

Request for Proposal (RFP)
for Supply, Installation and Maintenance of
CCTV Mobile Image & Data Acquisition & Enhance System
for Punjab Police (Bureau of Investigation)
PICTC/ITeG/2019-20/RFP-04



Punjab Information & Communication Technology Corporation Ltd
(A State Govt. Undertaking)
5th & 6th Floor, Udyog Bhawan, 18 Himalaya Marg,
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DOCUMENT CONTROL SHEET

S. No.	Particulars	Details
1.	Document Reference Number	PICTC/ITeG/2019-20/RFP-04
2.	Start date for issue of Tender Document	13.12.2019 (11 AM onwards)
3.	Last Date for Purchase of Tender Document	06.01.2020 (till 6.55 PM)
4.	Last date for submission of Queries online through email only	20.12.2019 (till 11AM)
5.	Last date of reply of queries	24.12.2019 onwards
6.	Start date for submission of bids	26.12.2019 (11 AM onwards)
7.	Last date for submission of bids	06.01.2020 (Up to 6.55 PM)
8.	i) Prebid meeting ii) Date and time of opening of Pre-Qualification bids iii) Date and time of opening of Technical bids iv) Date and time of opening of Commercial bids	i) Shall be informed ii) 09.01.2020 onwards iii) Shall be informed iv) Shall be informed
9.	Office address	Punjab Information & Communications Technology Corporation Ltd. (Punjab Infotech), 5 th & 6 th Floor , Udyog Bhawan, 18 Himalaya Marg, Sector-17, Chandigarh – 160017
10.	Cost of Tender Document	Rs. 2000/- (Rupees Two Thousand Only) – on portal
11.	Bid security Deposit	Rs. 3,00,000/- (Rupees Three Lac Only) – as below via RTGS/NEFT Name of the Bank : IDBI Bank Ltd. Address : SCO 72-73, Sector 17, Chandigarh Current Account No. 01431040000666653 IFSC Code : IBKL0000143
12.	Processing Fee	The bidder has to pay the processing fee amount mentioned in portal
13.	e- Tender Website/ Help desk	Website: https://eproc.punjab.gov.in Email : eproc@punjab.gov.in Contact No: 0172-2791326, 2791226
14.	Punjab Infotech Contact Details	Email: ashish.puri@punjabinfotech.in Phone: 0172-5256417
15.	Consortium	Consortiums are not permitted.
16.	Method of Selection	L1 out of Technically Qualified Bidders
In case a Central/ State Holiday are declared on any day, the event will be held on the next working day at the same time and same venue.		

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DEFINITIONS

Unless the context otherwise requires, the following terms whenever used in this RFP have the following meanings:

- a) **“Bidder”** means vendor who submits Bid in response to this RFP document.
- b) **“Bids”** means Online Bid submitted by bidders in response to the RFP issued by the Corporation.
- c) **“Committee”** means tender evaluation committee constituted for evaluation of Bids.
- d) **“Contract”** means the Contract entered into by the parties for providing services defined in the tender along with the entire documentation specified in the tender.
- e) **“Equipment”** means all hardware, software and peripherals used for implementation of the complete solution
- f) **“Solution”** means **CCTV Mobile Image & Data Acquisition & Enhancement System**
- g) **“Parties”** means the Department, Punjab Infotech and the selected Vendor.
- h) **“Corporation”** means Punjab Information & Communication Technology Corporation Ltd (PICTCL) also known as Punjab Infotech.
- i) **“Department”** means Bureau of Investigation, Punjab.
- j) **“Last Three Financial Years”** means FY 2016-17, 2017-18 & 2018-19.
- k) **“OEM”** means Original Equipment Manufacturer.
- l) **“Personnel”** means professional and support staff provided by the bidders to provide training or perform services to execute an assignment and any part thereof.
- m) **“Portal”** will mean e-tender website <http://eproc.punjab.gov.in>
- n) **“PBG”** means Performance Bank Guarantee
- o) **“Services”** means the work to be performed by the bidder pursuant to this tender and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Corporation.
- p) **“SOW”** means Scope of Work for the selected bidder, specified in Section 5 of this document.
- q) **“The Term”** means three years warranty period of contract starting from date of commissioning except otherwise mentioned in this document.
- r) **“Tender No. or Document Reference No”** means the document or tender No. mentioned in the Document Control Sheet irrespective of whatever may be mentioned in the text of this document.
- s) **“Vendor”** means bidder to whom the contract is awarded.
- t) **“CCTV”** means Closed Circuit Television.
- u) **“Tricity”** means Chandigarh, Mohali (SAS Nagar) and Panchkula.
- v) **“SITC”** means Supply Installation, Testing and Commissioning.

IMPORTANT NOTICES

1. This tender document is not transferable.
2. The response to this tender document should be full and complete in all respects. Incomplete or partial responses are liable to be rejected.
3. Bidders are advised to study the document (all instructions, forms, requirements) carefully. Submission of response shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
4. Bidders are suggested to use due diligence in submitting their bids well in time. Any delay or unsuccessful bid submission due to unavailability of internet, electricity or any other reason will not be considered for extending the bid submission date.
5. The bidder should upload all required documents / information with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, Punjab Infotech reserves its right in seeking clarification from bidder and may disqualify bidder if bidder is not able to provide clarification / desired information.
6. The bidder shall bear all costs associated with the preparation and submission of the response, including cost of demonstration, benchmarking and presentation for the purposes of clarification of the bid, if so desired by PICTC Ltd. PICTC Ltd will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the short listing process.
7. Further clarifications, corrigendum and any other information related to this tender will be available at the e-tendering portal <http://etender.punjabgovt.gov.in> only.
8. Bidders are advised to check e-tendering portal regularly for any Addendum / Corrigendum / Amendments related to project.
9. Punjab Infotech reserves the right to accept or reject any or all responses without assigning any reason.
10. All payments towards Cost of Tender Document and processing fee shall be deposited online through e-payment gateway of the portal. Bids will be rejected if any of the payments are not reflected on the portal. Earnest Money Deposit shall be paid as per details in Document Control Sheet.

SECTION 1: INVITATION FOR BIDS

1.1 Background

Punjab Infotech : Punjab Information & Communication Technology Corporation Limited was incorporated in 1976, as a State undertaking of Punjab, for the promotion and growth of Electronics Industry in the State of Punjab. PICTC commits itself for creating an enabling ecosystem for transformation of the State from resource based economy to knowledge based economy.

