

VADODARA SMART CITY DEVELOPMENT LIMITED



Request for Proposal

For

“Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.”

General Manager (IT)

Information Technology Department

Vadodara Smart City Development Limited (VSCDL)

Khanderao Market Bldg., Palace Road

Vadodara - 390 001.

Tender No.: VSCDL/IT/198/26-27

The information provided by the bidders in response to this Tender Document will become the property of VSCDL and will not be returned. VSCDL reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them. This document is prepared by VSCDL. It should not be reused or copied or used either partially or fully in any form.

Seal of Bidder

Signature of Bidder

A. Table of Contents

Contents

Information Technology Department	1
A. Table of Contents	2
A. Notice Inviting Proposal and Necessary Instruction	6
1. Introduction and background	8
1.1. About CAMC VSCDL - ICT-Enabled Fire Services.	8
1.2. Objective of RFP	9
2. Scope of Work	12
2.1. Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.	12
ICT-Enabled Fire Services Infrastructure Components Covered under O&M	12
2.5. Hand Over – Take Over (HOTO) of the entire Project by selected SI from existing SI & Requirements.	23
• National Fire Standards	24
• Wireless Communication Standards.....	25
• Creation of new Standard Operating Procedures (SOPs) or modification of existing SOPs ...	25
2.6. Responsibility Matrix	25
2.7. Manpower deployment	26
2.8. Delivery Schedule and Liquidated Damages for CAPEX Items	28
In case of delay attributable to the bidder, the following liquidated damages shall be applicable:	28
2.9. Requirement of New Equipment	29
The quantities mentioned below are indicative and may vary based on actual site requirements. The bidder shall supply, install, integrate, test, commission, and maintain the equipment as directed by VMC/VSCDL.	29
3. Eligibility criteria.....	30
3.1. Eligibility Pre-Qualification Criteria	30
INSTRUCTIONS TO BIDDER:	32
4. Service Level Agreement (SLA) & Penalties	35
• SLA Measurement and Penalty Calculation.....	37
Penalty Calculation Table.....	37
Incident-Based Penalties.....	38
4.1. SLA uptime / reachability of all types of active equipment & SLA Measurement and Penalty Calculation (those are printable devices with unique IP address) – for which SI is responsible	39

4.2.	Software support – for which SI is responsible	39
	In case of delay attributable to the bidder, the following liquidated damages shall be applicable:	40
5.	Payment Terms	41
5.1.	Payment for Operation, Maintenance, Support, and Technology Upgradation Services (OPEX)	41
	- The Successful Bidder's request(s) for payment shall be made to VMC/VSCDL in writing and shall be accompanied by the invoice, supporting documents, and reports demonstrating satisfactory performance of the services under the Contract.....	41
6.	Instructions to the bidder	45
6.1.	Availing RFP Documents	45
6.2.	Completeness of the RFP Response	45
6.3.	Tender Fee	45
6.4.	Bid Validity Period	45
6.5.	Proposal Preparation Cost.....	45
6.6.	Submission of RFP Queries.....	46
6.7.	Amendment of RFP Document	46
6.8.	VMC/VSCDL's rights to terminate the Process.....	47
6.9.	Right to Accept or Reject Any Bid or All Bids	47
6.10.	Sealing, marking and submission of Proposal	47
6.11.	Late Proposal for RFP	49
6.12.	Language of Bids.....	49
6.13.	Proposal Submission Format	49
6.14.	Phase-wise Work Orders, Go-Live and Warranty Period	49
6.15.	Acceptance of Terms & Conditions.....	50
6.16.	Documents to be submitted	50
6.17.	Bid Evaluation Process	51
6.17.1.	Opening of Bids	51
6.17.2.	Selection Process for Bidders.....	52
6.17.3.	Evaluation of Bids.....	52
	Stage 1: Pre-Qualification	53
	Stage 2: Technical Evaluation	54
	Stage 3: Commercial Evaluation	54
6.18.	VMC/VSCDLs' Rights to Accept/Reject any or all Proposals	55
6.19.	Notifications of consideration for next level	56
6.20.	Failure to agree with the Terms & Conditions of the RFP	56

6.21.	General Clause related to Any Bidders/Sub-Selected vendor from a Country which shares a Land Border with India	56
6.22.	Naming Convention for files	57
6.23.	Confidentiality	58
6.24.	Severance.....	59
6.25.	Compliance of laws	59
6.26.	Indemnity.....	59
6.27.	Resolution of disputes.....	60
6.28.	Force Majeure & Vandalism	60
6.29.	Insurance.....	61
6.30.	Termination	64
6.31.	Consequences of termination.....	66
6.31.	Limitation of liability.....	71
6.32.	General Instructions for the Technical Proposal.....	71
7.	Formats & Checklist to be used for the Proposal Submission.....	80
7.1	RFP Cover Letter.....	80
Ref.:	80
7.1	Checklist for the documents to be submitted in Pre-Qualification Bid	82
7.2	Document checklist for technical Bid.....	83
7.3	Format to share Bidder's Particulars	84
7.4	Format to share Bidder details	85
7.5	PQ – 5 : Format for Declaration by the bidder for not being Blacklisted/ Debarred	86
7.6	Financial Capability Statement.....	87
7.7	Similar work experience	88
7.8	Self-Declaration – Not insolvent	90
7.9	Self-Declaration – Not convicted in any criminal offense	91
7.10	Affidavit.....	92
7.11	Financial Bid format	93
7.12	95
	For <OEM/ Manufacturer name>	95
	Designation:.....	95
	Seal of the Company.....	95
7.13	Self Certification by Bidder and OEM	96
7.14	Commercial Bid Cover Letter	97
7.15	Bank Guarantee format for EMD	99

EARNEST MONEY DEPOSIT	99
Witness:	101
Banker's Stamp and Full Address:	101
7.16 Format for Performance Bank Guarantee	102
7.17 Annexure: Component List	105
Note: The existing integrations with Applications, Software platforms, and third-party systems shall be considered as part of the existing project infrastructure.	105
7.18 Annexure IX: Technical Specifications for Detection New Equipment's	106

A. Notice Inviting Proposal and Necessary Instruction

Proposals in prescribed proforma are invited by VSCDL from eligible parties for this RFP.

1.	Scope of Work	“Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.”
2.	Tender submission Cost	INR 11,800 /- (Eleven Thousand Eight Hundred Only) In the form of Demand Draft / Banker’s Cheque in favor of “Vadodara Smart City Development Limited” drawn on any scheduled / nationalized bank and payable at Vadodara.
3.	EMD (bid Security / Security deposit)	INR 761500/- (Seven Lacs Sixty One Thousand Five Hundred Only) Demand Draft in favor of “Vadodara Smart City Development Limited” drawn on any scheduled bank and payable at Vadodara OR EMD in the form of bank guarantee with validity of 4 Years from the last date of bid submission in favor of “Vadodara Smart City Development Limited” from <ul style="list-style-type: none"> • All Nationalized banks including the Public sector banks - IDBILtd. • Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank
4.	Office issuing RFP	General Manger (IT), Vadodara Smart City Development Limited, Information Technology Department , Khanderao Market Building, Vadodara – 390 001.
5.	Contract Period(CAMC)	3 years from the date of issue of Work Order
6.	Bid validity days	180 days from the Financial Bid open date
7.	Issue of Tender	The tender can be downloaded from below websites. http://vadodarasmartcity.in/smartcity-tenders.html https://tender.nprocure.com/
8.	Pre-Bid Queries by email	Bidders shall have to post queries by email to it-projects@vmc.gov.in , on or before 30/06/2026 up to time 03:00 pm
9.	Proposal due date (last date & time of Tender submission)	Tender should be submitted before 09/07/2026 at 04:00 pm. Bidder shall upload their bids on https://tender.nprocure.com/
10.	Submission (in Hard Copy by Reg. AD/Speed Post Only)	Complete duly signed RFP & proposal in sealed envelope with relevant details may be submitted to reach at following address: on or before 13/07/2026 up to time 04:00 pm (in HardCopy by Reg. AD / Speed Post Only (Any other mode is not allowed.)) General Manger (IT), Vadodara Smart City Development Limited, Information Technology Department , Khanderao Market Building, Vadodara – 390 001.
11.	Date & Time of opening of Tender	Pre-Qualification documents will be opened on 13/07/2026 after 04:00 pm in the presence of bidders’ representatives. Qualified bidders would be subsequently informed later about the date, time and venue for price bid opening.

Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.

12.	Contact persons (For any Clarifications)	General Manger (IT), Vadodara Smart City Development Limited, Information Technology Department , Khanderao Market Building, Vadodara – 390 001.
13	Joint venture / consortium / sub- contracts	Un-incorporated Joint venture / consortium / sub-contracts are not allowed. Work order / work completion certificates of such joint venture / consortium / sub-contracts will not be considered.

1. Introduction and background

1.1. About CAMC VSCDL - ICT-Enabled Fire Services.

Vadodara Municipal Corporation (VMC) is committed to strengthening the city's emergency response and disaster management capabilities through the adoption of modern Information and Communication Technology (ICT) solutions. The number of fire incidents reported in Vadodara has shown an increasing trend over the years, necessitating the deployment of an intelligent, reliable, and technology-driven fire management ecosystem to minimize loss of life and property.

Traditional fire detection and communication mechanisms currently in use have several limitations. Existing fire alarm systems installed in buildings are generally not integrated with Fire Brigade Control Rooms, resulting in delays in reporting and responding to fire incidents. Moreover, conventional systems often fail to provide accurate and real-time information regarding the exact location and severity of the fire within a building, thereby affecting the effectiveness of emergency response operations.

To address these challenges, VMC had implemented an ICT-Enabled Fire Services System integrated with the City Command and Control Centre (CCC) to facilitate centralized monitoring, automated alert generation, real-time incident management, GIS-based decision support, and coordinated emergency response. The system enables seamless communication among Fire Brigade Stations, hospitals, police departments, emergency services, and other relevant stakeholders for rapid and effective disaster management.

The project also includes GPS-based tracking and monitoring of Fire Tenders, Water Tankers, Rescue Vehicles, and Ambulances, enabling real-time visibility of vehicle locations, operational status, and resource availability. Integration with GIS platforms provides critical information such as building details, nearby water sources, fire hydrants, road networks, and other emergency response assets to assist field personnel during emergencies.

Considering the critical nature of emergency services and the need for uninterrupted operations, VMC intends to appoint a qualified System Integrator for comprehensive Operation, Maintenance, Support, Enhancement, and Technology Upgradation of the ICT-Enabled Fire Services System. The objective is to ensure continuous availability, reliability, security, scalability, and performance of the entire solution while incorporating technological advancements and operational improvements throughout the contract period.

The selected System Integrator shall be responsible for maintaining all hardware, software, applications, communication infrastructure, field devices, vehicle tracking systems, integrations,

databases, and command-and-control components, while ensuring seamless service delivery and effective emergency response support for the citizens of Vadodara.

1.2. Objective of RFP

The objective of this Request for Proposal (RFP) is to select a competent and experienced System Integrator (SI) for comprehensive Operation, Maintenance (O&M), Support, Enhancement, and Technology Upgradation of the ICT-Enabled Fire Services System deployed by Vadodara Smart City Development Limited (VSCDL)/Vadodara Municipal Corporation (VMC) and integrated with the City Command and Control Centre (CCC).

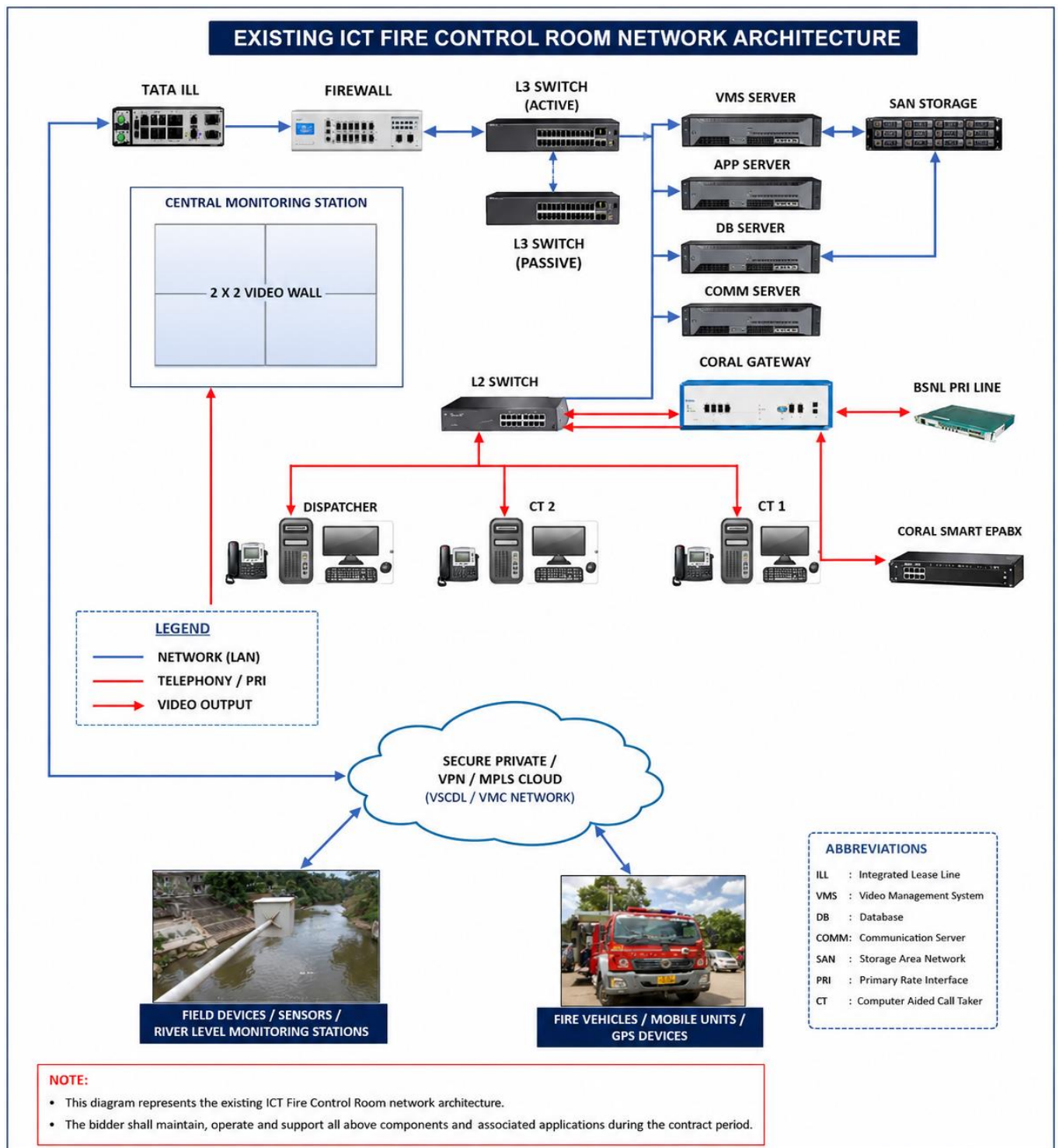
The selected SI shall ensure continuous, reliable, secure, and efficient operation of the entire ICT-enabled fire service ecosystem, including fire monitoring systems, communication infrastructure, applications, GIS platforms, vehicle tracking systems, databases, networking components, and all associated hardware and software assets.

The key objectives of the assignment are as follows:

1. To ensure uninterrupted operation and availability of all ICT-enabled fire service systems and associated infrastructure through proactive monitoring, preventive maintenance, corrective maintenance, and technical support.
2. To maintain and enhance the integration between Fire Stations, City Command and Control Centre (CCC), emergency response agencies, hospitals, police departments, and other relevant stakeholders for coordinated emergency response and disaster management.
3. To provide real-time monitoring, incident management, automated alert generation, and efficient communication mechanisms for rapid response to fire and emergency incidents.
4. To maintain and upgrade GIS-based decision support systems, enabling accurate identification of incident locations, nearby emergency resources, fire hydrants, water sources, critical infrastructure, and route optimization for emergency vehicles.
5. To operate, maintain, and enhance GPS-based fleet management systems for Fire Tenders, Water Tankers, Rescue Vehicles, including real-time tracking and monitoring of operational parameters.
6. To undertake periodic technology refresh, software updates, security patching, application enhancements, and upgradation of obsolete or End-of-Life (EOL) components to ensure system sustainability and future readiness.
7. To strengthen cyber security, data protection, backup, disaster recovery, and overall resilience of the ICT-enabled Fire Services ecosystem.

8. To improve operational efficiency, response time, situational awareness, and decision-making capabilities of the Vadodara Fire & Emergency Services Department through continuous system optimization and enhancement.
9. To provide qualified technical manpower, support, training, documentation, reporting, and knowledge transfer services throughout the contract period.
10. To ensure that the ICT-Enabled Fire Services System remains robust, scalable, secure, and aligned with evolving technological and operational requirements of VMC during the entire contract period.

The overall objective is to ensure efficient emergency response, enhanced public safety, protection of life and property, and sustainable operation of the ICT-Enabled Fire Services infrastructure across Vadodara City.



2. Scope of Work

The scope of work under this RFP covers,

2.1. Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.

ICT-Enabled Fire Services Infrastructure Components Covered under O&M

The selected bidder shall be responsible for comprehensive Operation, Maintenance, Support, Enhancement, and Technology Upgradation of the following ICT-Enabled Fire Services infrastructure components:

- 1. Fire Detection & Monitoring System (Central Monitoring Station and Local Monitoring Stations)**
- 2. Fire Alarm Communication and Alert Management System**
- 3. Water Level Monitoring System for River and Water Sources**
- 4. Water Level Sensors installed in Fire**
- 5. POS Devices installed in Water Tankers**
- 6. Mobile Data Terminals (MDT) installed in Fire Tenders**
- 7. Vehicle Tracking and Monitoring System (VTMS)**
- 8. Mobile Network Video Recorders (Mobile NVR)**
- 9. GPS Tracking Devices**
- 10. Fixed Dome Cameras installed in Fire Tenders and Fire Stations**
- 11. PTZ Cameras and CCTV Surveillance System**
- 12. 3G/4G Routers and Communication Devices**
- 13. Enterprise Applications and Software Solutions**
- 14. Integration with ICCC, IBM IOC, Helpdesk, Call Management System, and other applications**
- 15. Data Centre (DC) Infrastructure**
- 16. Rack Servers**
- 17. Core / TOR Switches**
- 18. Firewalls and Network Security Infrastructure**
- 19. SAN Storage Systems**
- 20. Smart Rack and Associated DC Components**
- 21. Operating Systems, Database Software, Licenses, and Application Software**
- 22. Network Switches, Routers, and Allied Equipment**
- 23. Workstations, Operator Consoles, and Peripheral Devices**
- 24. ICCC Integration Components and Dashboards**

25. Non-IT Infrastructure including UPS, Power Systems, Racks, and Allied Equipment

26. SIM Connectivity, Communication Services, and Data Network Services

27. CCC / Fire Control Room Technical Manpower and Field Support Resources.

Any Existing and Future ICT Fire Services Components, Integrations, Hardware, Software, Applications, and Associated Infrastructure commissioned by VMC/VSCDL during the contract period.

- All the bidders are required to study the financial bid format of previous tender document (as mentioned in above point) to get the complete clarity on all the items procured under this project that will have to be maintained in healthy condition by the selected bidder for entire contract duration.
- Selected Bidder will be responsible for below mentioned indicative list of activities applicable for successful Comprehensive Annual Maintenance Contract (CAMC) of all the components/sub-components of the project but not limited to:
 1. Successful Takeover of all project components including ICT Fire, IT & Non-IT hardware and software from existing agency of VSCDL.
 2. The bidder is responsible for the specified line items and Bill of Quantities (BOQ), which are associated with a Comprehensive Annual Maintenance Contract (CAMC) extending over a period of 3 years.
 3. The bidder is responsible integration cost is included as part of the Comprehensive Annual Maintenance Contract (CAMC) cost for the ICT-Enabled Fire Services. There are no additional charges for integrations, as outlined in the Statement of Work (SOW).
 4. The bidder is responsible for ensuring that all ICT-Enabled Fire Services equipment within the Command and Control Center (CCC) is included in the monitoring application and software. Furthermore, the vendor is accountable for all aspects of the Comprehensive Annual Maintenance Contract (CAMC) for the ICT-Enabled Fire Services over a period of 3 years.
 5. Operation and Maintenance of all the hardware (IT & Non-IT) and software inclusive of cables and all other applicable accessories required for successful Comprehensive Annual Maintenance Contract (CAMC) and maintain SLA.
 - 5.1. Rectification / replacement (as per requirement) of faulty cables (CAT, power cables etc.) and all types of patch cords in field and data center along with all ancillary accessories. For cables installed in field, selected bidder will be

responsible to rectify / replace the cables with the same methodology through which it was installed earlier. For ex.: underground (UG) laid cables will be maintained with UG method only. VSCDL may allow temporary change of installation method (for ex. Aerial) considering the field restrictions / challenges in terms of permission availability, technical feasibility etc. at its own discretion for maximum time of 20 days. SI will have to update temporary work with permanent method within 20 days failing which penalty of INR 2,000/- per day will be levied to SI.

