Bank Guarantee.

7.19. CHANGE REQUEST MECHANISM

- a) During the contract period, the successful Bidder / MSI / SI / OEM (as applicable) shall accommodate modifications or enhancements required for the system.
- b) A Change Request (CR) shall be applicable in the following cases:
 - Any requirement not explicitly covered under the original Scope of Work.
 - Any modification in approved deliverables post client approval.
 - Functional enhancements, integrations, or regulatory compliance changes.
 - Expansion or scaling beyond originally defined capacity.
- c) All Change Requests shall:
 - Be documented formally,
 - Be evaluated jointly by the Vendor and User Department,
 - Include effort estimation, technical impact assessment, cost implication (if any), and timeline.
- d) No Change Request shall be implemented without written approval and issuance of a formal Work Order by IMC/User Department.
- e) Changes categorized under regular maintenance, bug fixing, patch updates, and SLA obligations shall not be treated as Change Requests.

7.20. EXIT MANAGEMENT & TRANSITION PLAN

1) APPLICABILITY

This clause shall apply upon:

- Expiry of the five (5) year Contract period; or
- Early termination, suspension, or non-renewal of the Contract for any reason.

2) OWNERSHIP OF ASSETS & DATA

- a) All assets created under this Project, including hardware, software configurations, integration frameworks, documentation, and system artefacts, shall vest with IMC.
- b) All data generated, recorded, processed, or stored under this Project — including but not limited to:
 - Video recordings,
 - Logs,
 - Analytics outputs,
 - Metadata,
 - Configuration files,

- Database records,
- Reports,

Shall be the sole property of IMC.

- c) The Service Provider shall have no lien, retention right, or ownership claim over such data.

3) TRANSITION SUPPORT PERIOD

- a) The Service Provider (MSI / SI / OEM / JV, as applicable) shall continue to operate and maintain the system for a transition period of up to thirty (30) days from the date of expiry or termination.
- b) During this period, the Service Provider shall work alongside IMC or the newly appointed service provider to ensure uninterrupted operations and seamless handover.
- c) IMC may extend the transition period, if required, on mutually agreed terms.

4) OBLIGATIONS DURING TRANSITION

During the transition period, the Service Provider shall:

- a) Provide complete and updated technical documentation, including:
 - System architecture diagrams,
 - Network topology,
 - IP addressing schema,
 - Integration protocols,
 - Device inventory list,
 - Asset register.
- b) Share:
 - Configuration files,
 - HMS & VMS settings,
 - Analytics configurations,
 - Database backups,
 - Logs and historical data.
- c) Hand over:
 - Administrative credentials (in sealed and secure format),
 - Encryption keys (if applicable),
 - API documentation and SDK references.
- d) Provide knowledge transfer sessions to IMC or the newly appointed service provider.
- e) Facilitate smooth migration of:
 - Video Management System (VMS),
 - Hosting & Management System (HMS),
 - Analytics modules,
 - User access controls,
 - Reporting systems.

5) LICENSE & WARRANTY TRANSFER

- a) All perpetual software licenses procured under the Project shall be transferred in favour of IMC.
- b) Subscription-based licenses, if any, shall be clearly documented and handed over with validity details.
- c) All hardware warranties under Rate Contract items shall remain valid as per original warranty terms.
- d) The Service Provider shall not revoke, disable, or restrict license access after contract expiry.

6) MULTI-VENDOR COORDINATION RESPONSIBILITY

- a) In case of multi-OEM environment, the MSI and SI shall coordinate internally to ensure successful transition.
- b) IMC shall not be required to coordinate separately with OEMs for transition-related matters.
- c) Overall responsibility for smooth handover shall remain with the contracted Service Provider.

7) PROHIBITED ACTIONS

The Service Provider shall not:

- Remove or disable system components,
- Delete or encrypt data,
- Restrict system access,
- Modify configurations without approval,
- Cause operational disruption during transition.

Any such action shall be treated as material breach of contract.

8) CONFIDENTIALITY & NDA

- a) The Service Provider shall continue to maintain confidentiality of all system data during and after contract expiry.
- b) Exit obligations and confidentiality clauses shall survive termination or expiry of the Contract.

9) PAYMENT LINKAGE

IMC reserves the right to withhold final payment or security deposit release until satisfactory completion of all exit and transition obligations.

10) RESIDUAL & OVERRIDING RESPONSIBILITY CLAUSE

- a) Notwithstanding anything contained elsewhere in this RFP or Agreement, the Service Provider (MSI / SI / OEM / JV, as applicable) shall be fully responsible for ensuring successful, complete, and uninterrupted operation, transition, and handover of the CCTV Surveillance System in its entirety.
- b) In the event that any activity, document, configuration, integration component, license, credential, technical requirement, or transition obligation is identified at the time of exit or during contract execution as necessary for continuity of operations but is not expressly mentioned in this RFP, the same shall be deemed to be within the scope of the Service Provider's responsibility.
- c) The Service Provider shall not claim relief, additional cost, delay, or exemption on the grounds that such activity or obligation was not specifically detailed in this RFP, provided it is reasonably required for:
 - System continuity,
 - Data integrity,
 - Interoperability,
 - Security,
 - Migration,
 - Compliance with technical standards,
 - Or smooth transition to IMC or a newly appointed service provider.
- d) In case of multi-vendor or multi-OEM architecture, internal coordination among OEMs, MSI, and SI shall be the sole responsibility of the contracted Service Provider. IMC shall not be required to resolve inter-vendor disputes.
- e) Any gap identified during implementation, operation, or exit transition that affects functionality, performance, security, or compliance shall be rectified by the Service Provider at no additional cost to IMC.
- f) This clause shall survive termination or expiry of the Contract.

7.21 SERVICE LEVEL AGREEMENT (SLA)

7.21.1 OBJECTIVE

The purpose of this Service Level Agreement (SLA) is to define measurable service performance standards for the operation, maintenance, and support of the Community CCTV Surveillance System deployed under this project.

The SLA framework establishes performance benchmarks for:

- Centralized Monitoring Platform
- ICCC infrastructure
- Camera integration and availability
- Video analytics services
- Incident management and response
- Equipment reliability and maintenance

The Master System Integrator (MSI), OEMs, and System Integrators (SI) shall ensure continuous compliance with the defined SLA parameters during the entire contract period.

Non-compliance with the SLA parameters may result in penalties, payment deductions, or other contractual actions as defined in this RFP.

7.21.2 SLA MONITORING FRAMEWORK

The MSI shall establish an automated monitoring system capable of tracking and reporting:

- Camera operational status
- Network connectivity status
- Video streaming health
- Storage utilization and availability
- System uptime
- Analytics processing status

The monitoring system shall generate:

- automated alerts
- incident notifications
- periodic SLA reports

All SLA parameters shall be measured on a monthly basis and reviewed quarterly by IMC.

7.21.3 SLA FOR CENTRALIZED MONITORING SYSTEM (MSI)

The Master System Integrator shall ensure the following minimum performance levels.

SERVICE COMPONENT	SLA REQUIREMENT
VMS / HMS Application Availability	≥ 99.9% uptime
Central Monitoring Server Availability	≥ 99.9% uptime
Storage Infrastructure Availability	≥ 99.9% uptime
Analytics Processing Availability	≥ 99.5% uptime
System Login Response Time	≤ 2 seconds
Video Playback Load Time	≤ 5 seconds

SERVICE COMPONENT	SLA REQUIREMENT
Maximum Video Latency	≤ 40 milliseconds

The MSI shall ensure continuous availability of the centralized monitoring platform at the ICCC.

7.21.4 CAMERA INTEGRATION SLA

All cameras connected under the Community CCTV network shall be continuously monitored through the centralized platform.