In order to carry out the role assigned to Punjab Infotech by its Board and the Government of Punjab, the in-house capabilities have been built to provide consultancy/undertake IT/ITES/e-Governance projects for various Government Departments / Boards / Corporations/Agencies. Punjab Infotech can undertake the following IT/ITES/e-Governance projects for the departments:

- (i) Providing end to end IT and e-Governance solutions as per requirements of departments.
- (ii) Providing networking solutions including procurement, installation and support of hardware related to networking/ telecom/ communications etc.
- (iii) Annual Maintenance contracts for computer hardware and software.

Punjab Police :

Through the use of IT and ITES Punjab Police is committed to provide:

- (i) Increased accessibility to common man so as to address grievances by way of improved police - public interface.
- (ii) Secure environment to citizens through better management of Human Resources, equipment and use of Law.
- (iii) Increased awareness of Law to public.
- (iv) Transparency in policing without compromising national security.

1.2 Invitation

Bureau of Investigation, Punjab Police desires for usage of scientific aids, technology and forensics in investigation, crime detection and law enforcement. In order to achieve the same, it is required to capture critical forensic evidence from CCTVs, mobile devices, smartphones, PDAs etc.

- a) Through this RFP, Punjab Infotech invites responses (“Tenders”) from bidders for the supply, installation and maintenance of CCTV Mobile Image & Data Acquisition &

Enhance System for Punjab Police (Bureau of Investigation) as described in Section 5 (Scope of Work) of this RFP Document.

- b) This invitation to bid is open to all Bidders meeting the eligibility criteria as mentioned in Section 3.3 of this RFP Document.
- c) Any contract that may result from this Government procurement competition will be issued for “**The Term**”. The Corporation reserves the right to extend “**The Term**” for a period or periods to be mutually decided by the parties, such extension or extensions may be given on the same terms and conditions of the RFP.
- d) Proposals must be received not later than time and date mentioned in the **Document Control Sheet** (2nd page of RFP). Proposals will not be accepted by the system after due date/ time.
- e) The Corporation may, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to bidders through corrigendum issued on e-tendering portal.
- f) All payments shall be deposited before submitting the proposal. Bids will be rejected if any of the payments are not reflected on the portal/ account. Therefore, payment must be made by either of the modes described in the Instructions for e-payment.
- g) The tender document is available on the Portal from start date till last date for issue of the tender document as prescribed in Document control sheet against the payment of bid document fee.
- h) Cover bids are not permitted. Either the OEM or its authorized distributor/ dealer/ reseller in India can submit their bid (both cannot submit two separate bids). No consortium is allowed.

SECTION 2: INSTRUCTIONS TO BIDDERS

2.1 General Instructions:

- a) This tender document is not transferable.
- b) The response to this tender document should be full and complete in all respects. Incomplete or partial responses are liable to be rejected.
- c) Completeness of Response
 - (i) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
 - (ii) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.
- d) Further clarifications, corrigendum and any other information related to this tender will be available at the e-tendering portal.
- e) Punjab Infotech reserves the right to accept or reject any or all responses without assigning any reason.
- f) RFP Proposal Preparation Costs & related issues
 - (i) 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/demo, preparation of proposal, in providing any additional information required by Punjab Infotech to facilitate the evaluation process.
 - (ii) Punjab Infotech will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
 - (iii) This RFP does not commit Punjab Infotech to award a contract or to engage in negotiations.
 - (iv) All information / materials submitted by the bidder will become the property of Punjab Infotech and may be returned completely at its sole discretion. The information / material shared by Punjab Infotech with the bidders under no

circumstances should be disclosed to other party / individual / organization / department.

g) Right to Terminate the Process

- (i) Punjab Infotech may terminate the RFP process at any time and without assigning any reason. Punjab Infotech makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- (ii) This RFP does not constitute an offer by Punjab Infotech. The bidder's participation in this process may result in their short listing.

h) Bid Submission Format

- (i) The entire proposal shall be strictly as per the format specified in this RFP.
- (ii) RFP document submitted by the bidder should be concise and contain only relevant information as required.

i) Short listing Criteria

Punjab Infotech will shortlist bidders who meet the Pre-Qualification criteria and Evaluation Criteria as mentioned in this document.

j) Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of their Proposal.

2.2 Information & Instructions for e-Tendering

- a) For participation in this tender, prospective bidders are required to ensure their registration on the e-tendering portal. The user must be in possession of a valid Digital Signature Certificates (DSC) which may be procured from any of the authorized Certifying Authority (CA), such as; e-Mudra, N-code, Sify etc.
- b) Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode. Bidders may contact Helpdesk for query resolution as per contact numbers in Document Control sheet and updated contact numbers on "Contact Us" link of the e-Tendering portal.
- c) Documents must be scanned and uploaded through e-tendering website within the period of tender submission. Eligibility related documents need to be uploaded in pre-qualification section, technical related documents in technical section and commercial related in commercial section.

2.3 Conflict of Interest

The selected bidders should provide professional, objective, and impartial services and at all times hold the Department's interests paramount, strictly avoid conflicts with other

assignments / jobs or their own corporate interests and act without any consideration for future work.

2.4 Validity of Bids

- a) Bids shall remain valid for a period of 180 days from the date of opening of commercial Bids. The Corporation reserves the right to reject a Bid valid for a shorter period as non-responsive.
- b) In exceptional circumstances, the Corporation may solicit the bidder's consent for extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Bid security Deposit. A bidder accepting the request will not be permitted to modify its Bid.

2.5 Right to Accept or Reject Bid(s)

The Corporation reserves the right to annul the tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

If a Bid is selected, it will be the most advantageous regarding price, compliance of offered products to the specifications provided in the RFP, the Bidder's qualifications and capabilities to provide the specified product/service, and other factors which Punjab Infotech may consider.

2.6 Fraud and Corruption

It is required that the Bidders submitting Bid and the successful bidder selected through this tender must observe the highest standards of ethics during the process of selection and during the performance and execution of contract.

- a) For this purpose, definition of the terms are set forth as follows:
 - (i) "**Corrupt practice**" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Corporation or its official in contract executions.
 - (ii) "**Fraudulent practice**" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or non-competitive levels and to deprive the Corporation of the benefits of free and open competition;

(iii)“**Unfair trade practice**” means supply of equipment different from what is ordered on, or change in the Scope of Work given in Section V.

(iv)“**Coercive practice**” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

b) The Corporation will declare a bidder ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the selected bidder has engaged in corrupt, fraudulent, unfair trade or coercive practice in competing for, or in executing, the contract.