- 5.2. Replacement of faulty IT & Non-IT equipment along with all ancillary accessories with the existing / new make (brand) with matching / higher specifications (that must be approved by VSCDL before installation) which must be compatible with other network hardware & software components in all technical & functional aspects of integration to ensure successful working of the entire network / system with at least earlier level of accuracy. All cameras provided as a replacement of faulty camera should be ONVIF supported.
- 5.3. CCC all Electrical Power involves the MGVCL connections and billings, which are paid by the vendor and then claimed by VSCDL, all ICC (CAMC) MGVCL connections by payment to the vendor.
- 5.4. The bidder bears the responsibility of guaranteeing that in the event a device or Original Equipment Manufacturer (OEM) is determined to be non-repairable, swift action is taken to replace it within a specified timeframe of 72 hours. This entails prompt identification of the non-repairable item, coordinating procurement or sourcing of a replacement, and ensuring its installation or integration into the system within the stipulated 72-hour window. This proactive approach aims to minimize downtime, maintain operational efficiency, and fulfill contractual obligations to provide uninterrupted service to the client.
- 5.5. Maintaining sufficient number of licenses with subscription for support for all the software (existing / latest version of new product matching / higher specifications) as per project requirement for required number of network elements, creation of login credentials for required number of users etc. Presently, below mentioned indicative licenses are currently in use in the ICT-Enabled Fire Project. Selected SI is required to maintain the current set of licenses and up-gradation of licenses, if required during the project O&M. Further, in case if any upgrades are required to be procured for expansion / alteration / replacement of any existing hardware / software, the selected SI has to procure it at no additional cost to VSCDL. Select

SI should renew/purchase all existing licenses for 3 years after receiving of work order within one month. Below are the license details

Existing License Details			
S. No.	Type of license	Make	Model
1	Vehicle Tracking and Monitoring System (VTMS) Enterprise License.	AryOmnitalk	AVLS2.1
2	Fire Detection and Monitoring Application License.	AryOmnitalk	AVLS2.1
3	Central Monitoring Station (CMS) Software License.	AryOmnitalk	AVLS2.1
4	Video Management Software (VMS) License for CCTV Cameras.	Hikvision	Profession V2.2.1
5	Computer Aided Call taker & Dispatcher Software	AryOmnitalk	AVLS2.1
6	GPS Tracking Platform License.	AryOmnitalk	AVLS2.1
7	Server Operating System Licenses	Microsoft	Server 2019

Deployment of competent project team including field Comprehensive Annual Maintenance Contract (CAMC) team and back office technical teams.

1. Adherence to required SLA / uptime for all hardware & software components as described in this RFP. Selected SI will have to submit reports from NMS application in pdf and excel / csvformats.
2. Obtaining the required RoW / Permissions from the authorities/local bodies including preparation of all required documentation for the same and submission to the office of the authorities. However, VMC/VSCDL will provide adequate assistance/support as and when required.
3. Coordination with other vendors and internal / external stakeholders of the project for successful Comprehensive Annual Maintenance Contract (CAMC) O&M of the infrastructure.
4. Bidders are required to collaborate and support in terms of sharing of data, manpower, infrastructure, technology and other details with other agencies appointed by VMC/VSCDL.
5. Update in existing dashboards as per the requirement of the project and guideline provided by VMC/VSCDL. Selected bidder will have to deploy concern manpower/team as mentioned in the BoQ.
6. Integration of any new APIs to integrate the existing systems with any new proposed system in future (Timeline for the development & testing will be mutually decided by VMC/VSCDL, selected bidder & new bidder).

7. Preparation of daily, weekly, monthly project reports as per the requirement of the project and guideline provided by VMC/VSCDL.
8. Maintaining / updating the existing project documents (Fire network design documents / drawings, as-build drawings, reports, databases etc.) as per any changes happens in the network infrastructure.
9. Preparation of new project integration documents (Fire network design documents / drawings, as-build drawings, reports, databases etc.) as per project requirement.
10. Attending all the meetings by competent project team members of the selected bidder at the prescribed office location as conveyed by VMC/VSCDL.
11. In pursuit of best technological result, bidders are encouraged to provide same / new make of the existing products by ensuring that the functional / technical specifications are either same or better. Further, all the changed make shall be approved by VSCDL before they are deployed. The bidders have to ensure that the quoted make is compliant to the existing technology and affiliate infrastructure and capable of delivering the mentioned SLAs.
12. Bidder will have to provide security check certificate for new equipment installed to confirm that the equipment is hacked proof.
13. The refurbished / repaired items shall not be supplied & installed either on temporary or permanent basis. Repairs are only permitted for the currently installed items.
14. VMC/VSCDL may replace, scrap, or add vehicles during the contract period. In such cases, the bidder shall dismantle, shift, reinstall, integrate, test, and commission the existing vehicle-mounted equipment in the new vehicle. Payment shall be made based on the approved unit rate quoted in the Financial Bid and the actual number of vehicles shifted.

Asset Management Services:

1. Successful bidder has to create and maintain database of all items like cameras, poles, sensors etc. covered in this project as per following details:
2. The database should have information of hardware equipment like make, model, configuration details, serial numbers, licensing agreements, place of installation etc.
3. The database should have information of software inventory with information such as Licenses, Version Numbers and Registration Details along with their configuration details and history.

4. Successful bidder has to keep record installation, removal and replacement of any equipment and submit to CLIENT's designated authority, even if it is temporary. All entry and exit of assets shall be recorded and report of same shall be provided to CLIENT's designated authority on end of month.
5. The Successful Bidder shall ensure 24x7x365 availability and monitoring of all ICT-enabled Fire Services components, including Fire Detection Systems, Monitoring Stations, GPS Devices, Mobile Data Terminals (MDTs), CCTV Cameras, Communication Equipment, Network Infrastructure, Servers, Applications, and associated sensors deployed under the project. In the event of any equipment, device, sensor, communication component, or associated infrastructure being damaged, malfunctioning, stolen, or vandalized, the Bidder shall immediately notify the designated authority of VMC/VSCDL and take all necessary actions for restoration of services within the prescribed SLA timelines. The Bidder shall be responsible for the security, health monitoring, and operational availability of all project assets under its scope during the contract period.

2.2. Addition of New Equipment / Services During Contract Period

1. During the contract period, VMC/VSCDL reserves the right to add, upgrade, replace, or integrate additional hardware, software, applications, sensors, communication devices, network equipment, security appliances, field devices, vehicle-mounted equipment, licenses, or any other ICT-enabled Fire Services components under the scope of this contract.
2. The Successful Bidder shall be responsible for Supply, installation support, integration, configuration, testing, commissioning, operation, maintenance, monitoring, and SLA compliance of such newly added components from the date of commissioning.
3. The Bidder shall ensure seamless integration of newly added components with the existing ICT-Enabled Fire Services ecosystem, including Fire Monitoring Systems, VTMS, CMS, ICCC, GIS, communication systems, dashboards, databases, and reporting platforms.
4. For additional equipment or software procured by VMC/VSCDL during the contract period, the Bidder shall provide O&M support at the same terms and conditions as specified in this tender.
5. The project shall have one consolidated Go-Live date, and no separate or multiple Go-Live dates shall be applicable.

6. Clear warranty treatment for future additions.
7. No ambiguity during payment and contract management.

2.3. Application Customization and Enhancement Support

- The bidder shall provide customization, modification, enhancement, configuration, and integration support for the deployed application software during the entire CAMC period, as and when required by VMC/VSCDL.
- VMC/VSCDL may require customization of application modules, reports, dashboards, workflows, forms, alerts, MIS reports, interfaces, and other user-level functionalities. The bidder shall implement such customizations without adversely affecting the existing system operations and performance.
- For any customization involving the core application, source code, platform architecture, database structure, or OEM-controlled components, the bidder shall make all necessary arrangements, including coordination with the Original Equipment Manufacturer (OEM), application developer, or authorized agencies, to ensure timely implementation of the required changes and enhancements.
- The bidder shall be responsible for obtaining necessary technical support, licenses, permissions, and resources required for successful execution of such customizations throughout the contract period. All customized features shall be tested, documented, and deployed in the production environment after approval from VMC.
- In the event that support for the existing CAD (Computer Aided Dispatch) Software, or any associated application deployed under the project becomes unavailable due to OEM discontinuation, end-of-life declaration, licensing restrictions, vendor non-support, or any other reason beyond the control of VMC/VSCDL, the bidder shall provide, deploy, configure, integrate, test, and commission an equivalent or superior solution with similar or enhanced functionality.
- The replacement solution shall support all existing integrations, workflows, dashboards, reports, user functionalities, and operational requirements of the Fire Control Room and ICCC systems.
- Such replacement, migration, integration, configuration, testing, training, and commissioning activities shall be carried out by the bidder without any additional cost to VMC/VSCDL during the contract period, ensuring uninterrupted service continuity.

2.4. Preventive Maintenance Services:

The Successful Bidder shall perform preventive maintenance activities for all ICT-Enabled Fire Services infrastructure as per the following. The preventive maintenance shall include (but not limited) as stated below:

1. Cleaning and removal of dust and dirt from interior and exterior of equipment (like camera lenses etc.)
2. It is the responsibility to make sure that CCC shall be properly aligned and organized in a decent manner at any point of time.
3. Conduct inspection (check for loose contacts in cable and connections etc.), testing, satisfactory execution of diagnostics and necessary troubleshooting of equipment.
4. Successful bidder has to intimate and take approval of GM (IT) – VSCDL before carrying out preventive maintenance activity.
5. Successful bidder has to maintain item-wise register of completed preventive maintenance activity. As well as corrective maintenance services
6. Successful bidder has to maintain proper file / register of all incidents and problems occurred in ICCC and at field locations and subsequent corrective steps taken. Documentation of problems, isolation, and cause and rectification procedures for building knowledge base for known problems shall be maintained by successful bidder.
7. ICCC all Electrical Power involves the MGVCL connection and billing, which are paid by the vendor and then claimed by VSCDL, CCC MGVCL connections by payment to the vendor.
8. All SIM card and connectivity services required for operation of field devices, GPS units, MDTs, water level sensors, POS machines, and other communication equipment shall be maintained by the bidder. The actual telecom service provider charges shall be paid by the bidder and reimbursed by VSCDL against submission of valid invoices and supporting documents.
9. Prompt attendance and compliance or any complain of any CCTV Camera signal/Sensors/Junction Box etc given by VSCDL/VMC Staff or from Traffic Police Staff.
10. Site visit by technician of all the junction/field locations on specified scheduled intervals and he should get the signature of traffic police staff in his diary. The dairy shall be submitted to the Engineer-in-charge of the VSCDL/VMC as and when asked.
11. In case of emergency, the SI should attend the site immediately.

12. The SI has to carry out Replacement/Maintenance of the field devices within specified SLA duration, from the receipt of the complaints.
13. Checking & tightening of cable terminals, replacement of wiring of poles and to attend cable faults.
14. Date wise fault attend, material replaced and replacement of accessories statement shall be prepared fort nightly and submit monthly in the Performa prepared by the department.
15. Non availability of electric power at signals should be immediately informed to Engineer-in-charge and concerned sub division of electric utility company.
16. No Extra charge will be paid to SI on account of any additional material and labor.
17. Conduct preventive maintenance of all hardware, software, network, communication, and field equipment covered under the project.
18. Perform periodic inspection and health checks of Fire Detection & Monitoring Systems, Central Monitoring Station (CMS), Local Monitoring Stations (LMS), GPS devices, MDTs, Mobile NVRs, CCTV Cameras, Routers, Switches, Servers, Storage, Firewalls, and allied equipment.
19. Carry out cleaning, testing, calibration, and functional verification of all field devices and equipment.
20. Ensure regular firmware upgrades, software updates, security patches, and antivirus updates as per OEM recommendations.
21. Verify proper functioning of communication links, SIM connectivity, network bandwidth, and data transmission between field devices and the Command Centre.
22. Monitor server performance, storage utilization, database health, backup status, and application performance.
23. Verify functionality of VTMS, Fire Monitoring Applications, Call Management System, Helpdesk Integration, and all integrated software applications.
24. Conduct periodic testing of alerts, notifications, GPS tracking, CCTV streaming, and emergency communication systems.
25. Identify potential faults, risks, or performance degradation and take proactive corrective actions before service disruption occurs.
26. Replace defective consumables, connectors, cables, and minor components required for smooth operation of the system.
27. The database schema and design should be capable of handling current and future loads without any degradation of performance.

28. System should be upwardly scalable in the event of increased usage of the system or new business requirements.
29. The IA shall provide comprehensive report every month on the performance of the application and infrastructure
30. VSCDL may initiate, with prior notice, the audit of such measurements to their satisfaction.
31. At the end of each quarter during O & M phase, bidder will provide a report containing the following:
 - a. Updated system design documents, specifications, etc.
 - b. Latest source code, application deployment files, configuration files for entire solution
 - c. Update user manuals, administration manuals, training manuals etc.
 - d. Updated Bill of Material and locations where sensors, output devices, and panels are installed
 - e. Maintenance registers for all equipment including any required version/software, patch management / device replacement etc. will be the responsibility of the solution provider for the entire contract period at no extra cost to VSCDL.
32. Maintain detailed preventive maintenance logs and submit PM reports to VMC/VSCDL after completion of each maintenance cycle.
33. Carry out preventive maintenance at least once every quarter or as per OEM recommendations during the contract period.
34. Ensure that preventive maintenance activities do not adversely affect the operation of Fire Services and are carried out in a planned manner with prior approval from VMC/VSCDL.
35. Any new vehicle added during the contract period shall be integrated with the existing ICCC platform. The selected bidder shall ensure seamless integration of vehicle data, GPS tracking data, alerts, and related application functionalities with the existing ICT FIRE servers, applications, dashboards, and reporting systems without affecting the existing operations and no additional cost to VMC/VSCDL.
36. All newly deployed equipment, sensors, communication devices, and application modules shall be integrated with the existing ICT FIRE infrastructure. The bidder shall be responsible for end-to-end operation, maintenance, health monitoring, data availability, dashboard integration, and centralized viewing of the deployed systems

from the ICCC/Fire control room during the entire contract period and no additional cost to VMC/VSCDL.

37. 24x7 Manpower Support for application maintenance including preventive, corrective maintenance and monitoring of the application.

38. System handholding at locations.

39. Recurring refresher trainings and Change Management activities.

40. Regular security, third party fire audit and inspection for the solution as per applicable standards for the state and country.

41. Fool-proof monitoring mechanism for vehicles associated in this project.

42. All infrastructure (e.g. sensors, panels, etc.) upgrade, maintenance and cost-free replacement (in case of failure) during the contract period.

43. Maintain all systems in operational condition and ensure compliance with the prescribed Service Level Agreements (SLAs).

44. The Implementation Agency will have to ensure 24x7 monitoring, operation and maintenance services of the application during the contract period. O & M of the Infrastructure will include:

1. IT Infrastructure Operations and Maintenance (including but not limited to Hardware, System Software, Application Software and other Infrastructure) for a period of 3 years from Go-Live.
2. Customize and implement a proper SLA monitoring tool in consultation with VSCDL Authorities during O&M Phase
3. Provisioning of Application Software, Hardware, and Networking etc. for integration of any intervention with application during Operation and Maintenance Phase.

45. While supporting the application, the Implementation Agency shall ensure the following at the data center:

1. System Administration, Maintenance and Management Services
2. Storage Administration and Management Services
3. Redundant operational server in case of failure.
4. Backup and Restoration Services
5. Services as per ISO 27001 and ISO 20000 compliance
6. Any other service required for smooth operations of the application.

46. Bidder has to ensure that the hardware for hosting the application shall cover the required warranty and AMC services. Implementation Agency must maintain the infrastructure at DC site on a day-to-day basis. The Implementation Agency shall send the reports of the components listed below. If any system has to be upgraded at DC that should be done by the bidder at no additional cost. The bidder will have to perform monitoring of the following devices/ systems.

1. Network
2. Sensors
3. All field devices
4. Monitoring Stations (Local and Central)
5. Data Center and its related Components

47. Bidder shall undertake Annual Technical Support for 3 years. The application maintenance and monitoring during the O & M period includes

1. Compliance to the Functional and Technical Requirements
2. Compliance to SLA
3. Application Software Maintenance, Problem identification and Resolution
4. Software Change and Version Control as per industry standards
5. Replacement of any faulty sensors, panels and output devices

2.5. Hand Over – Take Over (HOTO) of the entire Project by selected SI from existing SI & Requirements.

1. VSCDL shall ensure that the existing System Integrator (SI) is available along with its designated project team, including field and back-office personnel, for a maximum period of one (1) month from the date of issuance of the Work Order to facilitate smooth Handover-Takeover (HOTO) activities.
2. The selected SI shall prepare a detailed HOTO and transition plan in consultation with VMC/VSCDL and the existing SI to ensure uninterrupted operation of all ICT-Enabled Fire Services systems and associated infrastructure.
3. VMC/VSCDL, in coordination with the existing SI, shall facilitate the sharing of all available project documents, asset inventories, network diagrams, application details, configurations, reports, and operational records. Any additional information required

by the selected SI shall be obtained through joint discussions among VSCDL, the existing SI, and the selected SI during the HOTO period.

4. In case the selected SI proposes replacement, migration, enhancement, or upgradation of any hardware, software, application, database, communication equipment, or field device, the selected SI shall prepare a detailed migration and implementation plan and obtain prior approval from VMC/VSCDL before execution. The selected SI shall ensure that the operational functionality of the ICT-Enabled Fire Services System is not disrupted during such migration activities.
5. The selected SI shall be responsible for verifying and ensuring compatibility of all newly proposed hardware, software, applications, databases, communication systems, and integration components with the existing ICT-Enabled Fire Services infrastructure, ICCC platform, and associated systems.
6. For example, if the selected SI proposes a new Fire Monitoring Application, Vehicle Tracking & Monitoring System (VTMS), Central Monitoring Station (CMS) application, database platform, or any other software solution, the selected SI shall first deploy and test the proposed solution in a staging/test environment. After successful testing and approval from VSCDL, the selected SI shall undertake migration and integration activities while ensuring continuity of operations. The selected SI shall ensure successful migration of historical data, configurations, alerts, GIS information, vehicle tracking records, and all other relevant project data, with no loss of functionality and with performance equal to or better than the existing system.
7. The selected SI shall ensure seamless integration of all Fire Stations, Central Monitoring Station (CMS), Vehicle Tracking Systems, GPS Devices, Mobile Data Terminals (MDTs), Fire Detection Systems, ICCC dashboards, communication systems, and other project components throughout the transition period and contract duration.
8. The selected SI shall be fully responsible for successful takeover, migration, integration, testing, commissioning, and stabilization of all ICT-Enabled Fire Services infrastructure and services without affecting emergency response operations.

- **National Fire Standards**

The bidder shall be responsible for ensuring compliance of the application with all national fire standards applicable for this project. A compliance certificate shall have to be issued from a licensed/authorized agency for all post-installation and thereafter commissioning of the system. These include –

- IS 15908:2011 (Fire Control & Indicating Equipment)
- National Building Code & Life Safety (Part 4)

Note - All fees and expenses pertaining to the licensed agency are to be borne by the bidder.

- **Wireless Communication Standards**

The bidder shall be responsible for ensuring compliance of all field devices (Sensors, panels, etc.) with all national wireless standards applicable to this project as prescribed by the regulatory or governing authority of India. This includes –

- Operating frequency of wireless equipment's installed.
- Seamless communication required between Local Monitoring Station and Central monitoring station (wherever applicable).

The bidder should have all the requisite licenses from the concerned authorities in order to operate this equipment's for this project. In case, any license costs are required the same shall be borne by the bidder.

- **Creation of new Standard Operating Procedures (SOPs) or modification of existing SOPs**

SOPs to be created as a consequence of this system, the bidder shall be required to solicit input from authorized personnel and document SOPs as per their requirements. There might also be instances where Fire and Emergency Department might require to update their existing SOPs defined to accommodate changes introduced by the new system. The bidder shall be required to pro-actively identify all such SOPs that require update and submit the revised version after soliciting inputs from the authorized personnel.

2.6. Responsibility Matrix

Activity	VMC/VSCDL	SI
Asset Handover and Access	✓	Responsible
Operation & Maintenance of ICT Fire Services Infrastructure	Monitor	Responsible
Preventive & Corrective Maintenance	Monitor	Responsible
SLA Compliance and Uptime	Review	Responsible
Hardware/Software Support	Monitor	Responsible
License Management	Approve (if required)	Responsible
Manpower Deployment	No Responsibility	Responsible
Tools, Vehicles & Equipment	No Responsibility	Responsible
Incident Resolution	Monitor	Responsible
Reporting & Documentation	Review	Responsible
Technology Upgradation	Approve	Responsible

Note: The SI shall be solely responsible for maintaining the ICT-Enabled Fire Services infrastructure as per the prescribed SLA and uptime requirements. No separate payment shall be made by VMC/VSCDL for manpower, tools, vehicles, or other resources deployed by the SI.