PARAMETER	SLA REQUIREMENT
Camera Connectivity	≥ 99.9% uptime
Live Video Availability	≥ 99.9% uptime
Video Stream Stability	≥ 99.9% uptime
Frame Rate Consistency	≥ 25 FPS or as configured

If any camera becomes non-operational, the system shall automatically generate alerts.

If a camera remains non-functional for more than 24 hours, a high-priority notification shall be issued to the concerned authority and responsible System Integrator.

7.21.5 INCIDENT RESPONSE & RESOLUTION SLA

The MSI shall maintain a centralized incident management system for fault tracking and resolution.

INCIDENT TYPE	RESPONSE TIME	RESOLUTION TIME
Critical System Failure	15 minutes	1 hour
Camera Connectivity Failure	30 minutes	4 hours
Analytics Failure	30 minutes	4 hours
Minor System Issue	4 hours	24 hours

Incident reports shall be maintained in the centralized helpdesk system.

The system shall detect camera offline events within 60 second and generate automated alerts to the competent authority and team members.

7.21.6 VIDEO ANALYTICS PERFORMANCE SLA

The analytics platform shall maintain the following minimum performance benchmarks.

ANALYTICS FEATURE	MINIMUM PERFORMANCE
Face Recognition Accuracy	≥ 80%
Vehicle Number Plate Recognition (ANPR)	≥ 80%
People Counting Accuracy	≥ 85%
Intrusion Detection	≥ 90%
Crowd Density Detection	≥ 85%

The MSI shall ensure that analytics modules operate efficiently and generate alerts within defined thresholds.

7.21.7 CYBERSECURITY & DATA PROTECTION SLA

The MSI shall ensure implementation of cybersecurity measures including:

- encrypted video transmission
- role-based user access control
- secure authentication mechanisms
- system hardening and patch management

Any confirmed cybersecurity breach or unauthorized access incident shall attract penalties.

Penalty for major security breach may extend up to ₹1,00,000 per incident, subject to investigation by IMC.

7.21.8 PREVENTIVE MAINTENANCE SLA

The MSI shall conduct preventive maintenance activities including:

- Health check of servers
- storage verification
- network performance monitoring
- analytics calibration

Preventive maintenance shall be carried out at least once every quarter.

Maintenance reports shall be submitted to IMC.

7.21.9 OEM EQUIPMENT SLA

All equipment supplied under the Rate Contract shall be supported by the respective OEMs.

The OEM shall ensure availability of spare parts and technical support during the entire warranty period.

PARAMETER	REQUIREMENT
Warranty Period	Minimum 5 Years
Replacement of faulty component	Within 24 Hours
Technical Support	24x7 Remote Support
Spare Availability	Throughout contract period

In accordance with the Community CCTV Bye-laws, any defective equipment component must be replaced within 24 hours of fault reporting.

Failure to comply with the replacement timeline may result in penalties as determined by IMC.

7.21.10 RESPONSIBILITY MATRIX FOR FAULT RESOLUTION

ISSUE CATEGORY	RESPONSIBLE ENTITY
Hardware defect	OEM
Installation defect	SI
Network connectivity issue	ISP
Platform integration issue	MSI

The MSI shall coordinate with all stakeholders to ensure timely resolution.

7.21.11 SLA PENALTY FRAMEWORK

Failure to meet SLA targets may result in penalties.

SLA BREACH	PENALTY
Central platform uptime below SLA (monthly)	1% of monthly payment for every 0.5% drop, subject to max 10%
Critical system downtime (> agreed threshold)	₹25,000 per incident
Delay in incident resolution (Critical)	₹10,000 per incident
Delay in incident resolution (Major)	₹5,000 per incident
Delay in incident resolution (Minor)	₹2,000 per incident
Camera downtime beyond SLA (per camera per day, excluding exclusions)	₹100 per camera per day
Failure in alert generation / monitoring system	₹10,000 per incident
Security breach (based on severity)	₹1,00,000 to ₹5,00,000

Additional Conditions

- 1) Penalties shall be calculated on a monthly basis and adjusted from payments due.
- 2) Total penalties shall not exceed 10% of the annual contract value.
- 3) SLA exclusions shall apply for:
 - a. Power failure at site
 - b. Network issues beyond ISP handover
 - c. Force majeure conditions
- 4) In case of repeated SLA violations, IMC reserves the right to:
 - a. Issue warning
 - b. Impose additional penalties
 - c. Terminate the contract

7.21.12 SLA REPORTING

The MSI shall submit periodic SLA performance reports including:

- system uptime statistics
- camera availability reports
- incident logs
- resolution timelines
- preventive maintenance records

Reports shall be submitted monthly to IMC.

7.21.13 CONTINUOUS SYSTEM IMPROVEMENT

The surveillance platform shall be designed to support future expansion and upgrades.

The MSI shall implement software updates, patches, and enhancements as required by IMC during the contract period.

8.APPENDIX – I

Pre-Qualification (PQ) Quotation Submission Forms

8.1. BID LETTER

(Registered Name and Registered Office Address of the Bidder / Master System Integrator (MSI) / Lead Member of the Joint Venture.)

To
The Commissioner
Indore Municipal Corporation (IMC)
Indore, Madhya Pradesh

Subject: Bid Letter for Tender No. _____ Dated: ____ / ____ / _____

Sir,

We, the undersigned Bidder / Master System Integrator (MSI) / Original Equipment Manufacturer (OEM) / Lead Member of Joint Venture (as applicable), having carefully read and examined the Tender Document, specifications, terms and conditions, and all other related bidding documents, hereby submit our Bid to provide the services and supply items as specified in the Tender Document.

1. All the prices mentioned in our Bid are in accordance with the terms and conditions specified in the Tender Document.
2. All prices and other terms and conditions of this Bid shall remain valid for a period of **180 (One Hundred Eighty) days** from the date of opening of the Financial Bid.
3. We hereby confirm that our Bid prices include **all applicable taxes, duties, levies, and statutory charges including GST**, as applicable.
4. We confirm that the **Earnest Money Deposit (EMD)** as specified in the Tender Document has been submitted along with the Bid.
5. We understand and agree that, in the event of our Bid being accepted, we shall furnish the **Performance Bank Guarantee / Security Deposit** as specified in the Tender Document within the prescribed time.
6. We have carefully read and fully understood the terms and conditions of the Tender and undertake to execute the work in accordance with the same.
7. We declare that the prices quoted in our Bid are strictly in accordance with the technical specifications and requirements of the Tender Document.
8. We further undertake that, in the event of acceptance of our Bid, the work shall be executed and completed in accordance with the timelines and requirements specified in the Tender Document.
9. We hereby submit the **Pre-Qualification Bid, Technical Bid, and Commercial Bid** through the e-Procurement Portal as required in the Tender Document.
10. We certify that we are:

(a) A sole proprietorship firm and the person signing this Bid is the sole proprietor / duly authorised representative of the firm.

OR

(b) A partnership firm and the person signing this Bid is a partner of the firm duly authorised through partnership agreement or power of attorney.

OR

(c) A company incorporated under the applicable law and the person signing this Bid is the duly authorised signatory of the company.

OR

(d) A Joint Venture (JV) and the person signing this Bid is the authorised representative of the **Lead Member of the Joint Venture**.

(Note: Strike out whichever is not applicable.)

11. We further agree that until a formal Agreement is executed, this Bid together with your written acceptance thereof and issuance of Letter of Award (LoA) shall constitute a binding contract between the parties.

.