2.7 Clarifications and Amendments of Tender

a) During the process of evaluation of the Bids, the Corporation may, at its discretion, ask Bidders for clarifications on their Bid. The Bidders are required to respond within the prescribed time frame.

b) The Corporation may for any reason, modify the tender from time to time. The amendment(s) to the tender would be clearly spelt out through corrigendum and the bidders may be asked to amend their Bid due to such amendments. Bidders are advised to check e-Tendering portal regularly for amendments to the tender.

c) In order to allow bidders reasonable time in which to take amendment into account in preparing their bids, Punjab Infotech may at its discretion extend the deadline for submission of bids.

2.8 e-Payment Instructions

All relevant payments are to be made prior to submission of bids as per details given in the **Data control sheet** (2nd Page of RFP).

2.9 Bid Security Deposit

a) Bid Security Deposit (refundable) shall be deposited through NEFT/RTGS into the bank account of the Corporation.

b) The Bid Security Deposit lying with the Corporation in respect of other tender/ RFP / Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards Bid Security Deposit for this tender. In case of re-tender BID SECURITY DEPOSIT paid shall be refunded and bidders will be required to resubmit the BID SECURITY DEPOSIT.

c) The BID SECURITY DEPOSIT will be forfeited on account of one or more of the following reasons:

- (i) Bidder withdraws its Bid during the validity period specified in the tender.
 - (ii) Bidder does not respond to requests for clarification of its Bid.
 - (iii) Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - (iv) If successful bidder fails to sign the contract in time or fails to furnish PBG in time
 - (v) Any other reason as per clause 3.4.
- d) The BID SECURITY DEPOSIT of unsuccessful bidders shall be refunded after one month of final award of contract.
 - e) BID SECURITY DEPOSIT of the successful bidder will be released only after the bidder signs the final agreement/ accepting the Purchasing Order and furnishes PBG.
 - f) No interest shall be paid on BID SECURITY DEPOSIT by the Corporation.
 - g) In case the process is annulled for any reason, the BID SECURITY DEPOSITS shall be refunded within one month of the annulment notification.
 - h) BID SECURITY DEPOSIT value is not linked on percentage of total anticipated value of the project.

SECTION 3: SELECTION PROCESS

3.1 Process for Selection of Bidder

This tender is intended to result in selection of bidder for supplying, installing and maintaining CCTV Mobile Image & Data Acquisition & Enhance System for Punjab Police (Bureau of Investigation). The responses received pursuant to this tender will be evaluated by a Committee constituted by the Corporation as per the technical compliance, presentation, equipment demonstration, deviations and commercial bid specified in this document and selected bidder will be awarded the contract on the basis of technical compliance & commercial bids. The selected bidder would be required to undertake the assignments as mentioned in the 'Section 5: Scope of Work.'

3.2 Stages of Short listing

- a) **STAGE – I**: Preliminary scrutiny of the proposals for eligibility will be done and to determine whether the Companies are meeting pre-qualifying criteria specified in the document.
- b) **STAGE – II** : Qualifying bidders will give comprehensive presentation and demonstration about their proposal focusing on past relevant experience, methodology for implementation of project, proposed system architecture, technical features, approach methodology, work plan, quality management etc. A Detailed Demonstration/Proof of Concept of the actual proposed product shall also be provided by the bidder.
- c) **STAGE – III** : Commercial bids for qualifying bidders shall be opened after completion of technical evaluation.

3.3 Eligibility/Pre-Qualification Criteria

To participate in this RFP, bidders have to satisfy the following conditions and submit the listed below documents, completed in all respects in support of the prequalification.

- a) Bidder may be an OEM or its authorized distributor or authorised reseller located in India.
- b) The bidder's company should be either Incorporated under Indian Companies Act, 1956 or The Partnership Act, 1932 or Limited Liability Partnership Act, 2008.
- c) The bidder shall be financially sound having average annual turnover of Rs 1,50,00,000/- (Rupees one and half Cr Only) in the last three financial years. The bidder must furnish certificate(s) of turnover certified by a CA/CPA.

- d) Bidder should have a minimum existence of two years in the field of Cyber/Digital Forensic Solutions as on the date of submission of bid. Bidder to submit an undertaking to the same effect on the letterhead.
- e) Bidder shall have successful experience of supplying, installing and maintaining at least 1 (one) units of the required solution in any Central / State Government organisation/Law enforcement agency (LEA)/ reputed private organisations anywhere in India. Documentary proof like work order copy / contract agreement and completion / installation certificate needs to be provided by bidder. (As per Bid Proforma IV: Prior Experience)
- f) Bidder shall furnish an undertaking from the OEM to provide technical support for the equipment/ software in terms of spares, replacement and repairs/ patches/ upgrades for the term under warranty and/ or AMC clauses. (As per Bid Proforma II: Undertaking from OEM)
- g) Bidder shall furnish ISO/BVQI/CE/RoHS/EPEAT/BIS certificates in respect of OEM for the solution provided.
- h) Bidder must possess valid PAN and GST Registration Number and submit the same on their letter head.
- i) The Bidder shall have at least one technical service contact in Tricity / Punjab/ Delhi NCR Area (Details to be given on letterhead) or shall give undertaking on letterhead that they shall appoint one within 3 weeks of issue of Lol/ work order.
- j) Bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices (undertaking to be given as per Bid Proforma VI)
- k) The bidder should have at least 10 permanent sufficiently technically skilled personnel (core team) having requisite experience. Self-declaration on the company letter head to be provided.

Prequalification Documents as detailed in Section 6 are to be submitted as part of the Prequalifying Bid.

3.4 Disqualifications

The Corporation may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder, if the Bidder has:

- a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any project in the preceding three financial years;
- c) Submitted a Bid that is not accompanied by requisite documentation or is non-responsive
- d) Failed to provide clarifications related thereto, when sought, within applicable/cited stipulated time.
- e) Been declared ineligible by a Government of any country/the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- f) Submitted a Bid with price adjustment/variation provision.
- g) Submitted a cover bid i.e. both OEM and its authorized distributor/ dealer has submitted separate bids, both will be disqualified.

3.5 Query Resolution System/ Pre-Bid Query : All prebid queries shall be addressed via email. If any pre bid meeting is decided to be organized, the same shall be informed suitably to the bidders.

- a) Queries may be sent in the given format only.