2.7. Manpower deployment

Selected bidder will have to deploy below mentioned minimum manpower for entire contract duration.

1. The Bidder shall be solely responsible for ensuring compliance with the Service Level Agreements (SLAs), uptime requirements, preventive maintenance schedules, incident resolution timelines, and all other obligations under the Contract.
2. VMC/VSCDL does not mandate deployment of any minimum dedicated onsite manpower under this contract. The Bidder may deploy manpower, technical resources, tools, equipment, vehicles, or any other resources as deemed necessary to fulfill the contractual obligations and SLA requirements.
3. Any manpower deployed by the Bidder, whether onsite or offsite, shall be at the sole cost, risk, and responsibility of the Bidder. No separate payment, reimbursement, compensation, or commercial consideration shall be provided by VMC/VSCDL for manpower deployment.
4. The Bidder shall ensure availability of qualified technical personnel on an as-required basis for preventive maintenance, corrective maintenance, fault rectification, emergency response, upgrades, migration activities, and restoration of services within the prescribed SLA timelines.
5. The entire financial liability relating to salaries, wages, statutory benefits, insurance, transportation, lodging, boarding, tools, equipment, vehicles, and any other expenses associated with manpower deployment shall be borne solely by the Bidder.
6. For all intents and purposes, the Bidder shall be the employer of all personnel engaged for execution of the Contract and shall be responsible for compliance with all applicable labor laws, statutory regulations, taxes, insurance requirements, and employment obligations.
7. VMC/VSCDL shall have no employer-employee relationship with any personnel deployed by the Bidder and shall not be liable for any claims, disputes, compensation, injuries, statutory dues, or legal obligations arising out of such deployment.
8. The Bidder shall deploy adequate resources, including specialized technical teams, vehicles, testing equipment, communication tools, and maintenance equipment, as required to maintain the ICT-Enabled Fire Services infrastructure in accordance with the prescribed SLAs and uptime requirements.

9. Failure to deploy adequate resources resulting in non-compliance with SLA parameters, service disruptions, delayed fault resolution, or reduction in system availability shall attract penalties as specified in the SLA and Penalty framework of the Contract.
10. The Bidder shall remain fully responsible for uninterrupted operation, maintenance, support, enhancement, and technology upgradation of the ICT-Enabled Fire Services infrastructure throughout the contract period, irrespective of the manpower deployment model adopted by the Bidder. The SI shall not replace any of the proposed resources during the contract period without prior approval from VSCDL.
11. Any change, except for the reasons not in control of the SI (like resignation by the resource or unavailability of the resource due to valid personal reasons – agreed by VSCDL) shall attract penalty of INR 50,000/- per event.
12. VSCDL reserves the right to ask for replacement of the resource on the ground of non-performance or any other issue by the existing resource.
13. It is successful SI responsibility to provide lodging, boarding and transportation facilities of deputed manpower.
14. The entire financial liability in respect of manpower deployed for this project shall be of SI and CLIENT will in no way be liable.
15. The stipulation mandates that personnel must be available onsite/Offside 24/7 to fulfill obligations under the Comprehensive Annual Maintenance Contract (CAMC) for the Command and Control Center (CCC). The vendor is fully responsible for managing all CAMC aspects for the CCC over 3 years. This includes ensuring skilled manpower is readily accessible to promptly address maintenance and emergencies, thereby ensuring smooth CCC infrastructure operation throughout the contract.
16. For all intents and purposes, successful Bidder shall be “Employer” within meaning of different Labor Legislation in respect of manpower so employed and deployed for this project.
17. SI shall be solely responsible for redressal of grievances / resolution of disputes relating to persons deployed. CLIENT shall, in no way, be responsible for settlement of such issues whatsoever.
18. CLIENT shall not be responsible for any financial loss or any injury to any person deployed by bidder in the course of their performing the functions/duties, or for payment towards any compensation.
19. The persons deployed by SI shall not claim or be entitled to pay, perks and other facilities admissible to regular / confirmed employees of CLIENT during or after expiry of Contract.

20. In case of termination of contract on its expiry or otherwise, persons deployed by successful bidder shall not be entitled to and will have no claim for any absorption in regular / contractual / FMS payroll to CLIENT.
21. Successful Bidder will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund and Employees State Insurance etc. in respect of persons deployed. CLIENT shall have no liability in this regard. In case, successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof CLIENT is put to any loss / obligation, monetary or otherwise, CLIENT will be entitled to get itself reimbursed out of outstanding bills or the Security Deposit of bidder to extent of loss or obligation in monetary terms.

2.8. Delivery Schedule and Liquidated Damages for CAPEX Items

❖ Project Completion Timeline

The selected bidder shall supply, install, integrate, test, commission, and make operational all CAPEX items procured under this contract within the timelines specified below:

Sr. No.	Activity	Timeline
1	Supply of Equipment	Within 60 Days from Work Order
2	Installation & Integration, Testing, Commissioning & Go-Live.	Within 30 Days from Supply
3	Total Project Completion	Within 90 Days from Work Order

❖ Delay Penalty (Liquidated Damages)

In case of delay attributable to the bidder, the following liquidated damages shall be applicable:

Delay Period	Penalty
Up to 15 Days	0.5% of delayed CAPEX item value per week or part thereof
More than 15 Days and up to 30 Days	1.0% of delayed CAPEX item value per week or part thereof
Beyond 30 Days	2.0% of delayed CAPEX item value per week or part thereof
Maximum Penalty	10 % of delayed CAPEX item value

Note:

1. The above penalty shall be applicable only for delays attributable to the bidder.
2. Delays due to force majeure events, statutory approvals, VMC/VSCDL approval delays, utility agency delays, or any reasons beyond the bidder's control shall not attract penalties.

3. The bidder shall ensure that all newly supplied equipment is fully integrated with the existing ICCC/Fire Monitoring infrastructure and made operational before acceptance.
4. The maximum cumulative liquidated damages shall not exceed **10% of the value of the delayed CAPEX items.**

2.9. Requirement of New Equipment

The quantities mentioned below are indicative and may vary based on actual site requirements. The bidder shall supply, install, integrate, test, commission, and maintain the equipment as directed by VMC/VSCDL.

Sr. No.	Description	Approx. Quantity
1	GPS Units for Ambulances, Water Tankers, Fire Cars, and other vehicles	24 Nos.
2	GPS Unit for Fire Tenders	5 Nos.
3	Fixed Dome CCTV Cameras for Fire Tenders	10 Nos. (2 per Fire Tender)
4	Mobile NVR for Fire Tenders	5 Nos.
5	Water Level Sensor for Fire Tenders	5 Nos.
6	3G/4G Router for Fire Tenders	5 Nos.
7	Mobile Data Terminal (MDT) for Fire Tenders	5 Nos.
8	Wireless Addressable Local Monitoring Station (2 LED Monitors per Station) at Fire stations	5 Sets
9	L2 Network Switch for Fire Stations	5 Nos.
10	Computer Aided Call Taker & Dispatcher (CAD) Software Licenses	5 Nos.
11	Associated Hardware, Software, Cabling, Civil Works, Electrical Works, Mounting Accessories, Licenses, Integration Components, and Other Accessories	Lot

Note:

1. The quantities indicated above are tentative and provided solely for estimation purposes. The actual quantities may vary based on site requirements and operational needs during the contract period. The bidder shall quote rates accordingly and ensure seamless integration of all newly deployed equipment, devices, and applications with the existing ICCC and Fire Monitoring infrastructure.
2. All newly installed equipment, devices, software applications, and associated systems shall be integrated with the existing ICCC platform and shall be operated, monitored, managed, and maintained from the Central Monitoring Station by the bidder without any additional cost to VMC/VSCDL during the contract period.
3. VMC/VSCDL reserves the right to establish new Fire Stations and deploy additional emergency response vehicles during the contract period. Accordingly, additional quantities of GPS Units, Mobile Data Terminals (MDTs), L2 Switches, 3G/4G Routers, Water Level Sensors, Mobile NVRs, CCTV Cameras, LED/Video Wall Systems, CAD Software Licenses, Fire Station Infrastructure, and other related hardware, software, licenses, accessories, and integration services may be required.
4. Such future requirements shall be executed through separate Work Orders based on the unit rates quoted by the bidder in the Financial Bid and in accordance with the terms and conditions of this RFP.

3. Eligibility criteria

3.1. Eligibility Pre-Qualification Criteria

Following will be the minimum qualification criteria. Each eligible service provider should possess all the following qualification criteria. Responses not meeting the minimum qualification criteria will be rejected.

#	Pre-Qualification Criteria	Proof Document Required
1.	(i) The bidder should be an Indian firm. (ii) The bidder should be registered under the Companies Act 1956/2013 in India or a Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding (iii) The bidder should have a registered number of, GST, Income Tax / Pan number	<ul style="list-style-type: none"> • Certificate of Incorporation / Registration Certificate • Copy of PAN card • Copy of GST registration
2.	The bidder should have a minimum average annual turnover of INR 2 crores from ICT/IT/ITES Projects in last three (3) financial years (i.e. FY 2023-24, 2024-25 and 2025-26)	<p>The Sole Bidder</p> <p>1. Audited balance sheet of the firm/bidding entity for the last 3 financial years (i.e. FY 2023-24, 2024-25 and 2025-26) certified by statutory auditor.</p> <p>OR</p> <p>Audited balance sheet of the firm/bidding entity for the 3 financial years (i.e. FY FY 2023-24, 2024-25 and 2025-26) certified by statutory auditor and non-audited & CA certified balance sheet for FY 2024-25</p> <p>2. Certificate from the Statutory Auditor on turnover details from ICT/IT/ITES over the last three</p> <p>3. financial years – Refer format given in Annexure</p>

#	Pre-Qualification Criteria	Proof Document Required
3.	<p>Similar Work: The Bidder should have demonstrable experience in supply, installation, testing & commissioning /maintenance/ICT of at least 3 of the below mentioned 5 components in the last seven years as on bid submission date (WO must have been issued within last 7 years), in Central Govt /State Govt. /Semi Govt. / Fire dept of PSU/ULB/State/Private sector.</p> <p>Bidders need to have experience in supply or maintaining at least one project in above mentioned dept. involving end-to-end emergency response management solution having minimum 3 sub components out of call centre solution, tracking system, water /river sensors, Ultra sonic level sensor, dispatch system, video surveillance, video surveillance in vehicle though CCTV.</p> <ol style="list-style-type: none"> 1. Command & Control Centre / Emergency Response Centre. 2. ICT-Enabled Fire Services, Fire Detection & Monitoring Systems, Disaster Management Systems, or Emergency Response Systems. 3. Vehicle Tracking & Monitoring Systems (VTMS), Fleet Management Systems, GPS Tracking Solutions, or Mobile Command Systems. 4. Data Centre (On-Premise / Cloud), Disaster Recovery Centre, Server, Storage, Network, Security Infrastructure, and associated Software. 5. Geo-Map-based Applications, IoT-based Monitoring Solutions, Sensor-based Monitoring Systems, Mobile Applications, Dashboards, Analytics Platforms, or Enterprise Software Solutions. <p>Bidder should submit three completed work costing not less than the amount equal to 40% of the estimated cost of 8.084 Cr. (this becomes 3.24 Cr x 3 work orders)</p> <p style="text-align: center;">OR</p> <p>Bidder should submit two completed work costing not less than the amount equal to 50% of the estimated cost of 8.084 Cr. (this becomes 4.042 Cr x 2 Work orders)</p> <p style="text-align: center;">OR</p> <p>Bidder should submit one completed work costing not less than the amount equal to 80% of the estimated cost of 8.084 Cr. (this becomes 6.47 Cr x 1 work order)- & contradicts first option)</p>	<p style="text-align: center;">The Bidder</p> <p>In case of Completed project –</p> <p style="text-align: center;">Copy of work order + CompletionCertificates from client+ Project Citation;</p> <p style="text-align: center;">OR</p> <p>Copy of Work Order + Self Certificate of Completion (Certified by CS/independent auditor of the bidding entity) + Project Citation</p> <p>In case of ongoing projects -</p> <p>Work order + Certificate from the client mentioning the amount of work completed + Performance certificate of the bidder from the client.</p>

	(If the value of completed work is not mentioned in work completion certificate / if the WO comprises of multiple activities, then bidder will have to provide necessary supporting documents to prove the required experience). The bidder should submit a certificate from client on completion status of on-going project and performance of bidder.	
4.	The bidder should: <ol style="list-style-type: none"> 1. Not have been blacklisted by Central Government / Any State Government / Urban Local Body (ULB) /PSU in India as on the date of bid submission. 2. Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. 3. Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified. 	<p>Declaration letter by bidder as per the format given in the RFP document</p> <ol style="list-style-type: none"> 1. Self-declaration by the Bidder duly signed and stamped by the authorized signatory in format described in RFP. 2. Copies of any two of the followings for office: Property Tax / Electricity / Telephone Bill / GST Registration /Lease agreement
5.	The Bidder should possess at least one distinct certification from any of the below Certifications (validat the time of bidding): <ul style="list-style-type: none"> • The bidder should possess a valid ISO 9001:2008 • certificate or above 	Copies of valid certificates in the name of the bidding entity

INSTRUCTIONS TO BIDDER:

- All above mentioned documents for pre-qualification criteria of bid must be notary certified true copy/ self-attested.
- Work Order and Work Completion Certificate must be in English language only. In case, Work Order or Work Completion Certificate is in any other language, bidder has to submit notarized Work Order in English language only.
- For Pre-qualification criteria of work experience, bidder's any work experience as lead member / consortium member / joint venture / sub-contractor will not be considered as supporting documents
- Above mentioned eligibility criteria should be necessarily met and adequate documentary proof be submitted for verification. If any / partial / all of above

mentioned eligibility criteria don't fulfill by bidder, in that case, such bid is disqualified for technical bid opening.

- v. Bidders are requested to submit all supporting documents required.
- vi. Physical bid must be submitted by registered AD or speed post only. Any other mode is not allowed.**
- vii. In case, bid / document size is large then bidder can divide it into parts. Each part of bid should have proper indexing and page number mentioned and all pages of RFP must be signed and sealed.
- viii. The Bidder must attach valid documents in support to their Pre-Qualification as mentioned above. Without proper supporting documents, the bid proposals are liable to be rejected. The technical proposal should be submitted in hard copy with soft version stored in pen drive.
- ix. For all cited projects under bidder's experience criteria; the bidders have to submit LoI/work order with full BoQ, contract agreement go-live/amount of work completion certificate and copy of invoice submitted to the client as a supporting document for each project.
- x. Bidder will be required to demonstrate that they shall be able to update the firmware of the existing GPS devices, to ensure VMC/VSCDL for future configuration and operation related changes at device level, if it comes.
- xi. The bidder needs to provide contact detail (email & phone number) of senior official from client.
- xii. VSCDL (or the nominated party) reserves the right to check/validate the authenticity of the information provided in the Pre-qualification and Technical evaluation criteria.
- xiii. The Bid Evaluation Committee (BEC) may require written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents.
- xiv. If there is tie for L1 then in such case, those bidders shall be called at VSCDL premises for physical Reverse Auction (RA). Bidders have to fill revised project cost in a cover provided by VSCDL. This price shall be less than quoted L1 price. VSCDL will open all covers in presence of bidders' representative and announce revised pricing of each bidder. Then after, one more attempt will be given to each bidder to announce revised price. The bidders who declare the lowest quote post RA will be declared as Successful bidder.

- xv. Any new vehicle added during the contract period shall be integrated with the existing ICCC platform. The selected bidder shall ensure seamless integration of vehicle data, GPS tracking data, alerts, and related application functionalities with the existing ICCC servers, applications, dashboards, and reporting systems without affecting the existing operations and no additional cost to VMC/VSCDL.
- xvi. All newly deployed equipment, sensors, communication devices, and application modules shall be integrated with the existing ICCC infrastructure. The bidder shall be responsible for end-to-end operation, maintenance, health monitoring, data availability, dashboard integration, and centralized viewing of the deployed systems from the ICCC/control room during the entire contract period and no additional cost to VMC/VSCDL.

4. Service Level Agreement (SLA) & Penalties

- 1) The Bidder shall maintain a minimum uptime of 98.00% for all critical ICT Fire Services infrastructure and applications on a quarterly basis.
- 2) For every 0.5% reduction below the prescribed uptime level, a penalty equivalent to 2% of the quarterly O&M payment shall be levied.
- 3) The maximum penalty applicable in any quarter shall be limited to 20% of the quarterly O&M payment.
- 4) Failure to attend critical incidents within the prescribed SLA response time shall attract a penalty of INR 2,000 per incident per hour of delay, subject to a maximum of INR 25,000 per incident.
- 5) Failure to restore critical services within the prescribed SLA restoration time shall attract a penalty of INR 5,000 per day per incident.
- 6) Non-submission or delayed submission of monthly reports, preventive maintenance reports, asset reports, or SLA reports beyond seven (7) days shall attract a penalty of INR 5,000 per report.
- 7) Failure to conduct scheduled preventive maintenance activities within the prescribed period shall attract a penalty of INR 10,000 per instance.
- 8) Failure of GPS Tracking, Fire Monitoring Systems, Central Monitoring Station (CMS), Vehicle Tracking System (VTMS), or ICCC integration due to negligence of the Bidder shall attract a penalty of INR 10,000 per incident.
- 9) Repeated failure (more than three times in a quarter) of the same equipment, application, or service due to unresolved root cause shall attract an additional penalty of INR 25,000 per occurrence.
- 10) The upper limit of penalty would be capped at 10% of the OPEX value for each quarter. In case the calculated penalty crosses 10% penalty of the OPEX value in 2 subsequent quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 5% over the penalty cap for the preceding quarter till it reaches 20% of the OPEX value.
- 11) In case the cumulative penalty exceeds 20% of the quarterly O&M payment in two consecutive quarters, VMC/VSCDL may initiate action including issuance of notice, forfeiture of Performance Security, or termination of the contract.
- 12) In addition to the applicable penalty, the VSCDL shall be within its rights to invoke the termination clause if or anytime the penalty increases by 15% of the OPEX value. Once the penalty cap has increased beyond 10%, if the bidder through better

performance delivery for any quarter brings the leviable penalty below 20% then the computation of the 1st of the 2nd consecutive quarters as referred above will reset and will begin afresh.

- 13) Penalties shall be recovered from the quarterly payment due to the Bidder.
- 14) The imposition of penalties shall not relieve the Bidder of its obligation to maintain the prescribed SLA, uptime, and service levels under the Contract.
- 15) These SLAs shall be used to evaluate the performance of the services on monthly basis but penalties would be levied for cumulative performance for the quarterly basis.
- 16) The SLA parameters shall be measured for each of the sub systems' SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the successful bidder. VSCDL will have the authority to audit these tools for accuracy and reliability.
- 17) Penalty would be levied for every unit down time hour be it for non-availability of network or non- availability of power etc. because the System Integrator is responsible for supply of all enabling components on end-to-end basis.
- 18) Penalty levied for non-performance as per SLA requirements shall be deducted through subsequent payments due from VSCDL or through the Performance Bank Guarantee or Security Deposit.
- 19) VSCDL would also have right to invoke the termination clause in case Performance Score is below 70 in 2 consecutive quarters.
- 20) The Successful Bidder shall be responsible for the operation, maintenance, monitoring, repair, replacement, and restoration of all Water Level Monitoring Sensors, River Monitoring Sensors, Communication Devices, Controllers, Poles, Mounting Structures, Junction Boxes, Power Supply Units, Cabling, Network Components, and associated infrastructure covered under the project.
- 21) Any damage, malfunction, failure, theft, vandalism, cable cut, fiber cut, accidental damage, environmental damage, or damage caused by any third party, utility agency, contractor, road construction activity, excavation work, natural events, or any other reason shall be rectified and restored by the Successful Bidder within the prescribed SLA timelines.

- 22) The Successful Bidder shall continuously monitor the health and connectivity of all field devices and immediately take corrective actions to restore services in case of any outage or failure.
- 23) No additional payment shall be made by VMC/VSCDL for repair, replacement, restoration, reinstallation, reconfiguration, or recommissioning of any project component damaged due to cable cuts, third-party activities, vandalism, theft, or accidental damage during the contract period.
- 24) The Successful Bidder shall maintain adequate spare inventory, tools, equipment, and resources required for timely restoration of services and compliance with SLA requirements.
- 25) The Successful Bidder shall promptly inform VMC/VSCDL regarding any major incident, theft, vandalism, or third-party damage and shall coordinate with the concerned authorities for necessary actions; however, restoration of services shall remain the sole responsibility of the Successful Bidder.
- 26) The Bidder shall ensure minimum uptime and availability of all Water Level Monitoring and River Monitoring Systems as specified in the SLA, irrespective of the cause of failure, except in cases of Force Majeure expressly accepted by VMC/VSCDL.