Date:

Signature of vendor representative

Name of Vendor:

Full Address:

Detail of enclosures:

Telephone No.:

8.2. FORM – PQ#1 - GENERAL INFORMATION OF THE BIDDER / MASTER SYSTEM INTEGRATOR (MSI) / LEAD MEMBER OF THE JOINT VENTURE

(To be submitted as part of the Pre-Qualification Bid)

Name of the Project: _____

S. NO.	DESCRIPTION	SUPPORTING DOCUMENTS
1	Name of the Company / Firm / Bidder	–
2	Date of Incorporation / Registration (Registration Number and Registering Authority)	Copy of Certificate of Incorporation / Registration of the Company / Firm. In case of Partnership Firm, copy of Partnership Deed.
3	Statutory Registration Details	Certified copies of: • GST Registration Certificate • PAN Card
4	Legal Status of the Bidder in India and Nature of Business	Public Limited / Private Limited / Partnership Firm / LLP / Proprietorship (Relevant supporting document to be attached).
5	Address of the Registered Office in India	–
6	Date of Commencement of Business	–
7	Name, Designation, Email ID and Contact Number of the Authorized Contact Person	–
8	Website (if any)	–
9	Earnest Money Deposit (EMD) Details (Amount, Instrument No., Date, Name of Bank, Validity)	Copy of EMD Instrument / Bank Guarantee / Demand Draft
10	Certification Details (ISO / STQC / Other Relevant Certifications, if any)	Copies of relevant certificates
11	Proof of Purchase of Tender Document (if applicable)	Copy of Tender Fee Receipt / Transaction Details

Place: _____

Date: _____

Signature of Authorized Signatory

(With Seal of Bidder / MSI / Lead Member of JV)

8.3. FORM - PQ#2 FINANCIAL TURNOVER DETAILS

(To be submitted as part of the Pre-Qualification Bid)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

Financial Information (Amount in INR Crores)

S. NO.	FINANCIAL YEAR	TOTAL TURNOVER OF THE FIRM	PROFIT AFTER TAX (PAT)	NET WORTH OF THE FIRM
1	2022 – 2023			
2	2023 – 2024			
3	2024 – 2025			

Notes

1. The financial information shall be based on the audited financial statements of the Bidder / MSI / OEM / Lead Member of JV, as applicable.
2. The Bidder shall attach audited Balance Sheets and Profit & Loss statements for the last three (3) financial years mentioned above.
3. In case audited financial statements for the latest financial year are not available at the time of bid submission, provisional financial statements duly certified by a Chartered Accountant may be submitted, along with the previous two years' audited statements.
4. The Bidder shall ensure that the turnover figures mentioned above are supported by audited financial statements or certification by a Chartered Accountant.
5. IMC reserves the right to verify the financial information submitted by the Bidder.

Place: _____

Date: _____

Signature of Authorized Signatory

(With Seal of Bidder / MSI / OEM / Lead Member of JV)

8.4. FORM – PQ#3 PAST PROJECT EXPERIENCE

(To be submitted as part of the Pre-Qualification Bid)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

Project Experience Details

S. NO.	DESCRIPTION	DETAILS	REFERENCE TO SUPPORTING DOCUMENTS
1	Client Name, Address and Contact Details		
2	Whether executed individually or under Consortium / JV (Provide details and participation share)		
3	Brief Description of the Project		
4	Contract Period / Project Duration (Start Date – End Date)		
5	Solution Details (Provide details including but not limited to): • Equipment Make, Type & Quantity • Platform & Technology Details • Networking Technology Used • Software / VMS / Analytics Details • Any other relevant technical details		
6	Number of IP-based CCTV Cameras installed (Indoor & Outdoor) for Government / PSU / Public Sector Projects		
7	Number of Outdoor / City Surveillance / Community Surveillance Cameras installed		
8	Total Contract Value (INR)		
9	Contract Value related to CCTV Solutions (INR)		
10	Contract Value related specifically to IP-based CCTV Systems (INR)		

Notes

- Bidders shall provide supporting documentary evidence such as Work Orders, Completion Certificates, or Client Certificates for the projects mentioned above.
- All certificates shall be signed by the authorized signatory of the client organization, clearly indicating:
 - Name
 - Designation
 - Organization
 - Contact Number / Email ID
- Separate sheets may be used for each project, if required.
- Only projects that are completed or substantially completed and supported by documentary proof shall be considered for evaluation.
- IMC reserves the right to verify the submitted project credentials with the respective client organizations.

Place: _____

Date: _____

Signature of Authorized Signatory

(With Seal of Bidder / MSI / OEM / Lead Member of JV)

8.5. FORM – PQ #4 DECLARATION REGARDING CLEAN TRACK RECORD

(To be submitted as part of the Pre-Qualification Bid)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

To

The Commissioner
Indore Municipal Corporation (IMC)
Indore, Madhya Pradesh

Declaration

Sir,

I/We hereby declare that we have carefully read and understood the terms and conditions of the Tender Document [**Tender No. _____**].

I/We further declare that our organization has not been debarred, blacklisted, or declared ineligible **by any** Central Government / State Government / Government Undertaking / Public Sector Undertaking / Autonomous Body / Quasi-Government Organization in India as on the date of submission of this bid.

I/We also confirm that no proceedings related to blacklisting or debarment are currently pending against our organization before any Government authority.

I/We hereby certify that the information provided above is true and correct to the best of my/our knowledge and belief. In case any information is found to be false or misleading at any stage, IMC shall have the right to reject our bid and take appropriate action as per the provisions of the Tender document.

I/We further certify that I/We am/are duly authorized by the organization to submit this declaration on its behalf.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of: **Bidder / MSI / OEM / Lead Member of JV**

(Seal of the Organization)

8.6. FORM – PQ #5 MANUFACTURER AUTHORISATION FORM

(To be submitted as part of the Pre-Qualification Bid)

(To be submitted on the OEM's Official Letterhead)

To

The Commissioner
Indore Municipal Corporation (IMC)
Indore, Madhya Pradesh

Tender Reference No.: _____

Date: _____

Subject: Manufacturer Authorization for Participation in Tender

Sir,

We, **[Name of the OEM]**, having our registered office at **[Address of the OEM]**, are the **Original Equipment Manufacturer (OEM)** of the CCTV products proposed in this bid.

We hereby authorize **[Name of the Bidder / MSI / Lead Member of JV]**, having its registered office at **[Address]**, to **participate, bid, negotiate and execute the contract** against the above-mentioned Tender for the supply, installation, commissioning, and support of the following equipment manufactured by us:

- CCTV Cameras
- Network Video Recorders (NVR) / DVR
- Video Management Software (VMS) / related software components
- Associated accessories and components

We hereby confirm and undertake that:

1. The above-mentioned Bidder / MSI is **authorized by us to supply, install, commission, and support the products manufactured by us** under this tender.
2. We shall provide **back-to-back technical support, firmware/software updates, and spare parts availability** for the offered products for a period of **five (5) years** or as specified in the tender document.
3. We shall support the Bidder / MSI in **meeting warranty obligations, technical assistance, and product upgrades** during the contract period.
4. We certify that **the products offered in this bid are genuine products manufactured by us** and comply with the technical specifications defined in the RFP.
5. We also certify that **our company has not been blacklisted or debarred by any Central Government / State Government / PSU / Government Agency in India** as on the date of submission of this authorization.

This authorization is issued for the purpose of participation in the above-mentioned tender issued by **Indore Municipal Corporation (IMC)**.

Authorized Signatory (OEM)

Name: _____

Designation: _____

Company Name (OEM): _____

Signature: _____

Seal of the Organization

8.7. MEMORANDUM OF UNDERSTANDING (MoU) FOR FORMATION OF JOINT VENTURE (JV)

This Memorandum of Understanding ("MoU") is executed on this ____ day of _____, 20 at _____.