Sr. No.	Reference (Page No. / Para/ Sub Para No. & Heading / Sub Heading	Existing Clause / text	Clarification / Amendment Sought	Suggestions / Remarks (if any)
1				
.				
N				

3.6 Preparation of Bids

The Bidder must comply with the following instructions during preparation of bids:

- a) The Bidder is expected to carefully examine all the instructions, guidelines, terms & conditions and formats of the tender. Failure to furnish the necessary information as required by the tender or submission of a Bid not substantially responsive to all the requirements of the tender shall be at Bidder's own risk and will be liable to rejection.

- b) The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Bid.
- c) The letter of authorization shall be indicated by written power of attorney (Proforma – VII) and shall accompany the Bid.
- d) If any document (s) is not submitted by bidder at the time of submission of bid in support of Bidder's Eligibility Criteria then at the discretion of tender committee, bidder might be intimated by e-mail to submit the same within stipulated time period failing which bid will be rejected. In case tender committee does not agree to intimate bidder about missed out documents then bid will be considered as rejected and BID SECURITY DEPOSIT may be forfeited.
- e) Bidder is allowed to modify / substitute the Bid even after its submission but before "Last date for submission of bids" as mentioned in **Document Control sheet**. No bid can be modified subsequent to the deadline for submission of bids.

3.7 Submission of Bids

Bidders shall submit their bids through e-Tendering website on or before the last date and time for submission of bids as per **Document control sheet**.

Documents detailed in the checklist under Section 6 are to be submitted as part of:

- a) Prequalification**
- b) Technical Bid**
- c) Commercial Bid**

3.8 Evaluation of Bids

Bids will be opened as per the schedule mentioned at Document Control Sheet. Evaluation Committee will evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the tender, a three-stage process, as explained below, will be adopted for evaluation of proposals submitted by the specified date and time.

Evaluation Committee may, at its discretion, call for additional information from the bidder(s) at any stage of evaluation. Such information has to be supplied within the set out time frame, otherwise Evaluation Committee has the discretion to reject/ accept/ extend the date for receiving such information. Seeking clarifications cannot be treated as acceptance of the proposal. Evaluation committee may waive any minor informality, non-conformity or irregularity in bid which does not constitute material deviation.

a) Pre-Qualification

- (i) Preliminary Scrutiny of the bid for eligibility will be done to determine whether the bids are in order and complete and whether the documents have been properly signed.
- (ii) Proposal responses conforming to the preliminary scrutiny requirements will be checked for eligibility criteria stated in section 3.3.
- (iii) Any promoter/partner/director of a firm who is brought into the firm after the publication of tender notice shall not be considered for fulfilling the eligibility criteria.
- (iv) Proposals not conforming to such preliminary requirements are subject to being rejected and their BID SECURITY DEPOSIT being forfeited

b) Technical Bids

- (i) Technical Bids will be opened for only those bidders who qualify the Pre-Qualification criteria.
- (ii) Technical bid would be examined by the Committee on the basis of compliance to specifications. Product Literature highlighting the specifications asked in this document for each individual component should be supplied. It should also have indexing of specifications in the product literature document, Compliance sheets, Data sheets, any other information submitted as part of the technical bid failing which bid submitted shall be treated as incomplete.
- (iii) Bidders shall ensure that only one make / brand is to be quoted for each items of Bill of Material (BoM) as per Proforma XIII. In case any of the items of the list is found quoted with more than one brand the bid shall be out rightly rejected. Also word such as equivalent / reputed make / not applicable etc. will lead to rejection of bid.
- (iv) Technical bid evaluation would be done by considering the demonstrations, technical specifications, technical deviations and certifications submitted by bidders.
- (v) Technical compliance and technical deviations would be examined by the Tender committee submitted as part of the technical bid. Technical specifications as mentioned in Appendix C are mandatory and have to be adhered to by the bidders.

- (vi) The bidder may provide deviation to the contents of the RFP document as per Proforma IX as provided as part of Technical Proposal. No deviations from the technical specifications will be entertained. Tender committee would evaluate and classify them as “material deviation” or “nonmaterial deviation“. In case of any material deviations, the committee would be entitled to reject the bid. In case of nonmaterial deviations, either the deviations may be accepted by Tender Evaluation Committee or bidder will have to withdraw all the deviations.
- (vii) For verification of information submitted by the bidders, the committee may visit bidder’s offices at its own cost. Bidders shall provide necessary documents, samples and reference information as desired by the committee. Bidders shall also assist the committee in getting relevant information from the bidders’ references.
- (viii) Bidders would be required to demonstrate their capability, competence & proposed solution, their experience in such previous assignments and compliance to technical specifications etc. through a presentation and demonstration. The bidders would be required to give a presentation about their technical proposal. Requisite details for Technical presentation / product demonstration are enclosed as Appendix B.
- (ix) Only those bidders shall qualify technical bid who strictly comply with all the technical specifications mentioned in Appendix C and in case of nonmaterial deviations, either the deviations are accepted by Tender committee or bidder is willing to withdraw all the deviations as recommended by Tender committee.
- (x) The evaluation of capability and competence of the bidder will be done as per the following criteria :-

Sr. No.	Specific Requirement	Marks Allocated	Evaluation Criteria
1	Suggested Scope of Work & Solution	60	1. Qualitative assessment of Scope of work 2. Product provided by bidder(as per listed tech specs) 3. Demonstration of the robustness of the proposed product. 4. User friendliness of the product and its interface 5. Technology proposed
2	Bidder's Competence	15	1. Value added features and additional relevant functionalities 2. Type of After-Sales support offered
3	Bidder's Experience	25	1. No. of Units sold of similar solution (Documentary evidence required) 2. No. of Annual Maintenance Contracts for the product signed (Documentary evidence required)

For calculating the Technical Score (TS) the individual scores, as per respective weightage, for each of the three parameters mentioned above will be summed up. In order to qualify technically, a proposal must secure a minimum of 70 after summing up. Only those proposals which have a minimum score of 70 shall proceed to the next stage ie Commercial Bid Opening .

c) Commercial Bid

- (i) Commercial bids would be opened for only those bidders who qualify the technical bid.
- (ii) Commercial bids would be examined by the Tender Committee
- (iii) The bidder shall indicate unit prices and total bid prices of the equipment/ services it proposes to supply, install & maintain. Price shall be quoted in Indian Rupees (INR). A bid submitted with adjustable price quotation shall be treated as non-responsive and hence will be rejected.
- (iv) The prices should be all inclusive of Taxes, Duties, Transportation, Transit Insurance, Out of Pocket Expenses (OPE) and license fees etc.
- (v) Prices quoted by bidder shall remain fixed during the currency of the contract, but will be subject to variation as mentioned in clause 4.8.
- (vi) If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall

prevail and the total price shall be corrected. Moreover, if there is any discrepancy between words and figures, the lower of amount will prevail.