- **SLA Measurement and Penalty Calculation**

The Bidder shall maintain a minimum quarterly uptime of **98.00%** for the ICT-Enabled Fire Services infrastructure, including Fire Detection & Monitoring Systems, Central Monitoring Station (CMS), Vehicle Tracking & Monitoring System (VTMS), GPS Devices, MDTs, Servers, Network Infrastructure, Applications, and associated components.

Penalty Calculation Table

Quarterly Uptime Achieved	Penalty on Quarterly O&M Payment
≥ 98.00%	No Penalty
97.00% to 97.99%	2%
96.00% to 96.99%	4%
95.00% to 95.99%	6%
94.00% to 94.99%	8%
93.00% to 93.99%	10%
92.00% to 92.99%	12%
91.00% to 91.99%	14%
90.00% to 90.99%	16%
Below 90.00%	20% (Maximum Penalty)

Incident-Based Penalties

Parameter	Penalty
Delay in response to Critical Incident beyond SLA	INR 1,000 per hour
Delay in restoration of Critical Incident beyond SLA	INR 5,000 per day
Non-conduct of scheduled Preventive Maintenance	INR 5,000 per instance
Delay in submission of Monthly/SLA Reports	INR 2,000 per report
Failure of Integration, VTMS, CMS, GPS Tracking, or Fire Monitoring System due to SI negligence	INR 5,000 per incident

4.1. SLA uptime / reachability of all types of active equipment & SLA Measurement and Penalty Calculation (those are printable devices with unique IP address) – for which SI is responsible

The Bidder shall maintain the ICT-Enabled Fire Services Infrastructure, including Fire Monitoring Systems, VTMS, GPS Devices, MDTs, Network Infrastructure, Applications, Servers, Storage, and Security Systems, with a minimum quarterly uptime of 98%.

Uptime Calculation

$$\text{Uptime (\%)} = [(\text{Total Service Time} - \text{Downtime}) \div \text{Total Service Time}] \times 100$$

Note: Scheduled maintenance approved by VSCDL/VMC, force majeure events, telecom service provider failures, power outages, third-party damages, and OEM-related issues beyond the bidder's control shall not be considered as downtime.

4.2. Software support – for which SI is responsible

The System Integrator (SI) shall be responsible for operation, maintenance, troubleshooting, bug fixing, patch management, updates, enhancements, and technical support of all software applications deployed under the ICT-Enabled Fire Services Project, including Fire Monitoring Applications, Central Monitoring Station (CMS), Vehicle Tracking & Monitoring System (VTMS), Mobile Data Terminal (MDT) Applications, Databases, Integrations, Dashboards, Reporting Systems, and associated software components.

- Any software-related issue reported by VMC/VSCDL or any authorized stakeholder shall be classified as follows: Resolution time & the penalty component for the bug fixing / issue resolution is given below (applicable on 24 * 7 basis):

Type of Issue	Description	Resolution Time	Penalty Beyond Resolution Time
Priority-1 (Critical)	Complete outage of Fire Monitoring System, CMS, VTMS, Database, or any application affecting emergency operations and service delivery.	4 Hours	INR 5,000 per hour
Priority-2 (Major)	Partial application failure, integration failure, reporting issues, GPS tracking issues, MDT issues, or functionality degradation impacting operations.	8 Hours	INR 2,000 per hour
Priority-3 (Minor)	Non-critical bugs, dashboard issues, report modifications, configuration changes, audit observations, and other issues not affecting critical operations.	24 Hours	INR 1,000 per day or part thereof

Notes:

1. Resolution time shall be measured from the time of ticket logging or incident reporting by VMC/VSCDL.
2. The SI shall provide software support on a 24x7x365 basis.
3. Temporary workarounds shall not be considered as closure unless approved by VMC/VSCDL.
4. Repeated occurrence of the same issue due to improper resolution may attract additional penalties as decided by VMC/VSCDL.
5. All penalties shall be deducted from the respective quarterly O&M payments.

Parameter	Penalty
Critical Issue not resolved within 4 Hours	INR 5,000 per hour
Major Issue not resolved within 8 Hours	INR 2,000 per hour
Minor Issue not resolved within 24 Hours	INR 1,000 per day
Missed Preventive Maintenance	INR 5,000 per instance
Delay in Monthly Report Submission	INR 2,000 per report

❖ **Delay Penalty (Liquidated Damages)**

In case of delay attributable to the bidder, the following liquidated damages shall be applicable:

Delay Period	Penalty
Up to 15 Days	0.5% of delayed CAPEX item value per week or part thereof
More than 15 Days and up to 30 Days	1.0% of delayed CAPEX item value per week or part thereof
Beyond 30 Days	2.0% of delayed CAPEX item value per week or part thereof
Maximum Penalty	10 % of delayed CAPEX item value

Note:

1. The above penalty shall be applicable only for delays attributable to the bidder.
2. Delays due to force majeure events, statutory approvals, VMC/VSCDL approval delays, utility agency delays, or any reasons beyond the bidder's control shall not attract penalties.
3. The bidder shall ensure that all newly supplied equipment is fully integrated with the existing ICCC/Fire Monitoring infrastructure and made operational before acceptance.
4. The maximum cumulative liquidated damages shall not exceed **10% of the value of the delayed CAPEX items**.

5. Payment Terms

5.1. Payment for Operation, Maintenance, Support, and Technology Upgradation Services (OPEX)

- The Successful Bidder's request(s) for payment shall be made to VMC/VSCDL in writing and shall be accompanied by the invoice, supporting documents, and reports demonstrating satisfactory performance of the services under the Contract.

Payment of maintenance services:

1. Payment of maintenance services will be released on quarterly basis.
2. Successful bidder has to maintain and submit quarterly uptime reports (chart form as well as tabular form) duly signed by VSCDL authorized personnel and submit as a record to VSCDL. Along with invoice, successful bidder has to submit a report (chart form as well as tabular form) comprised of quarterly as well as daily uptime of individual Equipment's covered in project. This project shall be automatically generated through NMS deployed at CCC. Generated reports in any format (excel, pdf etc.) shall be compulsory matched with system data. This report shall be duly reviewed and approved by VSCDL authorized personnel.
3. However, net quarterly payment will be released after deducting penalty calculated as per clauses mentioned in the SLA (Service Level Agreement).
4. Quarterly payment shall be released after verification of submitted documents and deduction of applicable penalties, if any, as per the SLA and Penalty Framework defined in the Contract.

Payment Terms for Additional for Newly Added Components and CAPEX Items During Contract Period

1. In case VMC/VSCDL procures and commissions new hardware, software, licenses, applications, or ICT infrastructure during the contract period, the O&M charges for such components shall be payable from the date of commissioning and acceptance by VMC/VSCDL.
2. The O&M charges for newly added components shall be calculated on a pro-rata basis for the remaining contract period.
3. The rate for O&M of newly added components shall be:
Based on the rates quoted in the Financial Bid, wherever applicable; or

Through mutually agreed rates approved by VMC/VSCDL, where no corresponding item exists in the Financial Bid.

4. All SLA requirements, uptime obligations, reporting requirements, and penalty provisions under the Contract shall be equally applicable to the newly added components.
5. No separate payment shall be made for integration, configuration, testing, commissioning support, documentation, or training activities related to newly added components unless specifically approved by VMC/VSCDL.
6. All SIM card and connectivity services required for operation of field devices, GPS units, MDTs, water level sensors, POS machines, and other communication equipment shall be maintained by the bidder. The actual telecom service provider charges shall be paid by the bidder and reimbursed by VSCDL against submission of valid invoices and supporting documents.
7. The Successful Bidder shall not refuse support for any new component added by VMC/VSCDL during the contract period, provided the corresponding O&M charges are approved as per the provisions of the Contract.
8. VMC/VSCDL reserves the right to procure additional hardware, software, licenses, field devices, communication equipment, servers, storage, network components, security appliances, sensors, vehicle-mounted equipment, or any other ICT-Enabled Fire Services components during the contract period.
9. Such procurement shall be treated as CAPEX (Capital Expenditure) and shall be independent of the O&M contract value.
10. The Successful Bidder may be required to supply, install, configure, integrate, test, commission, and operationalize such additional components based on the requirements of VMC/VSCDL.
11. The rates for additional CAPEX items shall be:
12. Based on the unit rates quoted in the Financial Bid, wherever applicable approved by VMC/VSCDL.
13. Payment for additional CAPEX items shall be released as follows:

Milestone	Payment (%)
Supply, Installation, Testing & Commissioning (SITC) and Acceptance , Go-Live	100%

14. The Successful Bidder shall submit OEM invoices, delivery challans, installation reports, commissioning reports, warranty certificates, and acceptance certificates along with the invoice.
15. O&M charges for newly added CAPEX items shall be payable separately from the date of commissioning and acceptance on a pro-rata basis for the remaining contract period.
16. All newly added components shall be covered under the same SLA, uptime requirements, reporting requirements, and penalty provisions as applicable to the existing ICT-Enabled Fire Services infrastructure.
17. VMC/VSCDL shall not be obligated to procure any minimum quantity of additional CAPEX items during the contract period.

Successful Bidder shall submit the following documents along with the quarterly invoice:

- ✓ Quarterly Uptime and Availability Report.
- ✓ Preventive Maintenance (PM) Reports.
- ✓ Incident and Fault Resolution Reports.
- ✓ SLA Compliance Report.
- ✓ Asset Health Status Report.
- ✓ Any other report/document as required by VMC/VSCDL.

Payment Amount	Payment condition & DocumentaryEvidences to be submitted
100 % of quarterly OPEX charges (total derived from table – A offinancial bid)	<ol style="list-style-type: none"> 1. Payment will be made upfront onsubmission of invoice. 2. Payment will be made after verifying the invoice and supporting documents& deducting all applicable penalties. 3. Submission of Quarterly Invoice. 4. Submission of all required reports and supporting documents. 5. Verification and acceptance by VMC/VSCDL. 6. Deduction of applicable SLA penalties, if any.

NOTE:

- No separate payment shall be made for deployment of manpower, tools, vehicles, equipment, software support resources, or any other resources required for fulfillment of contractual obligations.
- The Bidder shall be solely responsible for deploying adequate resources required to meet the prescribed SLA, uptime, and service requirements.
- All penalties applicable under the Contract shall be deducted from the respective quarterly O&M payment.

- The cumulative penalty in any quarter shall not exceed 20% of the Quarterly O&M Payment.
- Release of payment shall not relieve the Bidder from any obligations relating to service quality, SLA compliance, or contractual responsibilities.

6. Instructions to the bidder

The VMC/VSCDL invites reputed firms to submit their proposals in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

6.1. Availing RFP Documents

RFP document can be downloaded from the web site (n) Procure (<https://tender.nprocure.com/>) and Vadodara Smart City Website <http://vadodarasmartcity.in/>

6.2. Completeness of the RFP Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of their proposal.

6.3. Tender Fee

Bidder should submit the tender fee (INR 20,000) in the form of Demand Draft / Banker's Cheque in favor of "Vadodara Smart City Development Limited" drawn on any scheduled / nationalized bank and payable at Vadodara.

6.4. Bid Validity Period

The bid validity period shall be 180 days from the date of submission of bids. In exceptional circumstances, the VMC/VSCDL may solicit the Bidder's consent for an extension of the period of bid validity. Any such request by the VMC/VSCDL and the response thereto shall be made in writing and such extension of Bid validity period by the Bidder should be unconditional. A Bidder may refuse VMC/VSCDL's request for such extension. A Bidder accepting the request of VMC/VSCDL shall not be permitted to modify its Bid.

6.5. Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by VMC/VSCDL to facilitate the

evaluation process. VMC/VSCDL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the bidder shall become the property of the VMC/VSCDL and may be returned at its sole discretion.

6.6. Submission of RFP Queries

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to the following e-mail id.

Email Id for submission of queries: it-projects@vmc.gov.in

The queries must be submitted in the following format only:

B Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:

Sr. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required

6.7. Amendment of RFP Document

At any time before the deadline for submission of bids, the VMC/VSCDL, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP Document by an amendment, which will form the part of the original bid documents and shall override any contradicting effects in the original bid document.

In order to provide prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the VMC/VSCDL may, at its discretion, extend the last date for the receipt of bids.

The Corrigendum/amendment to the tender, if required any, will be published on <https://tender.nprocure.com/> and <http://vadodarasmarcity.in/> without any notice being published in the newspaper. Thus, Bidder must check above websites periodically during tender process.

The bidders are advised to visit the website (n)Procure website (<https://tender.nprocure.com/>) on regular basis for checking necessary updates. VMC/VSCDL also reserves the rights to amend the dates mentioned in this RFP for bid process.

6.8. VMC/VSCDL's rights to terminate the Process

VMC/VSCDL may terminate the RFP process at any time and without assigning any reason. VMC/VSCDL makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by VMC/VSCDL.

6.9. Right to Accept or Reject Any Bid or All Bids

VMC/VSCDL reserves the right to accept or reject any/all bid/s and/or bidding process any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for VMC/VSCDL's action.

6.10. Sealing, marking and submission of Proposal

The proposal documents shall be put in a large envelop having two separate envelopes containing

1. **1st Envelop:** Duly signed RFP documents, Addenda & Corrigendum if any along with all necessary supporting documents (prequalification checklist & related documents, technical proposal) super scribed as "Proposal Documents"
2. **2nd Envelop:** Tender Fee & EMD shall be super scribed as "Tender Fee & EMD"

The large envelope / outer envelope containing above envelopes must be sealed and super scribed and shall be sent as under:

Details to be mentioned exactly on sealed envelop	
<u>RFP Details</u> <ul style="list-style-type: none"> • Notice No.: VSCDL/IT/198/26-27 • RFP for selection of Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years. • Last date of Submission of Financial Bid: On or before 09/07/2026 up to 04:00 pm. 	To, General Manger (IT), Vadodara Smart City Development Limited(VSCDL), Information Technology Department, Khanderao Market Building, Palace Road. Vadodara – 390 001.

VMC/VSCDL will not accept submission of a proposal in any manner other than that specified in the RFP document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

If the envelopes are not sealed and marked as instructed above, the VMC/VSCDL assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.

Each Bidder shall submit only one RFP proposal containing documents as below. A bidder who submits more than one RFP under this contract will be disqualified

(i) Original copy of the tender fee & EMD

(ii) Pre-qualification criteria related

documents (iii) Duly signed RFP, Addenda

& Corrigendum

(iv) Technical proposal related documents

(v) The Bidder shall prepare original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this RFP document) and applicant shall also provide a soft copy on a Compact Pen Drive / USB stick. In the event of any discrepancy between the original and Pen Drive/USB stick, the original shall prevail

(vi) Each page of the above should bear the initials of the Applicant along with the seal of the Applicant in token of confirmation of having understood the contents

Pre-qualification and technical proposal should be signed by an authorized person of the bidder. The pre-qualification proposal should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal.

Proposals must be direct, concise, and complete. VMC/VSCDL will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this RFP. The Chairman, VMC/VSCDL reserves the right to accept or reject any or all the proposals without assigning any reason.

6.11. Late Proposal for RFP

Proposal not reaching on or before the specified time limit will not be accepted.

6.12. Language of Bids

The responses prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and VMC/VSCDL, shall be written in English language. Any printed literature furnished by the bidder in another language shall be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

6.13. Proposal Submission Format

The entire proposal shall be strictly as per the format specified in this RFP. Bids with deviation from this format shall be liable for rejection.

6.14. Phase-wise Work Orders, Go-Live and Warranty Period

VMC/VSCDL reserves the right to issue Work Orders in full or in part, phase-wise, location-wise, station-wise, vehicle-wise, or item-wise during the contract period based on project requirements.

The bidder shall supply, install, integrate, test, commission, and make operational the respective items within the timelines specified in the relevant Work Order. The issuance of multiple or phase-wise Work Orders shall not entitle the bidder to any additional cost, compensation, or change in the quoted rates.

A single consolidated Go-Live shall be declared upon successful implementation, integration, testing, commissioning, and acceptance of all items covered under the Work Orders issued by VMC/VSCDL up to the date of Go-Live declaration.

The warranty/support period for all CAPEX items included in the consolidated Go-Live shall commence from the date of the consolidated Go-Live and shall remain valid for the period specified in this RFP.

Any additional equipment, software, licenses, GPS units, MDTs, CCTV Cameras, Mobile NVRs, 3G/4G Routers, Water Level Sensors, LED/Video Wall Systems, CAD Software Licenses, Fire Station Infrastructure, vehicle-based equipment, or other related items procured after the declaration of the consolidated Go-Live shall be implemented through separate Work Orders. The warranty/support period for such additional items shall commence from the date of their successful commissioning and acceptance by VMC/VSCDL and shall remain valid for the period specified in this RFP.

All newly deployed equipment, software, and systems shall be seamlessly integrated with the existing ICCC and Fire Monitoring infrastructure and shall be managed, monitored, and maintained by the bidder in accordance with the terms and conditions of this RFP.

6.15. Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

6.16. Documents to be submitted

Following list is provided as the guideline for submitting various important documents along with the bid.

- (i) Cover Letter

- (ii) Board Resolution / Power of Attorney executed by the bidder authorizing the signing authority to sign/execute the proposal as a binding document and also execute all relevant agreements forming part of RFP
- (iii) Bidders' Particulars as per format given in RFP
- (iv) Certificate of Registration/Certificate of Incorporation
- (v) Audited Financial statements and relevant certificates
- (vi) Copy of Work Order/Work Completion Certificate & Self Declaration
- (vii) GST Registration and Income Tax Certificate
- (viii) Declaration regarding blacklisting in the given format
- (ix) Signed & Stamped RFP document along with Addenda & Corrigendum if any
- (x) Any other document necessary for the bid proposal

6.17. Bid Evaluation Process

6.17.1. Opening of Bids

1. The bids that are submitted online & Physical successfully shall be opened online & offline as per date and time given in Proposal Data Sheet, through proper procedure only in the presence of bidders.
2. Bids shall be opened either in the presence of bidders or its duly authorized representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Two representatives per applicant shall be permitted to be present at the time of opening the tender.
3. Total transparency will be observed and ensured while opening the Proposals/Bids.
4. VSCDL always reserves the rights to postpone or cancel a scheduled Bid opening.
5. Bid opening will be conducted in three stages
 - (i) In the first stage, Pre-qualification Proposals would be opened. The EMD & tender fee of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened.
 - (ii) In the second stage, Technical Proposals of Bidders who pass the Pre-qualification criteria will be opened.
 - (iii) In the third stage, Commercial Proposal of those Bidders whose Technical Proposals qualify, would be opened.

- (iv) In the event of the specified date of Bid opening being declared a holiday for VSCDL, the bids shall be opened at the same time and location on the next working day. In addition to that, if their representative of the Bidder remains absent, VSCDL will continue process and open the bids of all Bidders.

6.17.2. Selection Process for Bidders

1. VSCDL will appoint a Technical Evaluation Committee (TEC) to scrutinize and evaluate the prequalification of bidders, technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete and whether the Bid format conforms to the Bid Document requirements. VSCDL may waive off any informality or nonconformity in a Bid which does not constitute a material deviation according to VSCDL.
2. The evaluation process of the RFP proposed to be adopted by VSCDL is indicated under RFP section 7.19 below. The purpose of this clause is only to provide the Bidder(s) an idea of the evaluation process that the VSCDL may adopt. However, VSCDL reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder(s) of any such change.

6.17.3. Evaluation of Bids

1. VSCDL shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.
2. The Committee may seek inputs from their professional and technical experts in the evaluation process.
3. VSCDL reserves the right to do a reference check of the experience stated by the Bidder. Any feedback received during the reference check shall be considered during the technical evaluation process.
4. The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their bids.

5. The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
6. Proposal Presentations: The VMC/VSCDL may invite each pre-qualified Bidder to make a presentation to VMC/VSCDL at a date, time and venue decided by VSCDL. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Committee and orchestrate the key points in their Proposals.
7. During the bid evaluation, VMC/VSCDL may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. VMC/VSCDL is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
8. If the bidder fails to provide the clarification or additional information sought in the stipulated time, the information provided in the technical proposal only will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.
9. There should be no discrepancy between the online submitted documents & physical bid submission documents. If any discrepancy found then VSCDL will consider the details submitted in physical bid documents for further evaluation. Here note that commercial bid needs to be submitted online only.
10. The steps for evaluation are as follows:

Stage 1: Pre-Qualification

1. VSCDL will examine the bids to determine whether they are complete, responsive, whether required Tender Fee and EMD has been furnished, whether the letters/certificates have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the tender, will be rejected by VSCDL and shall not be included for further consideration. Any deviations in proposal response may make the bid liable for rejection.
2. All eligible bids will be considered for further evaluation by an Evaluation Committee according to the evaluation process defined in this Bidding document.

3. Each of the Pre-Qualification condition mentioned in Pre-qualification criteria Section is MANDATORY. In case, the Bidder does not meet any one of the conditions, the bidder shall be disqualified.
4. Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through email and/or Phone and subsequently, the Bid Security amount shall be returned to the respective disqualified Bidders after the submission of Performance Bank Guarantee by the successful Bidder.