BETWEEN

1. M/s _____

A company incorporated under the provisions of the Companies Act and having its registered office at _____, hereinafter referred to as the "Lead Member / MSI", which expression shall unless repugnant to the context or meaning thereof include its successors and permitted assigns.

AND

2. M/s _____

A company incorporated under the provisions of the Companies Act and having its registered office at _____, hereinafter referred to as the "OEM Partner", which expression shall unless repugnant to the context or meaning thereof include its successors and permitted assigns.

The above parties are hereinafter collectively referred to as the "JV Partners".

WHEREAS

Indore Municipal Corporation (IMC) has invited bids for:

"Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore."

The JV Partners are desirous of jointly participating in the aforesaid tender and have mutually agreed to enter into this MoU to define their roles, responsibilities, obligations, and understanding for submission of bid and execution of the project.

NOW THIS MoU WITNESSETH AS UNDER:

1. PURPOSE OF THE MoU

The purpose of this MoU is to record the mutual understanding between the parties for formation of a Joint Venture (JV) for participation in the above-mentioned RFP and for successful implementation, operation, and maintenance of the project, in accordance with the terms and conditions of the tender document.

2. LEAD MEMBER

M/s _____ shall act as the Lead Member / Master System Integrator (MSI) of the Joint Venture and shall represent the JV for all purposes related to:

- Submission of bid
- Communication with IMC
- Project execution
- Coordination with authorities
- Contract management
- Operations & Maintenance (O&M)

- Financial and administrative coordination

The Lead Member shall be authorized to act on behalf of the JV during the entire bidding and contract period.

3. SCOPE OF RESPONSIBILITIES

The JV Partners hereby mutually agree upon the following responsibilities:

3.1 RESPONSIBILITIES OF LEAD MEMBER / MSI

The Lead Member / MSI shall be responsible for:

- Overall project management and coordination
- System integration and implementation
- Deployment, installation, testing, and commissioning
- ICCV integration and configuration
- Network integration and connectivity
- Software/application integration
- Coordination with IMC and concerned authorities
- Operations & Maintenance (O&M)
- SLA compliance and reporting
- Deployment of manpower and project resources
- Project documentation and support services

3.2 RESPONSIBILITIES OF OEM PARTNER

The OEM Partner shall be responsible for:

- Supply of OEM products/equipment
- Product warranty and technical support
- Compliance with technical specifications
- Product interoperability and compatibility
- Firmware/software updates and patches
- OEM certifications and authorizations
- Technical assistance during implementation
- Support during testing, commissioning, and O&M
- Product lifecycle support and replacement obligations

4. JOINT & SEVERAL LIABILITY

The JV Partners hereby agree that they shall be jointly and severally liable to Indore Municipal Corporation (IMC) for successful execution of the project and fulfillment of all contractual obligations, responsibilities, liabilities, warranties, and commitments arising out of the contract.

5. EXCLUSIVITY

The JV Partners hereby confirm that:

- The OEM Partner participating in this JV shall not participate independently or through any other JV/Consortium in this tender.
- The Lead Member / MSI participating in this JV shall not participate independently or through any other JV/Consortium in this tender.

6. VALIDITY OF MoU

This MoU shall remain valid:

- During the complete bidding process;
- During the project implementation period;
- During the entire Operations & Maintenance (O&M) period; and
- During any extension period granted by IMC under the contract.

7. AUTHORIZATION

The OEM Partner hereby authorizes the Lead Member / MSI to:

- Submit the bid on behalf of the JV;
- Sign and submit all bid-related documents;
- Receive correspondence and communication from IMC;
- Represent the JV before IMC and other authorities;
- Execute agreements/contracts with IMC;
- Coordinate project execution activities on behalf of the JV.

8. CONFIDENTIALITY

The JV Partners shall maintain confidentiality of all project-related information, technical documents, commercial information, system details, communications, and records obtained during the bidding, implementation, operation, and maintenance stages of the project.

The JV Partners shall not disclose any confidential information to any third party without prior written approval from IMC, except where required under applicable law.

9. GOVERNING LAW & JURISDICTION

This MoU shall be governed by and construed in accordance with the laws of India.

Any dispute arising out of or in connection with this MoU shall be subject to the exclusive jurisdiction of the competent courts located at Indore, Madhya Pradesh.

10. COMPLIANCE WITH APPLICABLE LAWS & BYELAWS

The JV Partners hereby agree to comply with all applicable laws, rules, regulations, statutory provisions, government guidelines, municipal byelaws, cybersecurity requirements, and directions issued by Indore Municipal Corporation (IMC), Government Authorities, and competent regulatory bodies during the bidding, implementation, operation, and maintenance period of the project.

The JV Partners further undertake that all products, services, installations, integrations, and operations carried out under the project shall conform to the applicable standards, policies, and legal requirements in force from time to time.

11. GENERAL TERMS

- This MoU is executed in good faith between the JV Partners.
- Any amendment or modification to this MoU shall be made only through written mutual consent of both parties.

- This MoU shall not be construed as creating any separate legal entity other than for the purpose of participation in the tender and execution of the project.
- The terms of this MoU shall be binding upon both JV Partners during the validity period of the project.

IN WITNESS WHEREOF

The parties hereto have signed this Memorandum of Understanding on the date and place first mentioned above.

For Lead Member / MSI

Authorized Signatory

Name: _____

Designation: _____

Company Name: _____

Seal & Signature

For OEM Partner

Authorized Signatory

Name: _____

Designation: _____

Company Name: _____

Seal & Signature

Witnesses

Witness 1

Name: _____

Address: _____

Signature: _____

Witness 2

Name: _____

Address: _____

Signature: _____

Note: This MoU shall be executed on ₹500/- (Rupees Five Hundred Only) Non-Judicial Stamp Paper in accordance with the applicable provisions of the Madhya Pradesh Stamp Act and shall be duly signed and stamped by the authorized signatories of all JV Partners.

8.8. FORM PQ#6 CHECKLIST

To be submitted as part of the Pre-Qualification Bid)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

S. NO.	DESCRIPTION	ENCLOSED (YES / NO)	PAGE NO.
1	Bid Letter Form		
2	General Information of Bidder / MSI – Form PQ#1		
3	Financial Turnover Details – Form PQ#2		
4	Past Project Experience – Form PQ#3		
5	Declaration Regarding Clean Track Record – Form PQ#4		
6	Manufacturer Authorization Form (MAF) – Form PQ#5		
7	Earnest Money Deposit (EMD) Details		
8	Copy of GST Registration Certificate		
9	Copy of PAN Card		
10	Any Other Supporting Documents as required under the Tender		

Date: _____

Place: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of **Bidder / MSI / OEM / Lead Member of JV**

(Seal of the Organization)

9.APPENDIX - II

TECHNICAL PROPOSAL SUBMISSION FORMS

9.1. GENERAL INFORMATION

The Technical Proposal submitted by the **Bidder / Master System Integrator (MSI)** shall address the following minimum requirements:

1. The proposal shall provide **project-specific technical details** relevant to the scope defined in this RFP.
2. The Bidder shall clearly describe **how the functional requirements specified in the RFP will be translated into technical implementation.**
3. Provide an **infrastructure scalability and growth plan**, including mechanisms for handling increased traffic demand, system expansion, and future integration requirements.
4. Propose the **system availability, reliability, performance monitoring framework, and service levels** to be maintained during the contract period.
5. Provide a **Project Management Plan** including:
 - a. Project team structure and deployment strategy
 - b. Implementation methodology including:
 - i. Key implementation objectives and deliverables
 - ii. Implementation schedule with milestones
 - iii. Rollout plan for proposed locations including **PERT / Gantt chart**
 - iv. Acceptance testing methodology
 - v. Data backup and disaster recovery plan
 - vi. Escalation matrix during implementation and operations
6. Provide a **Training Plan** for IMC/User Department personnel and System Integrators (SI), where applicable.
7. Provide a **Handholding, Operations, and Maintenance Plan** including support structure and service response mechanisms.
8. Provide an **Unpriced Bill of Materials (BoM)** including all hardware, software, networking components, and accessories required for the solution.
9. Provide **detailed technical specifications** including make, model, and version of hardware, networking equipment, and software components.
10. Provide **software licensing details** including license type, scalability provisions, and maintenance arrangements.
11. Provide a **Post-Implementation Support Plan** including warranty, maintenance, and upgrade strategy.
12. Provide an **Exit Management and Transition Plan** to ensure smooth handover of the system to IMC or a newly appointed service provider upon expiry or termination of the contract.