(vii) If the bidder does not accept the correction of error(s) as specified above, its bid will be rejected. Moreover, any conditional bid would be rejected. In both cases BID SECURITY DEPOSIT will also be forfeited.

(viii) The proposal with lowest total Project Cost will be designated as L1.

d) Final Evaluation in case of tie

(i) In case, two bidders are having the same 'L1' price in the Commercial bid then those will be asked to re-submit commercial bid in sealed envelope within specified time period, which shall be communicated to bidders. The proposal with lower total Project Cost will be designated as L1.

3.9 Award of Contract

The Corporation will notify the successful bidder in writing (LoI) that its bid has been accepted. On receipt of notification the bidder shall furnish:

- a) Signed acceptance of award on letterhead within 7 days of the notification of award;
- b) PBG as per Proforma XII in accordance with conditions of contract and sign the Contract Agreement (Proforma XV) with Punjab Infotech within 15 days from the date of acceptance of proposal followed by the signing of the Contract Document. No variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

Failure of the successful bidder to sign the contract OR willful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in such event the client may choose to award the work to L2, L3,.. & so on or call for fresh bids. In such a scenario Punjab Infotech may also blacklist the concerned bidder from participating in future state government projects and all associated costs shall have to be paid by such bidder or shall be recovered from them.

3.10 Confidentiality

- a) Information relating to the examination, clarification and comparison of the Bids shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of

confidential information related to the process may result in rejection of its Bid. During the execution of the project except with the prior written consent of the Corporation, the selected bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

- b) Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ selected bidder and/ or the Corporation / Department to each other including, but not limited to, the services, product information, plans, financial data and statistics, whether or not marked as confidential or proprietary by the parties.

3.11 Non-Disclosure Agreement

Except with the written consent of the Buyer / Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample, video, data, pictures or any other information (in any form) thereof to any third party. The SI will certify that all sensitive information and data available to them as a part of the project will remain the exclusive property of Department and will not be disclosed to any person. Failure to comply with this clause will make the SI liable to action as per law. Non Disclosure agreement to be submitted along with Acceptance of the Letter of Intent by the successful bidder is attached as Proforma XIV.

3.12 Right to Terminate the Process

- a) Punjab Infotech may terminate this RFP process at any time and without assigning any reason. Punjab Infotech makes no commitments, expressed or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by Punjab Infotech. The bidder's participation in this process may result in short listing the bidders.

SECTION 4: GENERAL CONTRACT CONDITIONS (GCC)

4.1 Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the tender or Contract Agreement, the interpretation of the Corporation shall be final and binding.

4.2 Relationship between the Parties

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the Corporation and the Vendor. The Vendor subject to this contract for selection has complete charge of its personnel in performing the services under the Project from time to time. The Vendor shall be fully responsible for the services performed by it or any of its personnel on behalf of the Vendor hereunder.

4.3 Standards of Performance

The Vendor shall perform the services and carry out its obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Vendor shall always support and safeguard the legitimate interests of the Corporation, in any dealings of the vendor with the third party. The Vendor shall abide by all the provisions/rules etc. of Information Technology Act, 2005 and subsequent amendments prevalent in the country. The Vendor shall conform to the standards laid down in the tender in totality.

4.4 Applicable Law

- a) Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Punjab
- b) The bidder will submit an undertaking specifying that they have obtained or will be in a position to obtain all necessary statutory and obligatory permissions, if any, required to carry out the contract.

4.5 Intellectual Property Rights

No product/services covered under the Contract shall be sold or disposed by the Vendor in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Vendor shall indemnify the Corporation from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Vendor, the Corporation shall be defended in the defense of such proceedings.

4.6 Governing Language

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

4.7 Performance Bank Guarantee (PBG)

- a) Within 15 days of accepting the proposal for the award of contract and before signing of contract document, the Vendor shall furnish an unconditional and irrevocable Performance Bank Guarantee, as per Proforma - XII, for an amount equal to 10% of total project cost valid for “**The Term**” plus six (6) months as its commitment to perform services under the contract.
- b) Failure to sign the contract and submit PBG in time as per sub paragraph 4.7 (a) above shall constitute sufficient grounds for forfeiture of the BID SECURITY DEPOSIT.
- c) Failure to perform services / deliver working product as per contract shall constitute sufficient grounds for forfeiture of the PBG.
- d) The PBG shall be released after expiry of its validity period provided there is no breach of contract on the part of the Vendor.
- e) No interest will be paid on the PBG.
- f) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of the project, beyond the term of contract, for any reason. The bidder should furnish PBG for extension period within 7 days of issue of extension letter with validity of six months beyond the extension period.
- g) Punjab Infotech shall also be entitled to make recoveries from the bidder's bills, Performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, misconstrusion or misstatement etc.

4.8 Price fall

- a) The SI shall submit an undertaking on judicial stamp paper of **Rs. 50/-** (As per bid Proforma X: Undertaking of Price Fall) that the prices charged for the Goods/ Services supplied under the contract by the SI shall in no event exceed the lowest price at which the vendor sells the Goods or offers to sell Goods of identical description to any Department of the Central or State Government or any Statutory

undertaking of the central or State Government, as the case may be, during the currency of the contract.

- b) If, at any time during “**The Term**” the vendor reduces the sale price, sells, or offers to sell such goods to any person/organization including the purchaser or any **Department** of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the Vendor shall forthwith notify such reduction, or sale or offer to sell to the purchaser and the price payable under the contract for the supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced in case of a subsequent reorder of the product.

4.9 Warranty

The bid proposal shall be inclusive of a comprehensive on-site Manufacturer “Warranty” and the solution shall carry onsite warranty for at least “the Term” for all the items applicable from the date of Commissioning (including updates / upgrades), except mentioned otherwise, against defective workmanship and materials, faulty designs or inferior quality of materials. All replacements shall be free of charge except items which suffer physical damage attributable on the customer end. All OEM warranties shall be extended to the customer. The warranty period for each component will commence after its successful installation and commissioning (duly verified/ checked by Bureau of Investigation, Punjab Police).

The vendor will ensure that all equipment shall operate without defect or interruption. Any modification or addition in the firmware/software as may be required will be undertaken by the vendor without any additional cost. The vendor shall ensure that all defects are fixed within the SLAs as defined in this document. The time for maintenance engineers to resolve an issue should not exceed the time specified in the SLA Matrix days from the time the request is logged (penalties mentioned in Appendix –A for Service Level Agreements).