Stage 2: Technical Evaluation

1. Technical bid will be evaluated only for the bidders who succeed in Stage 1.
2. VSCDL will review the technical bids of the short-listed bidders to determine whether the technical bids are responsive. Bids that are not responsive are liable to be disqualified.
3. The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in RFP.

Stage 3: Commercial Evaluation

1. The commercial bids shall not be opened by VSCDL until the evaluations of technical bids have been completed. The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through email or written communication.
2. The commercial evaluation will be done on Lowest Cost (L1) basis only.
3. The bid should clearly indicate the price to be charged without any qualifications whatsoever and should exclude all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. VSCDL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
4. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by VSCDL. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to VSCDL.
5. Commercial of BoQ line items must be entered online only.

6. An adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.
7. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received.
8. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - (i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
9. If there is a discrepancy between words and figures, the amount in words will prevail.
10. Bidders shall indicate the unit rates and total Bid Prices of the equipment/ services, it proposes to provide under the Contract. Prices should be shown separately for each item as required in the tender.
11. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields.
12. If there is no price quoted for certain material or service, the bid shall be declared as disqualified. The bidder has to bid for total products and solutions.
13. The Bidder needs to account for all Out-of-Pocket expenses related to Boarding, Lodging and other related items in the commercial bids. Any additional charges must be borne by the bidder. For evaluation of Commercial Bids, VSCDL shall make appropriate assumptions as mentioned below to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
14. It is mandatory to provide break up of all taxes, duties and levies wherever applicable and/or payable. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by VSCDL. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to VSCDL. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the bidder.

6.18. VMC/VSCDLs' Rights to Accept/Reject any or all Proposals

VMC/VSCDL reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for VMC/VSCDLs' action.

6.19. Notifications of consideration for next level

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by email that it has been considered for the next round.

6.20. Failure to agree with the Terms & Conditions of the RFP

Failure of the bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of selection.

6.21. General Clause related to Any Bidders/Sub-Selected vendor from a Country which shares a Land Border with India

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" means:
 - h. An entity incorporated, established or registered in such a country; or
 - i. A subsidiary of an entity incorporated, established or registered in such a country; or
 - j. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - k. An entity whose beneficial owner is situated in such a country; or
 - l. An Indian (or other) agent of such an entity; or
 - m. A natural person who is a citizen of such a country; or
 - n. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- IV. The beneficial owner for the purpose of (iii) above will be as under:
 1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural

person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

- a. Explanation—
- b. "Controlling ownership interest" means ownership of or entitlement to more than twenty- five per cent. of shares or capital or profits of the company;
- c. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

6.22. Naming Convention for files

The bidders need to strictly follow the below mentioned File Nomenclature rules while uploading the documents in the bidding portal. For documents mentioned under Eligibility Criteria, the file naming should be Eligibility Criteria_ [Document _Name] For example:

- Eligibility Criteria: _ Copy_of_Certification_of_Incorporation
- Eligibility_Criteria_PAN_Card
- Eligibility_Criteria_GST Registration
- Eligibility_Criteria_Financial_Statement_Turnover
- Eligibility_Criteria_Financial_Statement_Networth
- Eligibility_Criteria_OEM_PO Copy
- Eligibility_Criteria_OEM_Undertaking Letter
- Eligibility_Criteria_Self_Declaration_Blacklisting

For the documents in Annexures, the file naming should be: Anx_ [S.no of Annexure] _ [Annexure Name]

For example:

- Anx_I_CoverLetter
- Anx_II_Bidder Information Sheet

In case of any large file (exceeding 3MB) which need to be split in two parts or more, thenaming should be:

- Anx_I_CoverLetter

For any other file not covered under this, should be named appropriately as per its contents. All files should be in pdf formats and should not be password protected or encrypted. The files should not be zipped. Any other format of the file other than pdf shall not be considered as part of the submitted bid.

6.23. Confidentiality

- 6.21.1 The SI shall not use Confidential Information, the name or the logo of the Tenderer except for the purposes of providing the Service as specified under this RFP;
- 6.21.2 The SI shall not, either during the term or 6 months after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the network architecture, Tenderer's business plan or operations without the prior written consent of the Tenderer.
- 6.21.3 The SI may only disclose Confidential Information in the following circumstances to a member of the SI's Team ("Authorized Person") with the prior written consent of the Tenderer if:
 - 6.21.3.1.1 The Authorized Person needs the Confidential Information for the performance of obligations under this contract;
 - 6.21.3.1.2 The Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract
- 6.21.4 The SI shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidential agreement with the members of the subcontractors and other service provider's team members to the satisfaction of the Tenderer.
- 6.21.5 The SI shall be responsible for any breach of the confidentiality clause by its antecedents or delegates or its subcontractors.
- 6.21.6 The SI shall notify the Tenderer promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Tenderer.
- 6.21.7 The Tenderer reserves the right to adopt legal proceedings, civil or criminal, against the SI in relation to a dispute arising out of breach of obligation by the SI under this clause.

6.24. Severance

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

6.25. Compliance of laws

SI shall perform their duties in strict compliance with all applicable laws in India along with rules & regulations of the duly constituted Government authorities in India and shall obtain all licenses and necessary approvals, if any, required by laws in India in connection with the services to be rendered hereunder.

SI shall be responsible for monitoring of data traffic from users w.r.to unlawful activities.

6.26. Indemnity

The SI shall indemnify and defend VSCDL and its representatives & employees and hold VSCDL, its representatives, employees harmless from:

- a) Damages and losses caused by its negligent or intentional act or omission or any damages and losses caused by the negligent act of any third party or sub-contractor or agency engaged by the SI;
- b) Damages and losses resulting from the non-compliance with the established obligations; Third Party claim against VSCDL or its nominated agency that any Deliverables/Services/Equipment provided by the SI infringes a copyright, trade secret, patents or other intellectual property rights of any third party in which case the SI shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against VSCDL or its nominated agency.
- c) Any environmental damages caused by SI and/or its representatives or employees or employees of any third party or sub-contractor or agency engaged by the SI.
- d) Breach (either directly by SI or through its representatives and/or employees) of any representation and guarantee declared herein by SI;
- e) Any and all claims, actions, suits, proceedings, taxes, duties, levies, costs, expenses, damages and liabilities, including attorneys' fees, arising out of,

connected with, or resulting from or arising in connections with the services provided due to neglect, omission or intentional act.

6.27. Resolution of disputes

- 6.25.1 If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably.
- 6.25.2 The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days' notice thereof to the other Party in writing.
- 6.25.3 In the case of such failure, the dispute shall be referred to the Chairman, VSCDL as a first level of arbitration. The place of the arbitration shall be Vadodara , Gujarat.
- 6.25.4 The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended. The proceedings of arbitration shall be in English language. The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.

6.28. Force Majeure & Vandalism

- 6.26.1 In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by VSCDL staff or traffic police staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, flood, natural calamities, acts of the public enemy, civil commotion, sabotage, explosions, epidemics, quarantine restrictions, strikes, lockouts, war or hostility, act of God) of any kind during Warranty Period and Maintenance Period shall be the liability of VSCDL. In such case, VSCDL/Authority shall request the System Integrator to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by VSCDL/Authority to the System

Integrator less of insurance proceeds if need of replacement so arise then replacement shall be on tender rates only.

- 6.26.2 The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that it's delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the "reasonable" control of the System Integrator, not involving the System Integrator's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.
- 6.26.3 For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the VSCDL, in writing of such conditions and the cause thereof within 7 calendar days of the Force Majeure event arising. VSCDL, or the consultant / committee appointed by the VSCDL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by the VSCDL in writing, the SI shall continue to perform its obligations under the resultant Agreement as far as it is reasonably practical and shall seek all reasonable alternative means for performance of services not prevented by the existence of a ForceMajeure event.
- 6.26.4 In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, VSCDL and the SI shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding anything to the contrary mentioned above, the decision of the VSCDL shall be final and binding on the SI.

6.29. Insurance

- 6.27.1 The successful Bidder/Contractor shall, at their own cost, obtain and maintain a valid Contractor's All Risk (CAR) Insurance Policy in the joint name of VSCDL and the Contractor for the entire duration of the contract, including any extensions. The policy shall cover all risks of loss or damage to works, materials, equipment, machinery, tools, IoT devices, OFC, HDPE pipes, poles, foundations, and associated installations from commencement of work until final acceptance by

VSCDL, and shall also include third-party liability for bodily injury, death, or property damage arising during execution of the work. The sum insured shall not be less than the total contract value and shall cover risks such as fire, theft, flood, earthquake, storm, riot, strike, malicious damage, handling and erection risks, and other insurable risks relevant to the scope of work. A copy of the valid CAR policy along with proof of premium payment shall be submitted to VSCDL prior to commencement of work, failing which work shall not be permitted. In the event of any loss or damage, the Contractor shall immediately notify VSCDL and pursue the insurance claim, and any loss not covered or rejected by the insurer shall be borne entirely by the Contractor. Failure to maintain a valid CAR policy throughout the contract period shall be treated as a material breach of contract, and VSCDL shall have the right to suspend or terminate the contract without any liability.

6.27.2 The existing goods maintained and new goods supplied & installed under this Contract shall be fully insured by the selected bidder, against any loss or damage at the Tenderer's designated location for entire contract period. The insurance taken should cover risks such as flood, theft, fire, earthquake and cyclone (for wind speeds up to 80 kmph). The bidder shall submit to the VSCDL, certificate of insurance issued by the insurance company, indicating that such insurances have been taken against entire solution & certificate has to be submitted by bidder to VSCDL. Bidder shall be designated as the 'loss payee' in such insurance policies; bidder shall be liable to pay premium for the insurance policy & shall ensure that each & every policy shall keep updated from time to time till end of contract period. In case of delayed procurement of insurance from selected bidder, all responsibilities of all supplied and/or installed equipment will be on bidder before taking the insurance.

6.27.3 Defect Liability Period (DLP) for the work executed under this contract shall be Thirty Six (36) months from the date of final work order by VSCDL, unless otherwise specified in the tender. During the DLP, the selected Bidder/Contractor shall, at its own cost and risk, rectify, repair, or replace any defects, deficiencies, damages, or failures in workmanship, materials, equipment, IoT devices, OFC,

HDPE pipes, poles, foundations, or any part thereof that arise or are noticed during this period, within the time frame stipulated by VSCDL. In case the Contractor fails to attend or rectify such defects within the specified time, VSCDL shall have the right to get the same rectified through a third party at the risk and cost of the Contractor, and recover the expenses from the Security Deposit or any other dues payable. The DLP obligations shall be in addition to and not in substitution of the warranty obligations under the contract.

6.27.4 The bidder during the term of this contract undertakes to ensure that it has taken or shall take up all appropriate insurances for the delivery of goods that it is required to undertake under law as well as to adequately cover its obligations under this Contract: shall take out and maintain, at his own cost insurance with IRDA approved insurers against the risks, and for the coverage, as specified below: shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Tenderer's request, shall provide certificate of insurance to the Tenderer showing that such insurance has been taken out and maintained. Insurance will include employer's liability and workers' compensation insurance in respect of the Personnel of the bidder / bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and Insurance against loss of or damage to (i) equipment or assets procured in full or in part for fulfillment of obligations under this Contract (ii) the bidder's assets and property used in the performance of the Services (iii) third party insurance for life, health, accident or other insurance as may be appropriate as per the applicable law.

6.27.5 In case of theft of any asset, successful bidder(s) will have to carry out all required process to lodge police complain / FIR. VSCDL will assist bidder(s) wherever required.

6.27.6 Identifying any material breach of contract by Bidder, shall give Bidder a cure period of 90 days to correct the breach. If Bidder fails to cure the breach in the said time duration and accept its inability to correct, purchaser may terminate the part of

the contract that is breached and employ a third party to do the work on behalf of purchaser.

6.27.7 Bidder shall not be liable for any compensation for the work executed this way.

This procurement from a third party will be done at the selected bidder's (who has failed to perform its obligations & thus defaulted) risk, cost and responsibility. Any incremental cost borne by the Tenderer in procuring such Hardware / Services / Deliverables shall be borne by the selected bidder (who has failed to perform its obligations & thus defaulted). Any such incremental cost incurred in the procurement of such Hardware

/ Services / Deliverables from other source will be recovered from the pending due and payable Payments / Security Deposit / Bank Guarantee provided by the selected bidder (defaulted bidder) under this scope of this RFP and if the value of the Hardware

/ Services / Deliverables under risk purchase exceeds the amount of pending payable payments / Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.

6.27.8 Bidder shall execute the balance part of work as agreed under the contract.

6.30. Termination

6.24.1 The Tenderer may, terminate this Contract in full or in part by giving the SELECTED BIDDER a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- a) Where the Tenderer is of the opinion that there has been such Event of Default on the part of the SELECTED BIDDER which would make it proper and necessary to terminate this Contract and may include failure on the part of the SELECTED BIDDER to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract including the following:
 - i. failure to perform the obligations under the Contract;
 - ii. the SELECTED BIDDER and its team have failed to conform with any of the services specifications as set out in the RFP and the Contract;
 - iii. the SELECTED BIDDER has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Proposal, the RFP and this Contract;

- iv. The SELECTED BIDDER has failed to comply with any terms and conditions of this RFP & the Contract;
- v. There is an undue delay in achieving the agreed timelines for delivering the services under this Contract due to reasons solely attributable to the SELECTED BIDDER;
- vi. If it comes to knowledge of the Tenderer that the SELECTED BIDDER or any of their personnel have been involved in any fraudulent or corrupt practices or any other practice of similar nature;
- vii. Where it comes to the Tenderer's attention that the SELECTED BIDDER (or the SELECTED BIDDERS' Team) is in a position of actual conflict of interest with the interests of the Tenderer, in relation to any of the terms of the SELECTED BIDDER's Bid, the RFP or this Contract.
- viii. Where the SELECTED BIDDER's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the SELECTED BIDDER, any failure by the SELECTED BIDDER to pay any of its dues to its creditors, the institution of any winding up proceedings against the SELECTED BIDDER or the happening of any such events that are adverse to the commercial viability of the SELECTED BIDDER. In the event of the happening of any events of the above nature, the Tenderer shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor SELECTED BIDDER and to ensure business continuity.
- b) Where there has been an occurrence of such Event of Defaults, inter alia, as stated above, the VSCDL shall issue a notice of default to the SELECTED BIDDER, setting out specific defaults / deviances / omissions and providing a period of up to thirty (30) days to enable the SELECTED BIDDER to remedy the default/ deviances / omissions committed. It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of SELECTED BIDDER and Performance Bank Guarantee shall be forfeited, without any further notice.

- c) **Termination for Insolvency:** The Tenderer may at any time terminate the Contract by giving written notice to the SELECTED BIDDER, without compensation to the SELECTED BIDDER, if the SELECTED BIDDER becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accruethereafter to the Tenderer.
- d) **Termination for Convenience:** The Tenderer, may, by prior written notice sent to the SELECTED BIDDER at least 3 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Tenderer's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

6.28.2 The SELECTED BIDDER may, subject to approval by the Tenderer, terminate this Contract before the expiry of the term by giving the Tenderer a prior and written notice at least 6 months in advance indicating its intention to terminate the Contract.

6.31. Consequences of termination

- 6.29.1 In the event of termination of this contract due to any cause whatsoever, the contract with stand cancelled effective from the date of termination of this contract.
- 6.29.2 In case of exigency, if the Tenderer gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the SELECTED BIDDER as mentioned in clause – 6.19 (Risk Purchase) unless the Termination is due to any act and/or omission by the reason solely attributable to Tenderer.
- 6.29.3 Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the SELECTED BIDDER or due to the fact that the survival of the SELECTED BIDDER as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Tenderer through re-determination of the consideration payable to the SELECTED BIDDER as agreed mutually by the Tenderer and the SELECTED BIDDER or through a third party acceptable to both the parties may pay the SELECTED BIDDER for that part of the Services which have been authorized by the Tenderer and satisfactorily

performed by the SELECTED BIDDER up to the date of termination. Without prejudice to any other rights, the Tenderer may retain such amounts from the payment due and payable by the Tenderer to the SELECTED BIDDER as may be required to offset any losses caused to the Tenderer as a result of any act/omissions of the SELECTED BIDDER. In case of any loss or damage due to default on the part of the SELECTED BIDDER in performing any of its obligations with regard to the execution of the scope of work under this Contract, the SELECTED BIDDER shall compensate the Tenderer for any such loss, damages or other costs, incurred by the Tenderer. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the SELECTED BIDDER as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Tenderer and as may be proper and necessary to execute the scope of work under the Contract in terms of the SELECTED BIDDER's Bid, the RFP and this Contract.

6.29.4 Nothing herein shall restrict the right of the Tenderer to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Tenderer under law.

6.29.5 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

6.29.6 Actions pursuant to Termination of Agreement:

Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.

- a) Neither Party shall represent the Other Party in any of its dealings.
- b) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
- c) Each party shall stop using the other Party's name, trademark, etc., in any audio or

visual form.

- d) This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
- e) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether and if so during what period, the provisions of this Schedule shall apply.
- f) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

6.29.7 Damages for Breach of Agreement:

- In the event of Bidder being in material default and such default is cured before Termination, the Bidder shall pay to VMC as Damages, an amount of INR 2,00,000/- (Two Lacs only) per month or for part thereof, till such default is cured, in one instance within 30 (thirty) days of receiving the demand.
- In the event of the Bidder being in default in the due and faithful performance of its obligations and failing to remedy such default within the specified period, VMC shall be entitled to forfeit the performance security and appropriate the same as damages for such default. Upon such encashment and appropriation of the performance security, VMC shall grant a period of 15 (fifteen) days to the Bidder to provide fresh Performance Security and the Bidder shall within the time so granted furnish to VMC such Performance Security failing which VMC shall be entitled to Terminate this Agreement.

6.30.1 Cooperation and provision of Information During the exit management period:

- a) The SI will allow the purchaser or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the purchaser to assess the existing services being delivered.
- b) Promptly on reasonable request by the purchaser, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-

contractors appointed by the SI). The purchaser shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the purchaser or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

6.30.2 Confidential Information, Security and data

The SI will promptly on the commencement of the exit management period supply to the purchaser or its nominated agency the following:

- Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services;
- Documentation relating to Intellectual Property Rights;
- Documentation relating to sub-contractors;
- All current and updated data as is reasonably required for purposes of purchaser or its nominated agencies transitioning the services to its Replacement *SI* in a readily available format nominated by the purchaser, its nominated agency;
- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable purchaser or its nominated agencies, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to purchaser or its nominated agencies, or its Replacement *System integrator* (as the case may be).
- Before the expiry of the exit management period, the SI shall deliver to the purchaser or its nominated agency all new or up-dated materials from the categories set out in schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

6.30.3 Transfer of certain Agreements

On request by the purchaser or its nominated agency the *SI* shall effect such assignments, transfers, licenses and sub-licenses purchaser, or its Replacement *SI*

in relation to any equipment lease, maintenance or service provision agreement between *SI* and third-party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the purchaser or its nominated agency or its Replacement *SI*.

6.30.4 General obligations of the SI

- The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the purchaser or its nominated agency or its Replacement SI and which the SI has in its possession or control at any time during the exit management period.
- For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.
- The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

6.30.5 Exit Management Plan

- a) The SI shall provide the purchaser or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following

aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.

- A detailed program of the transfer process that could be used in conjunction with a Replacement *SI* including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- Plans for the communication with such of the SI's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the purchaser's operations as a result of undertaking the transfer;
- (If applicable) proposed arrangements for the segregation of the SI's networks from the networks employed by purchaser and identification of specific security tasks necessary termination;

- Plans for provision of contingent support to purchaser, and Replacement SI for a reasonable period after transfer.
- b) The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the SI to and approved by the Purchaser or its nominated agencies.
- d) The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.
- e) In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
- f) During the exit management period, the SI shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- h) This Exit Management plan shall be furnished in writing to the purchaser or its nominated agencies within 90 days from the Effective Date of this Agreement.

6.31. Limitation of liability

- Successful bidder's cumulative liability for its obligations under the contract shall not
- exceed the contract value.
- If the contract is partially completed, then in such case successful bidder's cumulative
- liability will not exceed the contract value of remaining/pending work of the contract.

6.32. General Instructions for the Technical Proposal

Bidders have to submit a structured and organized technical proposal, which will be analyzed by VSCDL/VMC for different compliances with regards to the requirements of the project. Each point listed below must be provided in detail with the necessary supporting documents and assumptions. Information to be included by the bidders in their Technical Proposal is as follows:

1. Understanding of Project Scope – Bidders may also propose any additional scope which they deem necessary to achieve objectives set out for the project
2. Approach & Methodology for Operation and Maintenance. Strategy to manage the proposed SLA requirements.