9.2 DOCUMENTATION

The Bidder / MSI shall prepare and submit all necessary documentation for the project implementation, including but not limited to the following:

1. Project documentation for review, approval, and record by IMC.
2. During installation and commissioning, the Bidder shall provide **As-Built Documentation**, including:

- System architecture diagrams
 - Network topology diagrams
 - Configuration details
 - Test plans and reports
 - Administration manuals
 - Setup and installation guides
3. Detailed **operation manuals for all supplied equipment and software.**
 4. **Training manuals and administration manuals** for system operation and maintenance.
 5. **Inspection and testing procedures**, including quality assurance policies and frameworks.
 6. Any other documentation required for **implementation, operation, maintenance, and management of the CCTV Surveillance System.**

9.3. FORM – TQ#1A

UNDERSTANDING OF THE PROJECT & IMPLEMENTATION METHODOLOGY

(To be submitted as part of the Technical Bid)

Name of the Project: _____

Name of the Bidder / MSI / Lead Member of JV: _____

The Bidder shall submit a **brief technical proposal** describing its understanding of the project and the proposed solution covering the following aspects:

1. Project Understanding and Implementation Plan.
2. High-Level System Architecture and Technology Design.
3. Compliance with applicable **national and international standards** specified in the RFP (e.g., ONVIF, cybersecurity standards, etc.).
4. Proposed **Project Implementation Approach** including deployment methodology.
5. **Operations and Management Framework** for the CCTV Surveillance System.
6. Tools proposed for **system monitoring, reporting, analytics, and performance tracking.**
7. Deployment of **technical manpower for installation, integration, and technical support.**
8. Compliance with **Non-Functional Requirements** such as scalability, reliability, availability, cybersecurity, and data protection.
9. **Exit Management and Transition Plan** for system handover upon contract completion.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of **Bidder / MSI / Lead Member of JV** (Seal of Organization)

9.4. FORM TQ#2A UNPRICED TECHNICAL BOM

UNPRICED TECHNICAL BoM – OEM RATE CONTRACT ITEMS

(To be submitted in Technical Bid by OEM / Bidder participating for Rate Contract)

Name of the Project: _____

Name of the Bidder / OEM: _____

Item-wise technical compliance statement as per the technical specifications mentioned in the RFP (including amendments, if any) shall be submitted in the following format.

S.NO.	NAME OF ITEM	UNIT	MAKE	MODEL
Camera Items & Accessories & Others				
1	4MP IP fix Analytic supported Bullet Camera	Nos		
2	4 MP IP PTZ 30x Optical zoom	Nos		
3	Edge Analytics Capability in Camera (Optional Feature)	Nos		
NVR Items & Accessories				
4	8 channel Network Video Recorder	Nos		
5	16 channel Network Video Recorder	Nos		
6	Surveillance Hard disk – 4 TB – SATA	Nos		
7	Surveillance Hard disk – 6 TB – SATA	Nos		
Network Switch & Accessories				
8	24P UTP + 4P Fiber POE L3 manageable switch	Nos		
9	8P UTP + 2P Fiber Industrial Grade full POE L2 manageable switch	Nos		
10	4P UTP + 2P Fiber Industrial Grade full POE L2 manageable switch	Nos		
11	8P UTP + 4P Fiber full POE L2 manageable switch	Nos		
12	8P UTP + 2P Fiber full POE L2 manageable switch	Nos		
13	4P UTP + 2P Fiber full POE L2 manageable switch	Nos		

14	1-pair (2-port) Mini GBIC / SFP module – same make of Switch	Nos		
----	--	-----	--	--

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of **Bidder / MSI / OEM / Lead Member of JV**

(Seal of Organization)

9.5. FORM TQ#2B UNPRICED TECHNICAL BOM

UNPRICED TECHNICAL BoM – MSI IMPLEMENTATION COMPONENTS

(To be submitted in Technical Bid by the Bidder / Master System Integrator)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

S.NO	NAME OF ITEM	UNIT	MAKE	MODEL
Computing & Storage Equipment				
1	VMS Application Server	Nos		
2	Database Server	Nos		
3	AI Analytics Server	Nos		
4	NAS Storage – 16 Bay	Nos		
5	NAS Storage – 24 Bay	Nos		
6	Operator Workstation – Intel Core i7 with 16 GB RAM & 1 TB SSD	Nos		
7	Operator Desktop Monitor – 21" / 22"	Nos		
8	Professional LED Display – 40" / 42" (Video Wall)	Nos		
Video Wall & Monitoring System				
9	Video Wall Controller – 8 × 8 Display Controller	Nos		
10	Video Wall Controller – 4 × 4 Display Controller	Nos		
11	Video Wall Mounting Structure / Accessories	Nos		
Network Infrastructure				
12	Core Network Switch – L3 Managed	Nos		
13	Firewall / Network Security Appliance	Nos		
14	Network Rack – 42U	Nos		
15	Network Rack – 12U	Nos		
16	Network Rack – 9U	Nos		
17	Network Rack – 6U	Nos		

18	CAT6 STP Network Cable	Nos		
19	CAT6 Patch Cable – Minimum 3m Length	Mtr		
Power Infrastructure				
20	UPS – 5 KVA for Control Room Equipment	Nos		
21	Power Distribution Unit (PDU)	Nos		
Software Components				
22	Video Management System (VMS) Software Platform	Nos		
23	Central Management Software (CMS)	Nos		
24	AI Video Analytics Platform	Nos		
25	Mobile Monitoring Application for Authorized Officials	Nos		
26	NVR SDK / Integration SDK	Nos		

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of **Bidder / MSI / OEM / Lead Member of JV**

(Seal of Organization)

9.6. FORM TQ#3 A TECHNICAL COMPLIANCE SHEET

(To be submitted as part of the Technical Bid)

Item-wise technical compliance statement as per the technical specifications mentioned in the Tender (including all amendments issued to this document, if any) shall be submitted in the following format.

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

Item Name: _____

Make & Model Offered: _____

TECHNICAL COMPLIANCE STATEMENT

S. NO.	ITEM / COMPONENT	SPECIFICATION REQUIRED (AS PER RFP & CORRIGENDUM)	SPECIFICATION OFFERED BY BIDDER (WITH PART CODE / MODEL DETAILS)	COMPLIANCE STATUS (COMPLIED / HIGHER)	REFERENCE DOCUMENT FOR COMPLIANCE
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Notes

- The bidder shall provide **complete technical specifications of the offered product** against each parameter specified in the RFP.
- Compliance status must clearly indicate whether the offered specification is compliant or higher than the required specification.**
- If the specification offered is **higher than the minimum requirement**, the same shall be clearly highlighted.
- The bidder shall provide **documentary proof of compliance**, such as:
 - o OEM product datasheet
 - o technical manuals
 - o certification documents
 - o product brochures
- The reference page number of the supporting document must be clearly indicated in the **Reference Document column**.
- Any deviation from the required specifications shall be clearly indicated. Failure to provide compliance details may lead to **rejection of the bid during technical evaluation**.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of **Bidder / MSI / OEM / Lead Member of JV**

(Seal of Organization)

9.7. FORM TQ #4 STATEMENT OF DEVIATIONS FROM TENDER TERMS & CONDITIONS

(To be submitted as part of the Technical Bid)

Name of the Project: _____

Name of the Bidder / MSI / OEM / Lead Member of JV: _____

The Bidder shall clearly specify any deviation from the terms and conditions specified in the Tender Document. If there are no deviations, the bidder shall state **"No Deviation"** in the table below.