The equipment replacements must be new and equivalent or better in Performance than existing parts, failing which applicable penalties shall be levied.

The supplier shall maintain the complete solution in accordance with the provisions laid down in the clauses below during the entire warranty period.

a) Scope and Services Covered under Warranty

The SI shall provide services under the warranty to keep all the complete solution in good working order, which shall include but not be limited to:

Unscheduled on call corrective and remedial maintenance service to set right the malfunctioning of the system, replacement of unserviceable parts, software maintenance etc.

b) Maintenance

- i. Free on-site maintenance services shall be provided by the SI during the warranty period. The SI may enter into CAMC agreement of equipment supplied under this tender for a period not less than 1 years after the expiry of warranty, at the discretion of the Department. The SLA applicable for warranty period will be applicable for this extended CAMC also.
- ii. The Department shall have the option of entering into CAMC in respect of the solution or part of the solution or completely opt out of the CAMC.
- iii. The SI will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract term.

4.10 Delivery & Installation

- a) All items (as defined in Section 5.2 (a)) shall be successfully delivered & installed at nominated location within 10 (ten) weeks (including non-working days) from the date of signing of contract. Delivery for the items mentioned in this tender or any subsequent reorder may be anywhere in the State of Punjab. All items will be physically checked and accepted by the nominated concerned **Department** representatives.
- b) The vendor complete the installations, will test all operations and accomplish all adjustments for successful and continuous operation of equipment.
- c) Defective/ Partial/ Incomplete items will be treated as undelivered items.
- d) If there is delay in delivery & installation due to inadequacy on part of vendor penalty may be imposed on vendor as defined in **Section 4.15**.
- e) If the delay in testing and inspection is due to dependencies on the Purchaser, such delays will be properly recorded/ documented and communicated by the vendor. The delays will be examined and may be condoned by the competent authority on merit.

- f) Upon successful delivery & installation of all items / equipment at user site, the vendor shall notify Punjab Infotech within 10 days of actual date of successful delivery & installation of complete order, by submitting following documents:
- (i) Two copies of vendor invoice showing goods description, quantity, unit price and total amount
 - (ii) Delivery note or acknowledgement of receipt of goods.
 - (iii) Manufacturer's or Supplier's warranty certificate
 - (iv) Inspection, Installation cum Commissioning Note duly signed by the concerned official of the Department
 - (v) Payment of all statutory taxes
 - (vi) Training Report
- g) The Corporation shall not be responsible for any postal delays about non-receipt/ non- delivery of the documents.

4.11 Technical Support

The vendor shall provide onsite Technical support for “**The Term**” from the date of delivery & installation of complete order of the Solution/Equipment. Need based/ proactive repair/ replacement will be undertaken by the Vendor technical support team to avoid failure of the equipment on as required basis.

Maintenance of hardware and Upgrades for software:

The engineer of the SI shall have to visit any of the location on a request made by Departmental official through telephone/SMS/email.

4.12 Performance Assessment

The Performance of the vendor will be assessed as below:

- a) **Supply & Installation:** If there is a delay in supply or unsatisfactory supply of equipment, the Purchaser reserves the right to impose penalties and terminate the contract.
- b) **Warranty Period:** During the warranty, the vendor is required to ensure that all items supplied are kept functional / serviceable and that complaints are correctly logged. The vendor will be required to submit a quarterly report/ complaint log (with all logged calls of complaints and calls closed status) along with service slip duly verified and signed by the user in the following format:

Sr. No.	Date	No. of Calls logged	Calls Closed				Calls Open	Remarks
			Within 5 days	Between 6 and 10 days	Between 11 and 21 days	After 21 days		

- c) The above report submitted by vendor and duly verified by Department may be used by Punjab Infotech to calculate penalties for not meeting the SLA requirements during warranty period. Refer to Appendix A for required service levels and penalties for slippages.
- d) The Department may inform Punjab Infotech with supporting documents on penalties due on account of non-conformance to the laid down SLAs as and when required.

4.13 Payment Schedule

- a) 95 % payment will be released after successful installation of the complete order of the solution and against stamped acknowledged receipt of equipment by the officers of the concerned **Department** where the solution/equipment was delivered/installed, subject to submission of documents mentioned in [section 4.10 \(f\)](#).
- b) Balance 5% payment shall be released by Punjab Infotech after the end of The Term after receipt of invoice from the SI.
- c) Payments shall be made after adjusting penalties (if any) as applicable. Penalty for not meeting SLA requirements during warranty period may be recovered from Performance Bank Guarantee (PBG) as and when required.

4.14 Insurance

It is suggested that goods supplied under contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery to user site.

The insurance should be for replacement value from warehouse to user site on “All Risks” valid up to date of delivery.

4.15 Penalties

- a) Notwithstanding the Corporation right to cancel the order, penalties for late delivery/installation @1.5% (one and half percent) of the total contract value will be charged for every week’s delay in the specified delivery/installation schedule

subject to a maximum of 9% (Nine) of the order value which may further lead to termination of contract. If a local representative/office as mentioned in Clause 3.3 (i) is not established within stipulated time, a penalty of Rs. 10,000/- per week shall be levied upto 5 weeks after which EMD may be forfeited/ contract may be terminated.

- b) The Corporation reserves its right to recover the amounts on account of penalties by any mode such as; revoking PBG or, adjusting from any payments to be made by the Corporation to the bidder. The vendor will also have a choice of depositing the amount due towards him on account of penalties by cash/ cheque / draft / OTC / NEFT in favor of Punjab Information & Communication Technology Corporation Ltd in which case penalties shall not be recovered by any other means.
- c) The penalty amount needs to be deposited by vendor within 21 days of date of intimation of the penalty.

4.16 Indemnity

Successful Bidder who has been awarded the Contract (the "Indemnifying Party") undertakes to indemnify Purchaser (the "Implementing Agency") from monetary loss or loss of reputation to any customer Department/s arising in favor of any person, Corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance.

The indemnities set out shall be subject to the following conditions:

- a) The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- b) The Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;
- c) The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- d) The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

- e) The Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- f) In the event either of the Party seeks indemnification from other on account of any specific loss or losses (including any claim for damages) then party making the claim would be stopped from making any further claim, financial or otherwise in respect of that loss or losses (including any claim for damages).