3. New Use cases implementation from the existing systems of ICCC and integrated with ICCC

Detailing of Project Risks & Mitigation Plan

4. Illustrative business models implemented for similar project implemented globally
Bidder is invited to conduct survey of the existing systems of Smart City Vadodara before giving detailed response to the published RFP.
5. The EMD may be forfeited:
 - a) If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any or
 - b) In the case of a successful bidder, if the bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time
 - c) During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization
 - d) During the bid process, if any information found wrong/manipulated/hidden in the bid
6. The successful bidder who is awarded the Work Order shall be required to deposit a Security Deposit or Performance bank guarantee @ 3% of the total contract value (the sum total of A0 (from table – A of financial bid) & B0 (from table – B of financial bid)) in the form of unconditional Bank Guarantee from any scheduled bank in favor of “Vadodara Smart City Development Limited, Vadodara (from all Nationalized banks including the Public sector banks - IDBI Ltd. Or Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank) within 7 days of award of work, covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful agency/bidder. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non-deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of VSCDL.

Terms & Conditions of VSCDL

1. **The Tender will be considered as rejected if** (a) it is not accompanied by EMD and all the other documents asked, (b) tender is not submitted in this prescribed Tender Form of VSCDL (**returning all the pages therein**); with the stamp & signature of the authority on all the pages therein OR (c) tender contains vague & indefinite expressions and quoted with conditional rates.
2. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.
3. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and VSCDL in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
4. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
5. Each offer shall specify only a single solution which is cost effective and meeting the tender specifications and it is the responsibility of the Bidder to decide the best of breed solution.
6. Excuse from Claim: The Bidder at no point of time can excuse themselves from any claims by VSCDL whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation etc. as mentioned in RFP document.
7. **About quoting the rates.....**
 - (a) Please quote your rates strictly on website viz. <https://tender.nprocure.com> (e-Tendering Process) only. The rates quoted anywhere else will be rejected and any justification for the same by any bidder will not be considered in any circumstances. Doing so by any bidder will lead to disqualification of the tender.

8. Right to Termination/Cancellation: Notwithstanding anything contained in this document, VSCDL, reserves the right to cancel/terminate the bid/proposal process without assigning any reason whatsoever, at any time prior to signing the contract and VSCDL shall have no liability for above-mentioned actions.

9. COMPLETENESS OF BIDS:

VSCDL will examine the Bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document. Information must be furnished in comprehensive manner against each column of Bid Document.

10. RECTIFICATION OF ERRORS:

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained after the bids are opened.

11. EMD shall be forfeited if the tender is withdrawn during the validity period.
12. In case of non-receipt of Bid Processing fees and EMD as mentioned above within prescribed time, the bid will be rejected by VSCDL as non-responsive.
13. VSCDL is not responsible for delay, loss or non-receipt of tender documents sent by the post.
14. VSCDL reserves the rights to accept any one tender or reject any/all tenders without assigning any reasons.
15. VSCDL reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for VSCDL's action.
16. Printed terms and condition of the tender will not be considered as forming part of the tender and offer. Cancellation of or not agreeing with any terms and conditions of VSCDL will not be entertained in any circumstances.

17. A bid valid for a shorter period shall be rejected as non-responsive. If required, VSCDL may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.
18. All correction/addition/deletion shall require authorized countersign.
19. **Modification and Withdrawal of Bids**
 1. No bids will be allowed to be modified subsequent to the final submission of bids.
 2. No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.
20. **The selected Bidder** for award of the assignment, (a) will sign an agreement on the Govt. stamp paper to be purchased by the bidder as per the prevailing rules and regulations of VSCDL and (b) will have to pay the security deposit, @ 3 % of the order value by D.D. or in Bank Guarantee

The successful bidder will be required to place **Security Deposit @ 3%** of the consideration of the Contract by Demand Draft or Bank Guarantee or Banker's Cheque Payable at Vadodara in favour of the "Vadodara Smart City Development Limited" of any scheduled/nationalized bank **within 15 days** from the date of notice of award of contract, failing which a **penalty @ 0.065%** of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.
21. The Security Deposit will be returned only after successful completion of the Contract and E.M.D. will be returned only after one year from completion of the contract period.
22. **Period of Validity of Bids:**
 - Bids shall be valid for 180 days after the date of technical bid opening prescribed by VSCDL. Any Bid valid for a shorter validity period shall be rejected by VSCDL as non-responsive bid.
 - In exceptional circumstances, VSCDL may solicit the all Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be

made in writing. A Bidder may refuse the request without forfeiting its EMD. A Bidder granting the request will not be permitted to modify its bid/rates.

23. Amendment of Bidding Documents (Corrigendum)

1. At any time prior to the deadline for submission of bids, VSCDL may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
 2. The Corrigendum/amendment to the tender, if required any, will be published on <https://tender.nprocure.com>, <http://vadodarasmarcity.in/smarcity-tenders.html> and www.vmc.gov.in without any notice being published in the newspaper. Thus, Bidder must check above websites periodically during tender process.
 3. In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids VSCDL, at its discretion, may extend the deadline for the submission of bids.
24. Bidder shall be well aware of Cyber Crime rules/regulation and shall preserve necessary information/log as per requirement of cybercrime rules and regulation.
25. Both legal and equitable title to the material, equipment and software covered by the contract shall pass on to the VSCDL. In case of requirement, the software's registration liability will rest only on the Bidder. Registration must be done under the name of "General Manager (IT)", Vadodara.
26. The rates quoted will remain in force for the full period of the AMC. No demand for revision of rates on any account shall be entertained during the contract period.
27. The Bidder will not subcontract or permit anyone other than the bidder personnel to perform any of the work, services or other performance required of the bidder under this Agreement without the prior written consent of VSCDL/VMC.
28. Whatever work related to CAMC of CCC should be done by the bidder.
29. During the performance of the contract, if the person(s) of the bidder meet with any accident which results into the death or injuries to the person(s) of the bidder or any damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of the bidder only. VSCDL/VMC will not be responsible in any way.

30. VSCDL/VMC may extend the maintenance & support contract after successful AMRC for subsequent Fourth & Fifth year, with the same or lower rate and terms & conditions and the same will be binding on the assignee.
31. VMC/VSCDL may replace, scrap, or add vehicles during the contract period. In such cases, the bidder shall dismantle, shift, reinstall, integrate, test, and commission the existing vehicle-mounted equipment in the new vehicle. Payment shall be made based on the approved unit rate quoted in the Financial Bid and the actual number of vehicles shifted.

32. **Tax Liability**

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case VSCDL shall be liable for the same. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

The contractor will submit the invoice to the VSCDL having GSTIN of VSCDL mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by VSCDL. If any issue related to tax then Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard.

33. The bidder will have to work beyond VSCDL's/VMC's & Bidder's normal working hours and on holidays too, without any extra charges. The persons should be available & approachable round-the-clock (24X7x365 days) through telephone and in-person in office & even available at important events.

34. **Fraud and Corruption**

In case of Fraud and Corruption by bidder and/or manpower deputed for this service, VSCDL/VMC shall retain all rights to lodge Police Complaint/ FIR against bidder under various provisions of Indian Penal Code and any other penal law in force including Information Technology act and Prevention of Corruption act.

35. General Terms & Conditions for Manpower:

- ❖ Manpower should have Drafting skill should be proper.
- ❖ Staff should be well mannered, polite & must behave properly.
- ❖ Official record must not be handed over to any unauthorized person / institute without permission from higher authority of VSCDL/VMC.
- ❖ Bidder has to replace or remove concerned manpower for any misbehaviour or misconduct activities observed by VSCDL/VMC official.
- ❖ It is primary responsibility of the bidder for any fault on the part of his recruited staff Bidders will be responsible for payment to his staff as well as any dispute arising among their counterpart. They have to follow all Laws and Rules and Regulations of VSCDL/VMC as well as Laws of Government Applicable (i.e. payment of wages act, contract act, GST act, industries dispute act and any other law or rule applicable).
- ❖ Bidder will be responsible to follow Procedures, Rules, Circulars, Amendments etc. of VSCDL/VMC; and also any timely amendment in Govt. Laws, Notifications, Resolutions etc.
- ❖ Declaration by Bidder that the candidate is qualified as per tender terms and condition and he/she is eligible for the work assigned.

36. In the event of any dispute arising with regards to the terms & conditions or interpretation of any clause of this agreement, the CEO, VSCDL shall be the sole arbitrator under the Indian Arbitration Act 1940 and whatever decision given by the CEO, VSCDL shall be final and binding on both the parties.

37. Any dispute arises with regards to any terms and conditions of this agreement; it shall be solely subject to the jurisdiction of the Vadodara courts only.

Source Code:

Periodically the bidder has to provide Source Code in DVD or Pen drive to VSCDL.

To assess the functional user requirements and to detail the scope of the work shall be the primary responsibility of the Bidder.

The successful bidder, who is assigned the work, will have to hand over the source codes to VSCDL after its initial implementation and during contract period on its updation/changes. Also, the final & last source codes will have to be handed over to

VSCDL, immediately after completion of the contract period. To assess the functional user requirements and to detail the scope of the work shall be the primary responsibility of the Bidder.

Supplier / Bidder's Obligations

The Bidder is obliged to work closely with the VSCDL/VMC's staff, act within its own authority and abide by directives issued by VSCDL/VMC.

The Bidder will abide by the job safety measures prevalent in India and will free VSCDL/VMC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold VSCDL/VMC responsible or obligated.

The Bidder is responsible for managing the activities of its personnel and will hold himself responsible for any misdemeanors.

The Bidder will treat as confidential all data and information about the VSCDL/VMC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of VSCDL/VMC.

Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in VSCDL/VMC's country, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and VSCDL/VMC is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. VSCDL/VMC will give notice to the Bidder of such claim, if it is made, without delay.

The above Terms & Conditions of VSCDL are acceptable to us

Signature of the Authority of Bidder

Seal/Stamp of the Company

Name & Designation: _____

Mobile : _____ Email: _____

Landline No. : _____ Fax: _____

7. Formats & Checklist to be used for the Proposal Submission

7.1 RFP Cover Letter

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

Date: DD/MM/YYYY

To,
General Manager (IT),
Vadodara Smart City Development Limited (VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

Subject: “Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.”

Ref.:

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the **“Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years”**.

We attach hereto our responses to pre-qualification requirements and technical proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to VMC/VSCDL, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process and legal action.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this RFP response.

We agree that you are not bound to accept any RFP response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the RFP response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

7.1 Checklist for the documents to be submitted in Pre-Qualification Bid

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			

7.2 Document checklist for technical Bid

#	Documents to be submitted	Submitted (Y / N)	(Page No.)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			

7.3 Format to share Bidder's Particulars

Sr.No	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Sales GST registration No.	
11.	Permanent Account Number (PAN)	
12.	Company's Revenue for last 3 years (Year wise)	
13.	Company's Profitability for the last 3 years (Year wise)	

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Contact Person
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

7.4 Format to share Bidder details

Information about responding firm / Company		
a.	Registration details under the Companies Act 1956	
b.	No. of years of operation in India	
c.	Location, address and contact details of Network Operating Center (NOC) if any	
d.	Locations and addresses of offices in Gujarat.	
e.	Locations, addresses and contact details of offices in Vadodara	
f.	Turnover (figures as pre last three audited balance sheets are to be provided)	Year-1
		Year-2
		Year-3

Note: Please submit CA Certification for Turnover and Net Worth. Also attach the AuditorCertified financial statements for the last three financial years.

7.5 PQ – 5 : Format for Declaration by the bidder for not being Blacklisted/ Debarred

(To be submitted on a 300-rupee stamp paper)

Date:

DD/MM/YYYY

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department ,
Khanderao Market Building,
Vadodara – 390 001.

Sub : Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Dear Sir,

I/We, the undersigned, herewith declare that my/our company (Name of the Firm) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the RFP.

Thanking
you, Yours
faithfully,

Signature of Authorized Signatory (with official seal)

Date :
Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

7.6 Financial Capability Statement

(On Statutory Auditor’s letterhead)

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

I hereby declare that I have scrutinized and audited the financial statement of M/s_____. The Net worth and the Turnover of the bidder for last three financial years as per audited statement is as under:

Financial year	Net worth (INR Crore)	Turnover (INR Crore)
FY 2025 – 2026		
FY 2024 – 2025		
FY 2023 - 2024		

(Signed and sealed by the statutory auditor)

Date :
Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

7.7 Similar work experience

Note: Bidder will have to provide all required details in supporting documents

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

Sir/Madam,

In response to the Tender Ref. No. _____ dated __ for RFP for selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years., as an owner/ partner/ Director of _____, I/ We hereby declare that presently our Company/ firm has below mentioned similar work experience as required to qualify for this RFP process.

Sr. No .	Project Name	Nature of work (SITC or Maintenance)	Component of the project (as per PQ – 4)	WO issue date	Total WO value (INR Cr)	Worth of completed work for the mentioned component (INR Cr)	Supporting documents provided
1							
2							
3							

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the SI :
Authorized Signatory : Seal of the Organization: Business Address :
Date :
Place

Please fill one separate form for each project according to pre-qualification criteria/eligibility criteria.

Sr. No.	Criteria	Details
1.	Implementer Company	
2.	Customer's Name	
3.	Scope of the Project	Please provide scope of the project in detail, highlight Key Result Areas expected and achieved
4.	Value of Project	
5.	Did the project involve implementation and/or maintenance	Please provide as much details as possible for specific component of PQ.
6.	Total No. of nodes & its types / category (For ex.: (ICT FIER /CCTV/ IOT etc.)	
7.	Completion certificate	Yes / No
8.	Customer Contact Person's detail	
9.	Name	
10.	Designation	
11.	Email	
12.	Phone	
13.	Fax	
14.	Mailing address	

7.8 Self-Declaration – Not insolvent

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

Sir/Madam,

In response to the Tender Ref. No. _____ dated __ for RFP for Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years , as an owner/ partner/ Director of _____, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons either indefinitely or for a particular period of time by any State/ Central Government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may betaken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the SI	:	
Authorized Signatory	:	Seal of the Organization : Business Address
Date	:	
Place	:	

7.9 Self-Declaration – Not convicted in any criminal offense

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date:

dd/mm/yyyy

To,
General Manger (IT),
Vadodara Smart City Development Limited (VSCDL),
IT - Department ,
Khanderao Market Building,
Vadodara – 390 001.

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ RFP
for Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management
of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years., as an owner/ partner/ Director
of _____, I/ We hereby declare that presently our Company/ firm
_____ is having unblemished record and does not have our directors and officers
convicted of any criminal offence related to their professional conduct or the making of false statements or
misrepresentations as to their qualifications to enter a procurement contract within a period of three years
preceding the commencement of the procurement process, or not have been otherwise disqualified. either
indefinitely or for a particular period of time by any State/ Central Government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our
security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the SI	:
Authorized Signatory	:
Seal of the Organization	:
Business Address	:
Date	:
Place	:

7.10 Affidavit

(The affidavit format as indicated below to be furnished on non-judicial stamp paper of Rs: 300 and duly notarized)

Name of work: RFP for Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.

2. The undersigned also hereby certifies that neither our firm M/s nor any of its constituent partners have abandoned any work in India nor any contract awarded to us for such works has been rescinded during last 3 years, from the date of this bid submission.

3. The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the VSCDL to verify our statements or our competence and general reputation.

4. The undersigned understands and agreed that further qualifying information may be requested, and agrees to furnish any such information at the request of the VSCDL.

5. The VSCDL and its authorized representative are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the tender or with regard to the resources, experience and competence of the Applicant.

6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.

Signed by the Authorized Signatory of the

firm Title of the office:

Name of the
firm:

Date:

7.11 Financial Bid format

PART - A:

for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.

Note: The quoted rate for 1 year will be applicable for all the years throughout entire contract period.

Sr. No.	Item Description	Qty.	Unit	3 years charges with All Taxes (INR)
1	Comprehensive Annual Maintenance Contract of existing A_1 Fire Detection and Monitoring Equipment as per RFP BOQ (Rate should be for 3 Years with All Taxes) (VSCDL may ask for rate bifurcation)	1	Nos	0
2	Comprehensive Annual Maintenance Contract of existing B_1 Fire and Other Vehicle Equipment as per RFP BOQ (Rate should be for 3 Years with All Taxes) (VSCDL may ask for rate bifurcation)	1	Nos.	0
3	Comprehensive Annual Maintenance Contract of existing C_1 Application as per RFP BOQ (Rate should be for 3 Years with All Taxes) (VSCDL may ask for rate bifurcation)	1	Nos.	0
4	Comprehensive Annual Maintenance Contract of existing D_1 DC infrastructures as per RFP BOQ (Rate should be for 3 Years with All Taxes) (VSCDL may ask for rate bifurcation)	1	Nos.	0
5	Charges for shifting and reinstallation of existing vehicle-mounted equipment (GPS, MDT, CCTV, NVR, Router, Water Level Sensor, etc.) from one vehicle to another vehicle, including integration, testing, commissioning and making the system operational (Rate should be for 3 Years with All Taxes) (VSCDL may ask for rate bifurcation)	Per Vehicle	Nos	0

PART -B:

CAPEX Items (Rate Contract Basis) ICT-Enabled Fire Services.

The quoted rate for 1 year will be applicable for all the years throughout entire contract period.

Sr. No.	Item Description	Unit	Qty.	Unit Rate Including Taxes (INR)
1	Computer-Aided Call Taker and Dispatcher (CAD) Software License. (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos	1	
2	Wireless Addressable Local Monitoring Station & at Fire Station.(Video wall 2 x 1) (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
3	L2 Switch for Fire Station (Rate should be inclusive	Nos.	1	

	of All Taxes) (VSCDL may ask for rate bifurcation)			
4	Water Level Sensor with Router for Fire Tender (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
5	Water Level Equipment for Monitoring Water Level of River (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
6	GPS Unit (AIS-140 Compliant) (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
7	Mobile Data Terminal (MDT) (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
8	Mobile NVR (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
9	Fixed Mini Dome Camera with STQC /BIS-ER (SIM card facility) (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
10	3G/4G Router (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Nos.	1	
11	Civil Works for Equipment Installation (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Job	1	
12	Electrical Works for Equipment Installation (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Job	1	
13	Integration, Configuration, Testing & Commissioning Charges (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Job	1	
14	Comprehensive Annual Maintenance Contract of Fire Detection and Monitoring Equipment as per New supply BOQ (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Job.	1	
15	Other ITEMS if any (Rate should be inclusive of All Taxes) (VSCDL may ask for rate bifurcation)	Lot	1	

Note:

- All BOQ items mentioned should be incorporated into the above line items only.
- L1 will be consider based on total of Part A+B.
- The commercial evaluation will be done on Lowest Cost (L1) basis only.
- The bidder shall quote inclusive rates for comprehensive operation and maintenance of the existing system.
- SIM card and telecom connectivity charges shall be paid by the bidder and reimbursed by VSCDL on actual basis against submission of valid invoices.

This structure clearly separates:

- OPEX (CAMC) → Part - A
- CAPEX (Hardware Procurement for new vehicles) → Part B

7.12

Manufacturer's Authorization Format (MAF) From OEM

Ref:

Date:

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

Subject: Manufacturer Authorization Letter for RFP No.

Sir,

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

Item – 1: _____

We <OEM Name> authorize <Bidder's name> to quote our above-mentioned product for abovementioned tender.

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

We hereby declare that the proposed product complies with all the specifications defined and desired in this RFP and subsequent corrigenda.

If any product is declared end of life, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the existing bidder <(Bidder)> to VSCDL for due approval, contract and order executions thereafter without any additional cost to the VSCDL.

Thanking You

For <OEM/ Manufacturer name>

< (Authorized
Signatory)>Name:

Designation:

Contact Details:

Seal of the Company

NOTE:

1. The letter should be submitted on the letter head of the manufacturer / OEM and should be signed by the authorized signatory.

7.13 Self Certification by Bidder and OEM

(This shall be provided on INR 300/- Non-Judicial stamp paper.)

Date:

DD/MM/YYYY

Tender Ref No.

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001.

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder/OEM>>.

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder/OEM>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder/OEM>> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized
Signatory:

Name:

Designation:

Name of the

Bidder/OEM: Address:

Company Seal:

7.14

Commercial Bid Cover Letter

<<*To be printed on letter head of SI and signed by Authorized signatory*>>

Date: dd/mm/yyyy

To,
General Manger (IT),
Vadodara Smart City Development Limited(VSCDL),
IT - Department,
Khanderao Market Building,
Vadodara – 390 001...

Subject: RFP for Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.

Reference: Tender No :< No> Dated<DD/MM/YYYY>

Dear Sir/ Madam,

We, the undersigned Implementation Agency, having read and examined in detail all the bidding documents in respect of “RFP for selection of System Integrator (SI) for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years” do hereby propose to provide services as specified in the BidDocument referred above.

PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the Tenderdocuments. All the prices and other terms and conditions of this Tender are valid for entire contract duration.

We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the Bid Document formats.

We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altercated under the law, we shall pay the same.

DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Bid Documentsand there are no deviations

Further we agree that additional conditions, if any, found in our bid documents, shall not be giveneffect to.

QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Implementation Agency. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Bid Document. The bid price at which the contract is awarded shall hold good for entire tenure of the contract. These prices are indicated in the subsequent sub-sections of this Section.

CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the Bid Document.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no technical deviations are attached here with this commercial offer.

Thanking

you, Yours

faithfully,

(Signature of the Authorized Signatory)

Name

Designat

ionSeal.

Date:

Place:

Business Address:

7.15 Bank Guarantee format for EMD

FORMAT OF THE UNCONDITIONAL AND IRREVOCABLE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be submitted on INR 300/- non-judicial stamp paper)

In consideration of the(*Insert name of the Bidder*) submitting the Bid *inter alia* for “RFP for Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.”, for meeting the terms and conditions in response to the RFP DOCUMENT----- dated -----

----- issued by **Vadodara Smart City Development Limited** (“VSCDL”), and VSCDL agreeing to consider the Bid of.....[*Insert the name of the Bidder*] in accordance with the

terms of the E-BID DOCUMENT, the (*Insert name and address of the bank issuing the Bid Bond, and address of the head office*) (Here in after referred to as “Guarantor Bank”) hereby agrees unequivocally, irrevocably and unconditionally to pay to VSCDL or its authorized representative at..[*Insert Name of the Place from the address of VSCDL*]

forthwith on demand in writing from VSCDL or any representative authorized by it in this behalf an amount not exceeding Rupees.....on behalf of M/s [*Insert name of the Bidder*].

This guarantee shall be valid and binding on the Guarantor Bank up to and including (*Insert date of validity of Earnest Money Deposit in accordance with the terms of reference of the E-BID DOCUMENT*) and shall not be terminable by notice or any change in the constitution of the Guarantor Bank or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between concerned parties.

Our liability under this Guarantee is restricted to Rupees (Rs.....).

VSCDL or its authorized representative shall be entitled to invoke this Guarantee until [*Insert Date, which is six months after the date in the preceding sentence*]. The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand from VSCDL or its authorized representative, made in any format, raised at the above mentioned address of the Guarantor Bank, in order to make the said payment to VSCDL or its authorized representative.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection, disputes, or disparities raised by the Bidder or any other person. The Guarantor Bank shall not require VSCDL or its authorized representative to

justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against VSCDL or its authorized representative in respect of any payment made hereunder.

This BANK GUARANTEE shall be payable at Vadodara.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring, liquidation, winding up, dissolution or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly, VSCDL or its authorized representative shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the Bidder, to make any claim against or any demand on the Bidder or to give any notice to the Bidder to enforce any security held by VSCDL or its authorized representative or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

The Guarantor Bank hereby agrees and acknowledges that VSCDL shall have a right to invoke this Bank Guarantee either in part or in full, as it may deem fit.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rupees and it shall remain in force until [Date to be inserted on the basis of Terms of Reference of the E-BID DOCUMENT], with an additional claim period of 6 (six) months thereafter. We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only if VSCDL or its authorized representative serves upon us a written claim or demand.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this
..... day of at

Witness:

Signature	Signature
Name	Name
Address	Address
Designation with Bank Stamp Signature	Designation with Bank Stamp Signature

Name and address

Attorney as per power of attorney No.

For[Insert Name of the Bank]

Banker's Stamp and Full Address:

Dated this day of 2026.

Note: The Stamp Paper should be in the name of the Executing Bank

7.16 Format for Performance Bank Guarantee

<< To be printed on INR 300/- Stamp Paper >>

IN CONSIDERATION OF Through
.....

VSCDL, Vadodara (Vadodara Smart City Development Limited) for “Selection of System Integrator for Comprehensive Operation, Maintenance, Upgradation, and Management of ICT-Enabled Fire Services in Vadodara City for a Period of Three (3) Years.” (hereinafter referred to as the “said work”) on the terms and conditions of the AGREEMENT dated theday of

..... 2023 executed between VSCDL on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as “the said AGREEMENT”) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish VSCDL in Guarantee of the Nationalized Bank for the sum of Rs (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms covenants and conditions of the said AGREEMENT. We Bank Registered in India under Act and having one of our Local Head Office at do hereby guarantee to VSCDL in Department.

- i. Due performance and observances by the Company of the terms covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
- ii. Due and punctual payment by the Company to VSCDL of all sum of money, losses, damages, costs, charges, penalties and expenses that may become due or payable to VSCDL by or from the Company by reason of or in consequence of any breach, non-performance or default on the part of the Company of the terms covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to VSCDL on demand without delay the said sum of INR (Rupees only) together with interest thereon at the rate prescribed under from the date of demand till payment or such lesser sum, as may be demanded by VSCDL from us as and by way of indemnity on account of any loss or damage caused to or suffered by VSCDL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to VSCDL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating

thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of VSCDL are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till VSCDL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.
- b) We shall not be discharged or released from liability under this Guarantee by reason of
 - a. any change in the Constitution of the Bank or
 - b. any arrangement entered into between VSCDL and the Company with or without our consent;
 - c. any forbearance or indulgence shown to the Company,
 - d. any variation in the terms, covenants or conditions contained in the said AGREEMENT;
 - e. any time given to the Company, OR
 - f. any other conditions or circumstances under which in a law a surety would be discharged.
- c) Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs... (Rupees Only).
- d) We shall not revoke this guarantee during its currency except with the previous consent of VSCDL in department in writing;
- e) Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees... only) and shall remain in force until VSCDL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f) Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to VSCDL under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to VSCDL demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees...) and that the Bank will indemnify and keep VSCDL indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of VSCDL that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of VSCDL as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.
- g) VSCDL shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability

hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of VSCDL or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.

- h) That the absence of powers on the part of the Company or VSCDL to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity
- i) The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Vadodara only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....
2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....
2.....

7.17 Annexure: Component List

Bidders to note that below mentioned are the line items of the previous RFP.

Details from VSCDL Equipment for 3 year CAMC					
#	Item No.	Item Description	Make	Model	Qty
A_1 Fire Detection and Monitoring Equipment					
1	A_1 Fire Detection and Monitoring Equipment	Wireless Addressable Central Monitoring station (2*2)	LG	LG 49" LED Display-49V7D	1
2	A_1 Fire Detection and Monitoring Equipment	Addressable Local Monitoring station	LG	LG 49" LED Display-49V7D	6
3	A_1 Fire Detection and Monitoring Equipment	L 2 switch for fire station	Dell	N1124T-ON	6
4	A_1 Fire Detection and Monitoring Equipment	Water level Equipment for Monitoring Water Level of river	Jaycee	ANL8260H1/Q0	10
5	A_1 Fire Detection and Monitoring Equipment	Water level sensor	Jaycee	CAPTRANCE-5420-111211	30
6	A_1 Fire Detection and Monitoring Equipment	POS Machines for Water Tanker	Mosambi	NOTH-POSMACHINE-00	20
B_1 Fire and Other Vehicle Equipment					
7	B_1 Fire and Other Vehicle Equipment	Mobile Data Terminal	Fire Hawk	FT-810	30
8	B_1 Fire and Other Vehicle Equipment	Mobile NVR	Hickvision	DS-M5504HNI/GW/WI	30
9	B_1 Fire and Other Vehicle Equipment	Fix mini dome Camera	Hickvision	DS-2CD3723G0E-IS 2.7-13.5 MM	60
10	B_1 Fire and Other Vehicle Equipment	3G/4G Router	Advantech	Smart flex	30
11	B_1 Fire and Other Vehicle Equipment	GPS Device for Vehicles	AryaOmnitalk	Autotrax-65	60
C_1 Applications					
12	C_1 Application	Enterprise-wide License for VTMS Solution	AryaOmnitalk	1	Nos.
13	C_1 Application	Computer Aided Call taker & Dispatcher Software	AryaOmnitalk	6	Nos.
D_1 Data Centre infrastructures					
14	D_1 DC infrastructures	Rack Server	Dell	PowerEdge R540 Server	4
15	D_1 DC infrastructures	TOR Switch	Dell	S4128T-ON	2
16	D_1 DC infrastructures	Firewall	Sophos	XGS138	2
17	D_1 DC infrastructures	SAN Storage	Dell	Unity 380 DPE	1
18	D_1 DC infrastructures	Smart Rack	Vertive	SC-1-7 U6N	1

Note: The existing integrations with Applications, Software platforms, and third-party systems shall be considered as part of the existing project infrastructure.

7.18 Annexure IX: Technical Specifications for Detection New Equipment's

7.18.1.1- Wireless Addressable Central Monitoring Station

#.	Parameter	Minimum Requirements
1	Monitor	• Video Wall: 2X2 LED • Dimensions: 32 inches • Resolution: 1366x768 WXGA • Brightness: 500 Cd/m ² or more • Contrast: 3000:1 • Inter Screen Gap ≤ 8 mm • Anti-glare front • White point: 10,000 K • Response time ≤ 10 ms • 16.7 million colours • 24x7 operations • Viewing Angle ≥ 170° H/V • AC Input: 100–240 V AC, 50–60 Hz • Inputs: VGA/DVI, Component, S-Video, Composite
2	Wireless Communication	Multi-path redundancy with no single point of failure
3	Alarm Output	110 dB

7.18.1.2 Wireless Addressable Local Monitoring Station

#	Parameter	Minimum Requirements
1	Monitor	• 2 LED Monitors • Dimensions: 32 inches • Resolution: 1366x768 WXGA or more • Brightness: 500 Cd/m ² or more • Contrast: 3000:1 • Inter Screen Gap ≤ 8 mm • Anti-glare front • White point: 10,000 K • Response time ≤ 10 ms • 16.7 million colors • 24x7 operations • Viewing Angle ≥ 170° H/V • AC Input: 100–240 V AC, 50–60 Hz • Inputs: VGA/DVI, Component, S-Video, Composite
2	Wireless Communication	Multi-path redundancy with no single point of failure
3	Alarm Output	110 dB

7.18.1.3 - L2 Switch for Fire Station

#	Parameter	Minimum Specifications
1	Ports	• 24 or 48 × 10/100/1000 Base-TX ports • Extra 2 or 4 × 1G Base SX/LX ports • Auto-negotiation (10/100/1000 Mbps, half/full duplex) • Flow control for half-duplex
2	Switch Type	Layer 2
3	MAC	8K or more
4	Backplane	56 Gbps capacity (wire-speed switching)
5	Forwarding Rate	≥ 70.0 Mpps
6	Port Features	Port Mirroring, Port Trunking, 802.3ad LACP
7	Flow Control	IEEE 802.3x (full-duplex)
8	Protocols	IPv4, IPv6 802.1D, 802.1S, 802.1w 802.1Q VLAN encapsulation IGMP v1/v2/v3 snooping 802.1p Priority Queues DiffServ, DHCP Support up to 1024 VLANs
9	Access Control	Port security 802.1x (Port-based NAC) MAC filtering TACACS+ and RADIUS authentication
10	VLAN	802.1Q Tagged VLAN, Port-based VLANs, Private VLAN Dynamic VLAN Registration Dynamic Trunking protocol
11	Protocol & Traffic	NTP/SNTP support Traffic segmentation Classification: TOS, DSCP, Port-based, TCP/UDP
12	Management	Console port for PC SNMP v1/v2/v3 4 groups of RMON SSH, Console access Software upgrade via TFTP Config via CLI, GUI, Web

7.18.1.4 - Water Level Sensor with Router for Fire Tenders

#	Parameter	Minimum Required Specification
1	Water Gauge Type	Detect water level in fixed water tank of tanker vehicle (Fire Tender or Commercial water tanker)
2	Water Level Range	0 to 7 feet of water level
3	Linearity & Hysteresis	±0.1% FS
4	Accuracy	±0.1% FS at constant temperature
5	Warm Up Time	10 ms
6	Operating Temperature	0 to 55 °C
7	Connecting Cable	Rugged cable to carry signal from level gauge to GPRS unit
8	GPRS Unit	Sends water level output
9	Power Supply	DC operations (connects to vehicle's battery)

7.18.1.5- Incidental Civil and Electrical work at sites

- If any civil work and electrical work in the field related to scope of work, shall be carried out by bidder.

7.18.1.6- GPS Units for Fire Tenders and other vehicles

- Must comply with AIS-140 standards (Newest & Latest).
- Reference: Ministry of Road Transport & Highways guidelines.

7.18.1.7- Mobile Data Terminal for Fire Tender

#	Parameter	Minimum Specifications
1	Type	Android-based Rugged In-Vehicle MDT (Special-built)
2	OS	Android 5.1 or higher
3	Processor	Quad Core with GPU
4	Display	7 inch WVGA (800×480) TFT-LCD, Multi-touch capacitive touchscreen
5	Brightness	450 nits
6	Contrast Ratio	500:1
7	GPS	Built-in GPS module
8	Cellular Interface	3G/4G via GPRS (SIM supplied)
9	Interfaces	USB, OTG, Ethernet (POE)
10	Camera	Built-in 0.3MP CMOS front camera
11	Audio	Built-in speaker, internal microphone
12	Power Supply	DC input from vehicle system
13	Battery	1 hour operation without external power
14	Operating Temperature	0–60 °C
15	Mobile Data Usage	Send/receive data to Control Room via GPRS
16	Mounting	Flexible mounting (VESA, on-dash bracket)
17	Ruggedness/Protection	IP64, MIL-STD-810F Method 516.6
18	Certification	FCC, UL, CE

7.18.1.8 - Mobile NVR

#	Minimum Specifications
1	1 DIN Standard Size
2	Shock Absorbent Design
3	1 × 2.5 inch HDD (1 TB), 1 × 128 GB Memory Card
4	Wi-Fi module (802.11 b/g/n, 2.4 GHz)
5	4 Channel Realtime H.264 encoding, 25 fps
6	Minimum 4 POE Ethernet interfaces
7	Signals, Ethernet, USB Interfaces
8	Operating Temperature: 0–55 °C

7.18.1.9 - Fixed Minidome Camera Specifications

#	Parameter	Minimum Specifications
1	Video Compression	H.264
2	Video Resolution	1920 × 1080, 2 MP
3	Frame Rate	≥ 25 fps
4	Image Sensor	1/3" or 1/4" Progressive Scan CMOS
5	Lens	Internal 2.8–12 mm HD Varifocal lens
6	Minimum Illumination	Colour: 0.01 lux (at 30 IRE)
7	Day/Night Mode	IR-Cut Removable (ICR) Filter
8	S/N Ratio	≥ 50 dB
9	IR	30 m IR
10	Wide Dynamic Range	True WDR up to 100 dB
11	Audio	Full duplex, line in/out, G.711, G.726
12	Local Storage	microSDXC 128 GB; auto-record locally if server connectivity fails, auto-sync when restored
13	Protocols	HTTP, HTTPS, FTP, RTSP, RTP, TCP, UDP, RTCP, DHCP, ONVIF Profile S
14	Security	SQTC /BSI-ER, Password protection, IP filtering, User Access Log, HTTPS encryption
15	Intelligent Video	Motion Detection & Tampering alert
16	Protection	IP66 and IK10
17	Operating Conditions	0–50 °C
18	Casing	IP66 and IK10 rated
19	Certification	UL/EN, CE, FCC
20	Power	802.3af PoE (Class 0), 12VDC/24AC
21	Location	2 per Fire Tender
22	Cables	All cables/connectors hidden, not visible to crew etc.

7.18.1.10 - 3G/4G Router

#	Parameter	Minimum Specifications
1	Type	Managed 3G/4G Branch Router with Switch ports
2	WAN Port	1 × 10/100 Mbps Ethernet
3	Wireless Connectivity	3G/4G, Dual SIM support
4	LAN Ports	6-port 10/100 Mbps managed switch, 2 POE ports
5	Memory	≥ 1 GB DRAM
6	Protocols	IPv4, IPv6, 802.1Q VLAN, DHCP, IGMP, SNMP
7	Security	IPSec, 3DES, AES
8	Operating Temperature	0–50 °C (Industrial Grade)
9	Management	Console port for PC/terminal
10	Compliance	UL, EN, IEC

7.18.1.11 - Water Level Equipment for Monitoring Water Level of River

#	Parameter	Minimum Required Specification
1	Water Gauge Type	Detect water level in river at a designated spot
2	Water Level Range	0 (base level) to designated "Flood" level
3	Linearity & Hysteresis	±0.1% FS
4	Accuracy	±0.1% FS at constant temperature
5	Warm Up Time	10 ms
6	Operating Temperature	0–55 °C
7	Connecting Cable	Rugged cable to carry signal from sensors to GPRS Unit/Converter
8	GPRS Unit	Sends water level output
9	Power Supply	AC power supply from utility company
10	Installation	On existing civil structure (column, bridge, etc.) at river side

7.18.1.12 - Computer Aided Dispatch

#	Requirement	Minimum Requirement Description
1	All Communication Channel / Multiagency support	The CAD software should be capable to receive call (Mobile, Landline), SMS, chat, email, social media like Facebook, Twitter, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment. The software should have capability to support multiple agencies like Police-100, Fire-101, and Medical-108 and others. The software should be able to integrate the calls for Service from this multi-agencies into the same system and prioritization should be possible
2	Communication Channel- Call	The software should be able to display caller name, caller number and caller address on Call taker desktop. Data from LBS: Automatic display of data on CAD screen Manual Data of the location: Call taker should be capable to enter the location of the caller on CAD Screen
3	Communication Channel-SMS	The software should be able to automatically create a case using SMS data (PhoneNo. & Message) and display on the Call taker desktop
4	Communication Channel-SMS	The Call taker should be able to assess the SMS case and send the case to Outbound call Call taker Or Dispatch Officer after assessment
5	Communication Channel-IOT	The software should be able to receive the data from Internet of things (IOT) devices like sensors, panic button with location of the user & display on the officer desktop
6	Communication Channel-IOT	The officer should be able to send the case to the Outbound dialer Or Dispatch Officer after assessment
7	Communication Channel - Mobile Application	The CAD software should be integrated with Mobile Apps of Vadodara SmartCity (VSCDL)) to receive location of the caller and caller number
8	Call Classification	The Call taker should be able to classify the case into distress case, enquiry case, departmental case, administrative, crankcase, outbound call case etc. All such Classifications must be logged in the system and can add more classification at later stage. System will facilitate the Call Taker (CT) to classify and transfer the call to available CT and DO. It should have facility to transfer calls based on regional languages and dialects of Gujarat state. This will ease the communication with users calling from different geo region of the city.
9	Call Transfer Or Call Forward	CAD Call taker should be capable to transfer the call to the control room call taker in other city Or in other district. Call should not be disconnected during call forwarding Or Transferring into the system
10	Duplicate Calls	An incident may attract more than one call but each call is important as it may give details about eye witnesses and other supportive evidence. The system should suggest the possibility of a duplicate call based on the location, time, classification etc. Duplicate calls should be cross referenced for easily retrievable through Grouping
11	Duplicate Calls	It should be possible to merge duplicate calls depending upon the situation. To achieve this, the system should have the capability for cross referencing of Case. Whenever a call is merged, the system should not generate a new dispatch
12	Duplicate Calls	The software should alert the communication Call taker, Dispatch Officer, Supervisor etc. or about the possibility of a single incident - Duplicate call situation
13	Voice Recorder	Integration with Voice recording software provided by Bidder

14	Case Creation	System should facilitate Case creation, by providing a drop down menu for various functions like creation of an Case, files attachment, location of nearby Case and other information related to an Case should be recorded and updated.
15	Soft Phone Integration	The software should have a capability of a Telephone window allowing Call takers to dial, answer, end a call, keep the call in busy status, and free a specific call. The functionality should also provide the status of incoming and outgoing calls. Soft phone should have a feature to select the state for call forwarding Or transferring Or conference call.
16	Emergency Call	The software should have capabilities to create Hot Calls like fire in a building, disaster emergency. The Call taker should fill minimum information for a Hot call. Dispatch Officer and Supervisor should receive the alert Or notification for the same. Dispatch Officer should be able to initiate action for quick response. To facilitate quick response to emergency calls Or hotcall, there should be special and dedicated hot call button in the Call taker software
17	Case Status Display and Search	The Call taker GUI screen must be provided with 'Case Status Window' displaying the status of all Case like 'Pending', 'Open', 'Dispatched', 'Closed' etc. The software should be able to search the Cases using various search option like Case status, Case ID, phone no, Date & Time, over the time, Case Type etc.
18	Archive Search	The Call taker should be able to search the archive records from the system
19	Location of Incident	Once a Location of the incident is marked in the map, The Call taker shall have the facility to see for various 'Location of Interest(LOI)' in the vicinity of a case location like nearest Hospital, Blood Bank, Fire brigades. (Applicable in Dispatch Officer module also).
20	Display of Fire Station Name	The software should have the facility in the system to populate within it, the relevant Fire stations/ Fire Tenders (Fire brigades), whenever a new case is created to save precious time in effective response to a distress call
21	Update Existing Cases	The software should allow the Call taker to update Or modify existing case details for any additional or supplementary information related to the same. Also there should be provision to attach relevant files like pdf, Word etc. to the event, for ensuring an effective response
22	Alert Notification	Software should have capability to alert a Call taker or supervisor if a case is not attended in pre-defined time duration.
23	Pre-Defined Q&A	A freely configurable structured query script should be available within the software to assist the Call taker with pre-defined Q&A to ask during the call, SMS response and web response. Based on the Case and Case subtype, the response for Call taker should be prompted
24	User Defined Alarm	The application should be configured with user-defined alarm modules that will be flashed on all the other screens in case of major incident, for ex. Terrorist attack.
25	Case Cancel or Close	The Case like rally should be expired automatically by the system once the time defined for the Case gets over or software should have a provision that supervisor can close Or Cancel Or postponed the Case manually into the system