Deviation Statement

S. NO.	CLAUSE REFERENCE (TENDER SECTION / CLAUSE NO.)	DESCRIPTION OF TENDER CONDITION	DEVIATION PROPOSED BY BIDDER	JUSTIFICATION / REASON FOR DEVIATION
1				
2				
3				
4				
5				

Notes

1. The bidder shall clearly mention clause number and description of the tender condition from which deviation is proposed.
2. Any deviation not declared in this form shall be deemed to be fully compliant with the Tender terms and conditions.
3. IMC reserves the right to accept or reject any deviation proposed by the bidder.
4. Bidders are advised to avoid material deviations, failing which the bid may be rejected during evaluation.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

For and on behalf of Bidder / MSI / OEM / Lead Member of JV

(Seal of Organization)

10.APPENDIX - III

COMMERCIAL PROPOSAL SUBMISSION FORMS

10.1.FORM – C#1A

PRICE SCHEDULE – OEM RATE CONTRACT ITEMS

(To be submitted by OEM / JV Bidder participating for Rate Contract)

Name of Project: _____

Name of Bidder : _____

PART A: FIELD EQUIPMENT – RATE CONTRACT ITEMS

S.NO	ITEM DESCRIPTION	UNIT	QTY (INDICATIVE)	UNIT RATE (EXCL. TAX)	UNIT RATE (INCL. TAX)	AMOUNT IN WORDS
1	4MP IP Fixed Analytics Supported Bullet Camera	Nos	TBD			
2	4 MP IP PTZ Camera (30x Optical Zoom)	Nos	TBD			
3	Edge Analytics Capability in Camera (Optional)	Nos	TBD			
5	8 Channel Network Video Recorder	Nos	TBD			
6	16 Channel Network Video Recorder	Nos	TBD			
7	Surveillance HDD – 4 TB SATA	Nos	TBD			
8	Surveillance HDD – 6 TB SATA	Nos	TBD			
9	24P UTP + 4P Fiber L3 Managed PoE Switch	Nos	TBD			
10	8P UTP + 2P Fiber Industrial PoE L2 Switch	Nos	TBD			
11	4P UTP + 2P Fiber Industrial PoE L2 Switch	Nos	TBD			
12	8P UTP + 4P Fiber PoE L2 Switch	Nos	TBD			
13	8P UTP + 2P Fiber PoE L2 Switch	Nos	TBD			
14	4P UTP + 2P Fiber PoE L2 Switch	Nos	TBD			
15	1 Pair (2-Port) SFP / GBIC Module (Same Make)	Nos	TBD			

PART B: FINANCIAL BID OF CENTRALIZED ICCI INFRASTRUCTURE & SOFTWARE & SYSTEM INTEGRATION (MSI)

S.NO	COMPONENT DESCRIPTION	AMOUNT (INR EXCL. TAX)	AMOUNT (INR INCL. TAX)	AMOUNT IN WORDS
1	Centralized Monitoring Infrastructure			

S.NO	COMPONENT DESCRIPTION	AMOUNT (INR EXCL. TAX)	AMOUNT (INR INCL. TAX)	AMOUNT IN WORDS
2	Software Platform & Integration			

Subtotal – FINANCIAL BID OF ICCC Hardware & Software Cost (B): ₹ _____ (Inclusive of GST)

IMPORTANT NOTES

1. All prices shall be quoted in Indian Rupees (INR) only.
2. **Part A (Field Equipment – Rate Contract Items):**
 - The quantities mentioned are indicative only and may vary during execution.
 - The item-wise unit rates quoted shall be considered for rate discovery, execution, and empanelment under this tender itself.
 - Rates shall be inclusive of supply, packing, forwarding, transportation, insurance, loading/unloading, and handling.
3. **Part B (ICCC Infrastructure & Software – Lump Sum):**
 - Shall include design, supply, installation, configuration, integration, testing, commissioning, and operationalization of the complete system.
 - Software cost shall include:
 - VMS + AI Analytics
 - All licenses (camera/server/user-based)
 - Integration & customization
 - Mobile application, dashboards, and reporting
4. **Evaluation Criteria:**
 - L1 (Lowest Bidder) shall be determined based on Part B (Financial Bid) only.
 - Part A shall not be considered for L1 determination, but shall be used for item-wise rate discovery and execution.
5. **Mandatory Condition – Item-wise Rate Matching:**
 - The successful bidder (L1) shall be mandatorily required to match the lowest discovered rates of Part A on an item-wise basis.
 - Item-wise matching means matching the lowest unit rate for each individual item quoted by any bidder.
 - The bidder shall submit a written undertaking/consent for the same within the stipulated time.
6. **Non-Compliance & Award to Next Bidder:**
 - If the L1 bidder fails or refuses to match the item-wise lowest rates of Part A (even for a single item), the bidder shall be treated as non-responsive and disqualified and the respective work shall be processed through re-tendering.
7. **Empanelment Clause:**
 - Empanelment of OEM shall be carried out under this tender itself based on acceptance of item-wise lowest rates of Part A.
 - OEM willing for empanelment must match the item-wise lowest rates of Part A.
8. **Taxes:**
 - Applicable taxes shall be quoted separately as per prevailing government norms.
9. **Warranty & Support:**
 - 5 Years Comprehensive Warranty & Support is mandatory and shall be included in the quoted cost.
10. **Price Validity & Escalation:**
 - All prices shall be firm and fixed for the entire contract duration.
 - No price escalation shall be allowed.
11. **Completeness of Bid:**
 - The bidder must quote for all items; partial bids shall be rejected.
 - Any deviation from the prescribed format may lead to rejection of the bid.
12. **Clarity on Totals:**
 - Only Part A (Item wise rate) and Part B Total shall be considered.
 - No separate or additional subtotal interpretation shall be applicable.

13. For the purpose of evaluation and determination of L1, the total price inclusive of all applicable taxes (landed cost) shall be considered.

DECLARATION

The Bidder hereby confirms that:

- All quoted prices are firm and fixed for the entire contract duration.
- The bidder agrees to the item-wise rate matching condition of Part A.
- All items comply with technical specifications of RFP.
- No deviation in Make/Model after submission is allowed.
- The solution includes end-to-end integration and operational readiness.

Authorized Signatory

Name: _____

Designation: _____

Company Name: _____

Seal: _____

Date: _____

10.3.FORMAT FOR BID SECURITY (EMD) / BANK GUARANTEE

Date: _____

Tender No.: _____

Tender Name: _____

(To be issued by a Scheduled Bank in India having at least one branch in Indore)

To

The Commissioner
Indore Municipal Corporation (IMC)
Indore, Madhya Pradesh

Bank Guarantee for Bid Security (EMD)

Whereas **M/s** _____ (hereinafter referred to as "*the Bidder / MSI / OEM / Lead Member of JV*") has submitted its bid dated _____ for the execution of the above-mentioned Tender (hereinafter referred to as "*the Bid*").