4.17 Termination of Contract

- a) **Material Breach:** In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues after the notice period, the Corporation, as the case may be, will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:
 - (i) An attachment is levied or continues to be levied for a period of seven days upon the effects of the bid.
 - (ii) If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract.
 - (iii) In case the selected bidder fails to deliver and install the quantity as stipulated in the **Section 4.10**.
- b) The selected bidder commits a breach of any of the terms and conditions of the bid.
- c) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Corporation reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same.
- d) In the event of the sum of all unpaid penalties exceeding 10% of Contract Value on any given date, the contract shall stand terminated automatically and PBG shall stand revoked in total.

4.18 Termination for Insolvency, Dissolution etc

The Corporation may at any time terminate the contract with immediate effect by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Corporation.

4.19 Termination for Convenience

The Corporation reserves its right to terminate, by prior written notice of one month, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for its convenience, the extent to which Performance of work under the contract is terminated, and the date upon which such termination becomes effective.

4.20 Consequences of Termination

- a) In the event of termination of the Contract due to any reason whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Corporation shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/ breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/ continued execution of the scope of the Contract.
- b) The Corporation reserves the right to recover any dues payable by the selected Bidder / penalties from any amount outstanding to the credit of the selected bidder, including the pending bills and/or revoking the bank guarantee under this contract.
- c) Nothing herein shall restrict the right of the Corporation to invoke the Performance Bank Guarantee and other guarantees, securities furnished and pursue such other rights and/or remedies that may be available to the Corporation under law or otherwise.
- d) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

4.21 Force Majeure

- a) The Vendor shall not be liable for forfeiture of its PBG or termination of contract for default if and to the extent that it's delay in Performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor, not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Vendor shall promptly notify the Corporation in writing of such condition and the cause thereof. Unless otherwise directed by the Corporation in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for Performance not prevented by the Force Majeure event.

4.22 Taxes and Duties

The Vendor shall be entirely responsible for all taxes; duties, etc. incurred until delivery to the purchaser and as may be applicable at any given point of time within Union of India.

4.23 Resolution of Disputes

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/ their representatives or officers.

a) Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 15 days after receipt. If that party fails to respond within 15 days following the response of that party, or the dispute cannot be amicably settled within 30 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

b) Arbitration

In case dispute arising between the Corporation and the Vendor, which has not

been settled amicably, the Vendor can request the Corporation to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and all subsequent amendments. Such disputes shall be referred to the Principal Secretary, Industries & Commerce, Government of Punjab, India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Chandigarh, Punjab. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

c) Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Chandigarh only.

4.24 Notices

- a) Any notice or other document which may be given by either Party under this Agreement shall be given in writing, by post or by official email.
- b) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address.

4.25 Contract Amendment

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

Punjab Infotech may, at any time, by written order given to the Vendor, make changes within the general scope of the Contract.

If any such change causes an increase or decrease in the cost of or the time required for the vendor's Performance of any provisions under the contract, an equitable adjustment shall be made in the contract price or delivery/installation schedule or both, and the contract shall accordingly be amended.

Any claims by the Vendor for adjustment under this clause must be asserted within fifteen (15) days from the date of the Vendor's receipt of the change order.

SECTION 5: SCOPE OF WORK

5.1 Introduction

This section provides details on broad features and services to be provided by the selected Vendor for supply, installation and maintenance of CCTV Mobile Image & Data Acquisition & Enhance System for Punjab Police (Bureau of Investigation).

5.2 Scope of Work

The selected vendor shall take up the following activities as part of execution of the project:

a) Specifications, Quantity and other requirements

- (i) The vendor shall supply solution/equipment as per detailed minimum specifications mentioned in Appendix C. The final quantities may vary by minus 50% (or plus 100% on reorder) based on the requirement. The charges shall be applied to actual items and quantities supplied to the Department.

S No.	Item Name	Desired Qty
1.	Video Enhancement Tool	01
2.	Video Analysis Software	01

- (ii) All the hardware items to be supplied under the project must bear reputed brands.
- (iii) All listed accessories bundled by the OEM should accompany the equipment.
- (iv) Only new and non-defective equipment is to be supplied (used/repaired equipment will not be accepted).
- (v) Delivered solution against supply order must be of latest version.
- (vi) Solutions which are still under quality testing should not be offered.
- (vii) The technical documentation involving detailed instruction for operation and maintenance, user manual etc.; shall be delivered with every unit of the goods / items/ equipment supplied (one hard and soft copy each). The language of the documentation should be English.
- (viii) Models of the Items offered should strictly conform to the specifications supplied along with bid.
- (ix) An undertaking (Proforma II) from the OEM stating that they would provide technical support for the equipment in terms of spares, replacement and repairs/

patches/ upgrades / updates for the term under warranty on regular basis, should be furnished by bidder.

- (x) Vendor may be called upon to supply additional quantities under reorder up to 100% as will be mentioned in RFP within twelve months of signing the contract at the rates quoted in the contract or at prices as per clause 4.8, whichever is lower.

b) Supply of the equipment

The vendor shall be responsible for the timely delivery/installation of Solution/ devices.

- c) **Completeness of the tender:** All sundry equipment, fittings, assemblies, accessories, hardware items and all other sundry items for proper and efficient working of the various equipment and components of the work shall be deemed to have been included in the RFP, irrespective of the fact whether such items are specifically mentioned in this RFP or not.

- d) **Testing:** The selected SI shall have to submit testing report for the designated location. The system shall be considered as accepted and commissioned only after successful uninterrupted operation of entire system to the satisfaction of the designated officials of the Department.

- e) **Commissioning:** The selected SI shall have to submit commissioning report for all the locations signed by the designated official.

f) Training of personnel

The vendor will be required to provide OEM CERTIFIED training to the staff of concerned **Department** to handle the equipment and basic maintenance of solution where ever necessary.

The vendor would provide satisfactory hands on training in the live environment to designated officials as intimated by the Department. Objective of training is to acquaint stakeholders with this new system. SI will submit well documented training plan, user and troubleshooting manuals for utility of officials.

- g) **Security:** The SI will have to address the needs of security management including, but not limited to, monitoring, troubleshooting of various devices / tools such as, virus protection, and vulnerability protection through implementation of proper patches, procedures and rules.

- h) The system should have provision of scalability.

i) Warranty Period

The Vendor shall meet all the obligations pertaining to warranty of equipment supplied under this contract as defined in Section 4.9 and Section 4.12.