26	Call Back	Call taker should be able to call back the caller with the click of the mouse.
27	Call Address Conflict Handling	It should be possible to find the numbers whose subscriber information and caller information recorded by the Call taker are different and generate a report for the concerned agency.
28	Case Acknowledgement	System should be capable to send an SMS to the caller stating the Case Number, acknowledgment, brief text of the complaint and caller or non-Caller can verify the status through email Or SMS to Non-Emergency helpline
29	Incident Scheduling and Mapping	Incident-scheduling functionality should be available in proposed software for future Cases like VIP Visit, Rally, Festival etc. The software shall have provisions of setting the date and time for the particular Case, automatic Case should be generated on that date
30	Incident Scheduling and Mapping	The Scheduled Case feature should allow operators to create, edit, delete, and search for a scheduled Case.
31	Language Support	It should be possible to switch between Gujarati and Hindi languages. Software should have support for Gujarati, Hindi language. Display and input both functionality of given languages should be provided in the application.
32	General Requirements	The system should support the use of primary incident type and a sub incident type to narrow down certain generic incidents. For example, a primary incident type could be "Fire", sub incident type could be "Commercial", "Residential" etc.
33	Call Conference	Call taker should be able to do conference call with Call takers in same centre or other Dial 112 centre Or Other dialled number by the Call taker.
34	Other Call taker Status For Call Conference Or Forward Call	Call taker should be able to see the Call takers status (like busy Or Free) with Call taker extension and forward Or transfer Or conference call with the caller
35	Transfer Call	Call taker should be able to transfer the call to the dispatch Officer who is sitting at District Control room to further assessment in emergency case
36	Outbound Call	Call taker should be able to see any type of call like Missed call Or Drop Call Case and can call back from the application
37	Outbound Call	Call taker should be able to dial the international number in case of international caller is in distress and contact to the proposed system
38	General Requirement	CAD Should have a capability to merge or split the case if the cases are of same type or different however it all depends on the situation
39	Standard Operating Procedures	The software should have capabilities to set the Standard Operating Procedures(SOP) for Call takers. The same needs to be invoked during Case creation by the Call taker. It should also be possible to remodel the Case, Case sub types, priorities and type of service required by using a remodelling tool.
40	Location Storage History and Optimization	The software should store Or update the location history of the caller in CAD database. This history should be gradually increased and optimized in the system as per requirement

41	Physically Challenged Citizen	The CAD software should have a capability to categorise the citizen during the case analysis where the citizen is physically challenged such as Blind, Dumb, deaf and allocate the case to appropriate. These situations should be assessed by the Call Taker and then transferred to the most suitable Call Taker.
42	Fire Tender Dispatch to Incident Sites	The Software should suggest the fire tenders closest to the location of incident. The dispatcher shall choose which unit(s) to dispatch and it should be possible to do so with drag-and-drop ease
43	Dispatching	The Case, once classified and detailed by the communication Call taker, shall be passed by the system to Dispatch Officer screen with the call of the user
44	Case Information	The software should display all the information entered by the Call taker for a case. It should display the location as identified by the CO on the map. The Dispatch Officer should also have the option of relocating the case
45	Dispatch Decision	The software should suggest fire tender for dispatch based on a pre-defined algorithm. The conditions could include jurisdiction, proximity, specialization, on duties resources etc. The Dispatch Officer shall choose which fire tenders to dispatch and it should be possible to do so with a click of a button.
46	MDT Notification	The Dispatch Officer should be able to send all the details of the incident to the MDT device, wherein the official in the fire tender is able to view the complete details of the call as a “Common Operating Picture” for the Call Taker/Dispatcher and the MDT staff. The DO can also SMS, send push notification into MDT CAD application. Dispatch Officer should be able to call the fire tender person through driver in case of emergency also The Dispatch Officer should be able to send SMS to the nearest fire station supervisor and broadcast the same to multiple receivers if required
47	Case Status by fire tender	The Dispatch Officer should be able to enter the status of the case as reported by the Responding fire tender as an option, if the MDT cannot update the status directly
48	Call Taking and Dispatching	Upon discovering that a call is of an emergency nature, the Call taker should be able to alert the Dispatch Officer and other official users. They should begin dispatching as the call proceeds. Therefore, the case form should be displayed on the Dispatch console as it is being populated by the Call taker and updated
49	Fire Tender Tracking and Status Update	The CAD Integrated GIS map should display the assigned, unassigned fire tenders using appropriate and intuitive graphical symbols. The Dispatch Officer can command an assigned fire tenders to proceed to the case location through defined media or through dispatching the case information.
50	Fire Tender Tracking and Status Update	The software should be capable of displaying the fire tenders on the GIS map with colour coding according to their current status. Fire tender icon colour should change automatically with their change in status i.e., dispatch, end-route, at scene, available etc. The entire movement of a fire tender from being assigned to a case till arrival upon scene should be time stamped and monitored by the Dispatch Officer. Appropriate alerts should be generated when a fire tender does not send its GPS location for a defined (changeable dynamically) time.

51	Case Update	The software should have the capabilities to record all case related information changes Or updating made after the creation of case by the same or different Call takers, Dispatch Officers, Supervisors.
52	Fire Tender Playback	Proposed software should have the tools to provide the playback of the fire tender movement data, displayed on the integrated GIS Map. The map should be an integral part of the CAD itself.
53	Alarm for New Case	The software shall provide an alarm or alert for every new case entered in the system
54	Audio Visual Indication	The Software should provide with an indicator to indicate that a case has exceeded the predetermined time in its current status till the closure
55	Case Status	There should be facility for case symbolization. To facilitate easy identification of case status (pending & open), cases should be displayed on map with different colours
56	Shortest Path Indication	There should be provision for shortest route to guide fire tenders in the MDT Application. In case the MDT map does not show the same details to the driver in the fire tender then the Dispatch Officer can find from the GIS based map the shortest path from the dispatched fire tender to the case location and convey the shortest path direction to the dispatched fire tender. The shortest path feature allows user to identify the shortest path or route between the source and destination.
57	Display of Cases and Resources on Map	There should be provision for display of field resources and open/pending cases on map
58	Recording of all Fire Tender movements on map	There should be provision for recording of all fire tender movements on map-date wise, fire tender wise.
59	Reviewing	The software should facilitate viewing of cases and fire tenders chronology
60	General Requirement	The Dispatch Officer should be able to dispatch the incidents to the Mobile Data Terminal fitted in the fire tenders over 3G/4G/5G (not limited to) and use SMS as a fallback mode per requirement & SOP definition
61	Interoperability	Software should be capable of swapping between Dispatch Officer Supervisor based on the User authentication, without the need to have separate licenses in each category
62	Standard Operating Procedures (SOP)	The software should have the capabilities to set the Standard Operating Procedures (SOP's) for Dispatch Officer. The same needs to be invoked during creation of case or dispatch the fire tenders.
63	Case Attachments	The software should have a provision to attach any file to a case. The file could be an image, video, audio etc.
64	Case Attachments	When the case is listed in the case list there should be an indication that a case has a file attachment. The indication can be any icon for attachment. All case attachments should be stored in the CAD database for easier backup

65	General Requirements	A Dispatch Officer has the ability to create an incident for a fire tender per a fire tender's request based on the fire tender's observation of an activity (on view field case). And the supervisory officers/identified officers at fire stations should have permission to override the dispatch requirement as assessed at first level of contact. Respective officials can take decisions on fire tender dispatch in case of contingencies and extraordinary situations
66	General Requirement	A Dispatch Officer has the ability to dispatch multiple number of fire tenders on an incident or non-incident activity
67	General Requirement	The originating Dispatch Officer will receive a notification when the stacked case has been worked by someone else. A timer can be configured to notify the Dispatch Officer who originally stacked the call that the partial case has not been completed
68	Configuration & Creation of CAD Master Database	The software or a separate interface should create Or configure various master database as follows but not limited to the databases. The list may increase based on solution requirement and functional specification: 1. Users & Roll creation of Call takers 2. Dispatch Zones Or Groups & Fire Stations 3. Fire tenders information 4. Cases & cases Sub-type 5. Shift Master 6. Skill Master 7. LOI Creation 8. Add Agencies 9. Schedule Report 10. Schedule Backup 11. Language setting and dictionary creation 12. Response Plan
69	General Requirement	Solution should have fully integrated GIS module and be able to identify the location of the caller (using LBS/SDR database/otherwise), fire tender location on preloaded map (GIS Maps) into Call taker desktop. It should have the capability and tools to view attribute details of any object. Mapping Tools to be provided to be able to group the multiple attribute layers and to control (ON and OFF) the same. The map should be part of the CAD Solution itself to enable efficient use of GIS.
70	General Requirement	There should be provision to display map from other sources in addition to the GIS map which is used in the system. Multiple maps should be supported on the same map view to enable the Call Taker for better functioning.
71	Desktop GIS	GIS maps will be pre-loaded into the Call taker desktops for faster performance and data will be rendered on the maps from the centre on real time
72	GIS Interface	GIS engine should be tightly integrated with the CAD software. The user should be able to draw a virtual fence on the map and determine points of interests that are within that fence. The POIs could be Hospitals, Health centres etc. The fence can be drawn as a polygon, rectangle or a circle. The user should be able to find closest POIs (Hospitals, Police Stations etc.) from a point identified on the map OR from an event location OR a MDT location
73	Realtime location of the fire tender	The Software should enable the Dispatch Officer to see the real time fire tender location on the integrated GIS Map. Dispatching tools should have the facility to track the fire tender on the said map.

74	Ability to track Fire Tender in dispatch mode	Tools must be provided to facilitate the Dispatch Officer to be able to monitor the assigned fire tender in various modes like – Dispatch mode, End-route mode, Arrive mode and Available mode. The entire movement of a fire tender from being assigned to any incident till arrival upon scene should be time stamped and monitored by the Dispatch Officer
75	GIS Functionality	Software should support at least the following GIS Functionality - a) MDT and GPS/AVLS interface - for fire tender tracking b) Scale - map should be displayed as per solution requirement and can be scalable further c) Route module - regular & frequent monitoring of any particular location.
		b) Event and address objects - for each type of call (for duplicate Or repetitive calls) and non-call case (in case of SMS, chat, email etc.)
76	Case location free draw	The software should support registering the Case locations not only in the form of point spots but also append the line or polygon area affected by the same. This is to handle situations wherein the affected Or reported points is an area e.g. accident on a road segment or riot in an area. The Dispatch Officer should be able to freely draw to record such locations in the system. So that the Dispatch Officers can easily setup the staging area locations
77	Hold case	The software should support holding the Case for availability of specific fire tender Or responding unit. Once the field unit is available it gets dispatched automatically to the specified Case
78	Support for mobile devices and applications	The Mobile Apps should support a latest OS like Windows, Android, IOS, Linux etc.
79	SMS Delivery	SMS should be delivered by the system whenever a fire tender is allocated for dispatch. The message should be delivered to the fire tender mobile phone, Supervisor, Fire station Officer, Control Room Officer.
80	Notification	A Notification should be delivered by the system in the MDT CAD software whenever a fire tender is allocated for dispatch. The message should be delivered to the MDT, Supervisor, Fire station Officer etc. This should be a configurable workflow depending on the SOPs defined for each type of case
81	Event Monitoring	The software should facilitate supervision of Control Room operations. The Supervisor should be able to examine each event and ensure appropriate legal action is taken. The Call taker shall be able to call up the complainant to solicit feedback and satisfaction report. Supervisor should be able to issue instruction pertaining to an event while it is in progress
82	Dashboard	Supervisor should have a dashboard to monitor the activity of the Communication Call taker, Dispatch Officers
83	General Requirements	Status of all Call Takers and Dispatchers are updated in real time on the supervisor's screen. The status of each call and the assignment of resources are updated on the view of supervisor. Supervisor shall have all facilities of call taker and dispatcher. Supervisor should be able to issue instructions pertaining to a Case ID while it is in progress
84	General Requirements	Planning & Scheduling for VIP movements: There should be provision for Planning and Scheduling of Events and Resource Movements. Events can be pre-planned in case of any future incidents. Resources can be pre-scheduled for dispatching in case of VIP movements

85	Response Plan	The Supervisor software should be configure/create the response plan based on Incident
86	GIS Map	The software should have integrated GIS map with Zoom In, Zoom Out, PAN functionalities. GIS map should display the current scale
87	Event Monitoring	The software should support active event monitoring with detail information and location & Id on the map
88	Reports	The software should have in built web based Reporting module which should be able to generate the reports as per the requirement of Emergency and Fire Services. The reporting module should have an ability to create various reports using various options like Date wise, Fire Station, Zone, event Type, Sub-Type etc.
89	Reports	The application should have a variety of reports (which includes but not limited to) following; 1. Call Details 2. Average Response Time 3. Blank Calls, Crank Calls, Emergency Calls, Hot Calls, Information Calls 4. Call per hour 5. Fire Station wise Response time 6. Event Details, events Statistics 7. Events Sub Type 8. Fire Station / Fire Zone wise Report 9. Fire Tender activity, Daily activity summary, Dispatch response, stop 10. Fire tender Status summary 11. Fire Tender Maintenance Summary 12. Fire Tender Response Time 13. Active event By event Types
90	Dashboards	There shall be dashboards for different supervisory levels to give them graphical picture of the performance of those within their jurisdictions. 1. Call Trend – Day, week and month 2. Average Response Time for call taking, dispatching and responding units 3. By Event Type 4. By Fire stations and Fire stations 5. Fire tender activity – Run Time and Halt Time 6. Case status (open, in progress, resolved, close, etc.)
91	Analysis	The reporting module should have an ability to create various GIS Analysis Reports. It should be possible to select the data on the basis of Zones, Fire Stations, events, event Sub-type, Priority & date and time.
92	Analysis	Incident Query, Incident Count, Repeat Incident
93	Fire tender Dash Board	The reporting module should have inbuilt dashboard to view the performance and health check of GPS devices fitted in fire tenders
94	Tools for Analysis	There should be software tools for response analysis, mapping and hotspot analysis. It should be possible to select the data on the basis of jurisdictions, date and time of the day range and other data fields. It should be possible to create Thematic Maps like pin mapping, Incident count mapping and repeat Incident count Mapping. It should be possible to do detailed analysis at least the following ways – Hot Spot Analysis, Trend Analysis, Neighbourhood Analysis and Changeover Time Analysis
95	Configuration & Creation of CAD Master Data base	The application software should offer administration tool for optimum utilization of resources, master database creation and other analytical purposes. It shall enable the Systems Administrator to define users & configure their access privileges
96	Configuration & Creation of CAD Master Data base	The software should create/configure various master database like: Users & Roll creation of operators, Dispatch Zones / Groups & Fire Stations, fire tenders, events and event sub types, Shift Master, Skill Master, LOI Creation, Add Agencies, Schedule Report, Schedule Backup, Language setting and dictionary creation

97	General Requirements	CAD Mobile application is to provide the Mobile Workforce with full access to the event data empowering them to make informed decisions while in the field. It will enable the mobile workforce to remain in communication with the command centre allowing event assignment information to be delivered to the devices as required
98	Display Dispatch Message	The Mobile Application Software should display all the Dispatch related transactions assigned to the respective units. All the event information as dispatched by the dispatcher must be captured and displayed
99	Update Dispatch Status	On activating an assigned event by the mobile unit staff, the mobile application software should also display the Event & fire tender Status – i.e. dispatch, en-route, at scene, back to base and closed
100	Event Details	On activating an assigned event by the mobile unit staff, the mobile application software should also display event information – i.e. Event-id, Event-Type, Caller Phone Number, Caller Name, Caller Address, on browser and Event location on map window
101	MDT Software Interface	The system should have a provision for the MDT software to facilitate data communication link with the fire tender mounted location devices (GPS). The MDT software should provide tools to manage all data message communication, including real-time fire tender positioning information, between the Dispatch Console and the fire tenders
102	MDT Software Interface	The software must have facility to poll a specific GPS receiver of a fire tender to transmit its current positional information. The software should have capability of detecting fire tenders with speeding violations. In order to ensure the data security, the communication server software should be an integral part of the CAD software and not a 3rd party supply item
103	Remote Supervisory Interface	The CAD Software should support Remote Supervisory functions and provide CAD and GIS view. It should be possible for the Senior Officials in Fire Stations belonging to jurisdictions etc. to update the status of the incident. Comprehensive Dashboard, Logs should be available for Jurisdictions and other officials
104	Messaging and Communication Module	
105	Messaging	The CAD software should have an ability for messaging between Call takers (within control room and other state call centre)
106	Messaging	The Messaging module should allow the operator to attach files to the message. These files could be any relevant information like images, videos, documents etc.
107	Messaging	The software should allow a message to be sent as a broad cast to all logged in users including communication Call taker, Dispatch Officers, supervisors and MDT users
108	Other	
109	General Requirements	The application software should be capable of integrating with Telephony system including Communication Server / IPPBX, ACD and CTI interface. System shall be capable of retaining logs for a period of 3 months. System shall record radio communications; should have provision for integrating with radio system

110	Other agencies or even senior Call takers can be informed with prefilled data about case via SMS	The software should have the provision to inform pre-defined case data to senior Call takers or other agencies
111	Accuracy	Dispatch Officer will be able to rate the accuracy of incident by CAD
112	Acknowledgement of fire tender	CAD should have a facility which will tell the Call taker about the fire tender that it has been reached to distress caller location or not
113	General Requirements	The software should be able to schedule & automatically generate reports. Web based Report module should have the ability to produce reports with appropriate charts and graphs
114	General Requirements	The report generation tool should have the facility to provide the report in both printed and electronic format
115	General Requirements	The application should have a variety of reports like: 1. Call Details 2. Event Details 3. Fleet Summary 4. Operator activity 5. Fire tender activity, Daily activity summary, dispatch response 7. Active Event By Event Types 8. Efficiency of call takers speed of response, longest idle time, etc. 9. Facility to generate the various graphical reports
116	CAD Application for MDT	
117	General Requirements	MDT software is to provide the Mobile Workforce with full access to the assigned case with distress GIS Map location to empower them to make informed decisions while in the field
118	General Requirements	MDT software will enable the mobile workforce to be in contact with Officer over the call, SMS, CAD Application notification etc.
119	Case Acknowledgement	The Dispatcher shall send cases data to the fire tender on its MDT and the fire tender staff shall initiate the response by accepting the Case on the MDT. The software shall be capable of delivering the acknowledgment to the CAD software for receipt of case information on the MDT device
120	Display Dispatch Messages	The Software should display all the Dispatch related transactions assigned to the respective fire tenders
121	Case Details	On activating an assigned Case by the fire tender staff, the Software should also display Case information – i.e. Case id, Case type, User Phone Number, User Name, User Address, into the Software and user location on map. The map should be provided by GIS Map Service provider

122	Update Dispatch Status	On activating an assigned case Or incident by the fire tender staff, Software should also display the user Or caller detail, location & fire tender Status like dispatch, end-route, at scene, back to base and closed. It should also enable the MDT users to report case closure
123	Communication	The MDT users should have the ability to provide information to the contact centre Officer Or dispatcher Or Supervisor through SMS messages and case closing reports
124	Updated GIS Maps	MDT GIS map should be for defined local area (such as Fire Stations stations etc.). And that updated data from central server can be refreshed into it remotely
125	User Location	The software should have the capability to display real-time location of the User on the map and tracking of the user on map
126	(AVLS Software Interface)	The software should be capable to send the location of the fire tender in real time to the data centre
127	Action taken Report	It should also enable the MDT users to report Action Taken by attaching Audio Files, Image Files, Video Files and Text Entry. All Action Taken data should be available to Dispatcher and Supervisor through logs
128	Communication	The Software should support GPRS Message Or SMS Capabilities between the dispatch consoles and fire tender
129	Away User Status Updates	The Software should have functionality to update the Status like Available, Away, On Break, etc. of the Fire personnel
130	Offline Support	MDT user should be able to update the transaction as required in the application even in case of poor or no network connectivity. All the transaction should be stored in the MDT devices and can be sync once the devices is connected
131	Remote Software Updatons	The software should be capable to update Or upgrade the version of the software including GIS maps installed in the MDT remotely
132	OS Support	Mobile application should be available on latest versions of Android OS platform and be upgradable Or portable with latest updates in the application
133	Types and Subtypes	Application will also have list of fire causes like chemical, jungle fire, cylinder blast fire and call closure mechanism