KNOW ALL MEN BY THESE PRESENTS that **We**, _____ **Bank**, having our registered office at _____, and a branch office at _____, (hereinafter referred to as "*the Bank*"), are bound unto **The Commissioner, Indore Municipal Corporation (IMC), Indore**, (hereinafter referred to as "*the Authority*"), in the sum of **INR** _____ (**Rupees** _____ **only**) for which payment well and truly to be made to the Authority, the Bank binds itself, its successors and assigns by these presents.

Conditions of this Guarantee

The Bank hereby undertakes to pay the said amount unconditionally and irrevocably upon receipt of the first written demand from IMC, without any demur, protest, or objection, if the Bidder:

1. Withdraws or modifies its bid during the period of bid validity; or
2. Having been notified of the acceptance of its bid by IMC during the bid validity period:
 - a. Fails or refuses to sign the Contract Agreement; or
 - b. Fails or refuses to furnish the required Performance Security as specified in the Tender; or
3. Submits false, misleading, or fabricated documents during the bidding process.

Validity

This Bank Guarantee shall remain valid up to _____ and any claim in respect thereof should reach the Bank on or before the above-mentioned date.

Unless a demand or claim under this guarantee is made on the Bank in writing on or before the above-mentioned date, all rights of IMC under this guarantee shall cease and the Bank shall be discharged from all liabilities thereafter.

Other Conditions

1. This guarantee is **unconditional and irrevocable**.
2. The Bank agrees that the IMC shall be the sole judge in deciding whether the Bidder has committed any breach of the Tender conditions.
3. The Bank shall not revoke this guarantee during its currency without prior written consent of IMC.

Place: _____

Date: _____

Signature of Authorized Bank Official

Name: _____

Designation: _____

Name of Bank: _____

Bank Seal

11.APPENDIX –IV

EMPANELMENT AGREEMENT FOR SYSTEM INTEGRATOR (SI)

This Empanelment Agreement (“Agreement”) is made on this ____ day of _____, 20

BETWEEN

Indore Municipal Corporation (IMC), having its office at _____ (hereinafter referred to as the “Authority”, which expression shall include its successors and assigns)

AND

_____ (System Integrator), having its registered office at _____ (hereinafter referred to as the “SI”, which expression shall include its successors and assigns)

The Authority and SI shall individually be referred to as a “Party” and collectively as the “Parties”.

1. PURPOSE

The purpose of this Agreement is to empanel the SI for **supply, installation, commissioning, integration, operation, and maintenance of CCTV systems** under the Community CCTV Surveillance System in compliance with IMC requirements and applicable Bye-laws.

2. SCOPE OF WORK

The SI shall perform the following activities:

1. Supply, install, test, and commission CCTV cameras and associated equipment at locations identified by IMC and/or establishments.
2. Ensure **camera placement covering entry/exit points and public-facing areas**, as per Community CCTV Bye-laws.
3. Perform **geo-tagging of all installed cameras** and update the same in the centralized system/ICCC platform.
4. Provide and configure:
 - NVR/Storage (if applicable)
 - Network connectivity
 - Required accessories
5. Ensure **integration of all cameras with ICCC/VMS platform** through MSI.
6. Provide **secure login credentials and access details** to authorized IMC/MSI personnel.
7. Ensure **24x7 live video feed availability** and proper recording functionality.
8. Maintain adequate **inventory and spare equipment** for timely replacement and maintenance.
9. Deploy qualified manpower for installation, troubleshooting, and maintenance activities.
10. Provide **Operation & Maintenance (O&M)** support during the contract period.
11. Ensure compliance with all **technical standards, OEM specifications, and RFP requirements**.

3. COMPLIANCE WITH BYE-LAWS

1. The SI shall strictly comply with provisions of **Indore Community CCTV Bye-laws 2024** and any amendments thereof.
2. The SI shall ensure:
 - Proper camera coverage
 - Continuous connectivity
 - Installation as per safety and surveillance requirements
3. Any deviation from bye-laws shall attract penalties and may lead to termination of empanelment.

4. ICCC INTEGRATION & SYSTEM CONNECTIVITY

1. The SI shall ensure seamless integration of all CCTV cameras with:
 - Centralized Video Management System (VMS)
 - Integrated Command and Control Centre (ICCC)
2. The SI shall:
 - Provide uninterrupted video feed to ICCC
 - Support API/configuration as required by MSI
 - Assist in testing and validation
3. The SI shall ensure that all cameras are **visible, accessible, and functional at ICCC** at all times.

5. SERVICE LEVEL AGREEMENT (SLA)

The SI shall comply with the following SLA requirements:

- **System Uptime:** Minimum 95% uptime
- **Response Time:** Within 4 hours of complaint
- **Resolution Time:**
 - Minor Issues: Within 12 hours
 - Major Issues: Within 24 hours
- **Preventive Maintenance:** Quarterly

SLA Penalty

- Penalty for uptime below 95%
- Per day penalty for delay in resolution
- Repeated violations may lead to termination/blacklisting

6. MONITORING, REPORTING & AUDIT SUPPORT

1. The SI shall support:
 - IMC
 - Monitoring Committee
 - Implementation Committee
2. The SI shall:
 - Provide installation and maintenance reports
 - Support periodic inspections
 - Assist in annual audit/compliance checks
3. Maintain logs of:
 - System uptime
 - Faults and resolution
 - Maintenance activities

7. DATA SECURITY & PRIVACY

1. The SI shall ensure:
 - Secure handling of CCTV data
 - Restricted access to authorized personnel only
2. The SI shall not:
 - Share CCTV data with unauthorized parties
 - Misuse video feeds
3. Maintain access logs and comply with applicable IT and privacy laws.
4. SI shall adhere to the defined cyber security and data protection requirements during implementation and operation of the system

8. SECURITY DEPOSIT

1. The SI shall submit a Security Deposit of ₹_____ in the form of BG/DD.
2. The deposit may be forfeited in case of non-compliance or breach of agreement.
3. The deposit shall be released after satisfactory completion of obligations.

9. PENALTY & ENFORCEMENT

1. IMC may impose penalties for:
 - SLA violations
 - Non-compliance with Bye-laws
 - Poor performance
2. Repeated violations may lead to:
 - Suspension
 - Blacklisting
 - Termination

10. TERMINATION

IMC may terminate the Agreement in case of:

- Breach of contract
- Non-performance
- Non-compliance with Bye-laws

SI may terminate with prior written notice of ____ days.

11. INDEMNITY

The SI shall indemnify IMC against any losses, damages, or claims arising due to negligence, non-compliance, or breach of obligations.

12. FORCE MAJEURE

Neither Party shall be liable for failure to perform obligations due to unforeseen circumstances beyond control.

13. GOVERNING LAW

This Agreement shall be governed by the laws of India. Courts of _____ shall have jurisdiction.

14. DECLARATION

The SI hereby confirms:

- Compliance with RFP and Bye-laws
- Use of approved OEM equipment
- End-to-end responsibility for installation and functionality
- No deviation without prior approval

15. SIGNATURES

For IMC (Authority)

Name: _____

Designation: _____

Signature: _____

For System Integrator (SI)

Name: _____

Designation: _____

Signature: _____

12. APPENDIX –V

EMPANELMENT AGREEMENT FOR INTERNET SERVICE PROVIDER (ISP)

This Empanelment Agreement (“Agreement”) is made on this ____ day of _____, 20

BETWEEN

Indore Municipal Corporation (IMC), having its office at _____ (hereinafter referred to as the “Authority”, which expression shall, unless repugnant to the context, include its successors and assigns)

AND

_____ (Internet Service Provider), a company/firm incorporated under applicable laws, having its registered office at _____ (hereinafter referred to as the “ISP”, which expression shall, unless repugnant to the context, include its successors and assigns)

The Authority and ISP shall individually be referred to as a “Party” and collectively as the “Parties”.

1. PURPOSE

The purpose of this Agreement is to empanel the ISP for providing **secure, reliable, and uninterrupted network connectivity** for the Community CCTV Surveillance System, ensuring seamless integration with the Integrated Command and Control Centre (ICCC).

2. SCOPE OF WORK

The ISP shall perform the following activities:

1. Provide **end-to-end network connectivity** from establishment locations to centralized storage and ICCC infrastructure.
2. Ensure **last-mile connectivity** using Optical Fiber/Wireless solutions as per site feasibility.
3. Provide **dedicated and sufficient bandwidth** to support uninterrupted CCTV video streaming.
4. Ensure **24x7 network availability** for all connected CCTV systems.
5. Integrate connectivity with:
 - System Integrator (SI)
 - Master System Integrator (MSI)
 - ICCC platform
6. Supply and configure necessary network equipment including routers, modems, ONT devices, and related accessories.
7. Ensure **secure data transmission** through industry-standard protocols and configurations.
8. Provide access credentials (if required) to authorized IMC/MSI personnel for monitoring and integration.
9. Maintain all network infrastructure including fiber network, active components, and connectivity systems.
10. Deploy adequate technical manpower for installation, maintenance, and troubleshooting activities.

3. COMPLIANCE WITH BYE-LAWS

1. The ISP shall strictly comply with the provisions of **Indore Community CCTV Bye-laws 2024** and any amendments thereof.
2. The ISP shall ensure continuous connectivity to support public safety surveillance requirements.
3. Any non-compliance with Bye-laws may attract penalties and/or termination of empanelment.

4. ICCC CONNECTIVITY & INTEGRATION

1. The ISP shall ensure seamless connectivity of CCTV systems with the ICCC.
2. The ISP shall ensure:
 - Real-time video transmission
 - Minimum latency in data transfer
 - Compatibility with centralized Video Management System (VMS)
3. The ISP shall coordinate with SI and MSI for:

- Network configuration
- Integration testing
- Issue resolution

5. SERVICE LEVEL AGREEMENT (SLA)

The ISP shall comply with the following minimum Service Level requirements:

- **Network Uptime:** Minimum 99% on a monthly basis
- **Response Time:** Within 4 working hours from complaint
- **Resolution Time:**
 - Minor issues: Within 24 hours
 - Major network failure: Within 48 hours
- **Bandwidth Assurance:** Committed bandwidth shall be maintained at all times
- **Preventive Maintenance:** At least once every quarter
- **Downtime Reporting:** Proper logs of downtime shall be maintained

SLA Penalty

- Proportionate penalty if uptime falls below 99%
- Penalty for bandwidth non-compliance
- Per day penalty for delay in issue resolution
- Continuous non-performance may lead to termination/blacklisting

6. NETWORK MONITORING & FAULT MANAGEMENT

1. The ISP shall implement proactive network monitoring mechanisms.
2. The ISP shall generate alerts for:
 - Network downtime
 - Connectivity issues
 - Bandwidth degradation
3. Maintain logs of:
 - Network uptime
 - Downtime incidents
 - Fault resolution

7. DATA SECURITY & PRIVACY

1. The ISP shall ensure secure transmission of CCTV data.
2. Prevent unauthorized access to network infrastructure.
3. Maintain access logs and ensure compliance with applicable data protection laws.
4. The ISP shall not misuse or disclose any data transmitted through the network.
5. ISP shall adhere to the defined cyber security and data protection requirements during implementation and operation of the system

8. SECURITY DEPOSIT

1. The ISP shall submit a Security Deposit of ₹_____ in the form of Demand Draft/Bank Guarantee prior to empanelment.
2. The deposit shall be retained for the duration of the Agreement.
3. It may be forfeited in case of non-compliance or breach of terms.
4. It shall be refunded upon satisfactory completion or termination of the Agreement.

9. PENALTY & ENFORCEMENT

1. IMC may impose penalties for:
 - SLA violations
 - Network downtime
 - Connectivity failure

- Non-compliance with Bye-laws
- 2. Repeated violations may lead to:
 - Suspension
 - Blacklisting
 - Termination of Agreement

10. TERMINATION

The Authority may terminate this Agreement in case of:

- Breach of contract
- Non-performance or repeated SLA violations
- Non-compliance with Bye-laws

The ISP may terminate this Agreement with prior written notice of ____ days.

11. INDEMNITY

The ISP shall indemnify and hold harmless the Authority against any losses, damages, or claims arising due to negligence, breach of obligations, or non-compliance.

12. FORCE MAJEURE

Neither Party shall be liable for failure to perform obligations due to unforeseen circumstances beyond reasonable control.

13. GOVERNING LAW

This Agreement shall be governed by the laws of India. Courts of _____ shall have jurisdiction.

14. DECLARATION

The ISP hereby confirms that:

- All services shall comply with RFP requirements and applicable Bye-laws
- End-to-end connectivity responsibility shall be ensured
- Coordination with SI and MSI shall be maintained
- No deviation shall be made without prior approval of IMC

15. SIGNATURES

For IMC (Authority)

Name: _____

Designation: _____

Signature: _____

For Internet Service Provider (ISP)

Name: _____

Designation: _____

Signature: _____

END OF DOCUMENT

Help

Item Wise BoQ

Tender Inviting Authority: Indore Municipal Corporation, Indore

Name of Work: Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore

Contract No:

the Bidder/ Bidding Firm /	
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PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

R #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE in Figures To be entered by the Bidder in Rs. P	GST (If applicable in Percentage)	GST Amount In Rs. P	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT including taxes Rs. P	TOTAL AMOUNT in Words
1	2	3	4	5	7	8	9	11	12	13
1	CCTV									
1.01	4MP IP Fixed Analytics Supported Bullet Camera	item1	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.02	4 MP IP PTZ Camera (30x Optical Zoom)	item2	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.03	Edge Analytics Capability in Camera (Optional)	item3	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.04	8 Channel Network Video Recorder	item4	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.05	16 Channel Network Video Recorder	item5	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.06	Surveillance HDD – 4 TB SATA	item6	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.07	Surveillance HDD – 6 TB SATA	item7	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.08	24P UTP + 4P Fiber L3 Managed PoE Switch	item8	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.09	8P UTP + 2P Fiber Industrial PoE L2 Switch	item9	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.1	4P UTP + 2P Fiber Industrial PoE L2 Switch	item10	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.11	8P UTP + 4P Fiber PoE L2 Switch	item11	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.12	8P UTP + 2P Fiber PoE L2 Switch	item12	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.13	4P UTP + 2P Fiber PoE L2 Switch	item13	1.00	Nos			0.00	0.00	0.00	INR Zero Only
1.14	1 Pair (2-Port) SFP / GBIC Module (Same Make)	item14	1.00	Nos			0.00	0.00	0.00	INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Quoted Rate in Words								INR Zero Only		

Validate Print Help

Wise BoQ

Tender Inviting Authority: Indore Municipal Corporation, Indore

Name of Work: Appointment of Master System Integrator (MSI) for Design, Supply, Installation, Operation & Maintenance of CCTV Surveillance System with Rate Contract for OEM for the City of Indore

Contract No: _____

Name of the Bidder/ Bidding Firm / Company :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST (If applicable in Percentage)	GST Amount in Rs. P	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT including taxes Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	7	8	9	11	12	13
1	CCTV monitoring system									
1.01	Centralized Monitoring Infrastructure	item1	1.00	Lumpsum			0.00	0.00	0.00	INR Zero Only
1.02	Software Platform & Integration	item2	1.00	Lumpsum			0.00	0.00	0.00	INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only								