5.2.1. Specifications and Quantity

- a) The SI shall supply equipment as per detailed minimum specifications mentioned in Appendix C.
- b) The Corporation reserves its right to modify, amend, increase or decrease the scope of work at any point of time without assigning any reason. The final quantity may be minus 50% or plus 100%. In case of re-order quantity Corporation reserves the right to place order for 100% as per the BOQ of this RFP. The re-order (if required) can be placed after commissioning phase up to one year. The charges shall be applied to actual items and quantities supplied.
- c) All the hardware items to be supplied under the project must be of reputed brands and required certifications.
- d) All listed accessories bundled by the OEM should accompany the equipment.
- e) Only new equipment and non-defective equipment is to be supplied (used/re-manufactured equipment will not be accepted).
- f) The technical documentation involving detailed instruction for operation and maintenance, user manual etc; shall be delivered with every unit of the equipment supplied. The language of the documentation should be English.
- g) If the configuration / feature required are not available in a particular Item model, the next available configuration model meeting or exceeding the requirements shall be offered. The same should be evidenced with OEM certification.
- h) An undertaking (Proforma II) from the OEM stating that they would provide technical support for the equipment in terms of spares, replacement and repairs/ patches/ upgrades for the Term on regular basis should be furnished by bidder.
- i) BIS certificates are to be submitted for all items which fall under the **“List of Electronics and IT Goods under ‘Compulsory Registration Scheme’ for Self Declaration of conformity” of the Govt of India.**

SECTION 6: QUALIFICATION DOCUMENTS PROPOSAL PROFORMAS

Checklist for Submission of Documents against RFP PICTC/ITeG/2019-20/04 for supply of equipment to Punjab Police (to be uploaded in prequalification section as cover sheet for checking documents)

S.No	Description	Attached as Page Number(s)
<i>Pre-Qualification Bid Documents (to be uploaded in the Pre-Qualification Section)</i>		
1	Proforma I - Bid Sheet	
2	Document Fee, eTender Processing fee Payment Receipts	
3	Company Incorporation Certificate, GST, PAN, TAN(if applicable), Authorised Reseller/Distributor certificates (self certified copies on letterhead)	
	Undertaking on letterhead for having minimum existence of 2 years in Cyber/Digital Forensic Solutions as of submission of bid date	
	Undertaking on letterhead for having at least 10 permanent sufficiently technically skilled personnel (core team) having requisite experience.	
4	Proforma II - OEM Undertaking	
5	Proforma III - Company Profile	
6	Certificate(s) of turnover certified by a CA	
7	Proforma IV - Prior Experience	
8	Copy of work orders/ contract agreement & completion/installation certificates	
9	Proforma V - Proposal Document	
10	Annexures detailing the Proposal Document	
11	Proforma VI - Declaration of Non black listing of company	
12	Proforma VII - Special Power of Attorney	
13	ISO/BVQI/CE/RoHS/EPEAT certificate, BIS certificates for all applicable items	
<i>Technical Bid Documents (To be uploaded in the Technical Section)</i>		
14	Proforma VIII – Technical Compliance	
15	Proforma IX – Technical Deviations	
16	Proforma X – Price Fall Undertaking	
17	Detailed Technical Bid	
18	Proforma XIII (Brands and makes of all items)	
<i>Commercial Bid Documents (To be uploaded in the Commercial Section)</i>		
19	Proforma XI (Price Schedule)	

Proforma-I : Bid Sheet

(To be filled, scanned and uploaded in the Pre-qualification section of e-Tendering portal)

Bidder's Bid Reference No. & Date:

Bidder's Name & Address:

Person to be contacted:

Designation:

Telephone No.	Fax No.	Email ID

To:

The Managing Director,

Punjab Information & Communication Technology Corporation,

Udhyog Bhawan, 5th Floor, Sector 17, Chandigarh.

Subject: Request for Proposal (RFP) for Supply, Installation and Maintenance of CCTV Mobile Image & Data Acquisition & Enhance System for Punjab Police (Bureau of Investigation).

Dear Sir,

a) I, the undersigned Bidder, having read and examined in detail every page of the RFP including the specifications and all bidding documents in respect of supply of desired product/solution do hereby propose to provide solution as specified in the bidding document.

b) PROPOSED TECHNICAL SOLUTION

We have gone through the scope of work and the solution suggested in the proposal is based on the latest technology presently being used and cover all the aspects for optimal performance. We agree to provide solution as per the specifications submitted through this RFP, if shortlisted.

c) ADMINISTRATIVE CHARGES

We have paid all the required Administrative Charges through e-payment gateway. We understand that the earnest money is liable to be forfeited in accordance with the provisions of Tender document.

d) QUALIFYING DATA

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

- e) We hereby declare that the company has been incorporated on date dd/mm/yyyy under the under Indian Companies Act, 1956/ The Partnership Act, 1932/ Limited Liability Partnership Act, 2008.
- f) We hereby declare that we have a Technical service contact/office in your region of requirement as listed at Clause 3.3 (i) or shall establish one within 3 weeks of Lol.
- g) We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge & belief.
- h) Bid submitted online by us is complete in all respect as per tender.
- i) We understand that you are not bound to accept any bid you may receive.

j) PRICE AND VALIDITY

All the prices mentioned in our Bid are in accordance with the terms and conditions as specified in Tender document. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the last date of opening of commercial Bids. We do hereby confirm that our bid prices include all taxes and levies. We further declare that the prices stated in our Bid are in accordance with your terms & conditions in the bidding document.

k) DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Technical specifications and Tender document except the deviations as mentioned in the Technical Deviation Proforma (Proforma-IX). Further we agree that additional conditions/ assumptions, if any, found in the Bid documents, other than those stated in Deviations Proforma, shall not be given effect to.

l) CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee (PBG) as per terms of the Tender document.

- m) We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge & belief.
- n) Bid submitted online by us is complete in all respect as per tender.
- o) We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

<Signature >

Name:
Designation:

Date:
Place:

<Seal/>

Business Address:

Documents forming part of the bid:

We have enclosed the following documents alongwith this Proforma I – Bid Sheet:

- a) Admin Charges, Document Fee, eTender Processing fee Payment Receipts
- b) Company Incorporation Certificate
- c) Proforma II : Undertaking from OEM
- d) Proforma III (Company Profile)
- e) Proforma IV (Prior Experience)
- f) Proforma V (Proposal)
- g) Proforma VI (Declaration Letter on Non Blacklisted Company/Firm)
- h) Proforma VII (Special Power of Attorney)
- i) Proforma VIII – Technical Compliance
- j) Proforma IX – Technical Deviations
- k) Proforma X – Price Fall Undertaking
- l) Detailed Technical Bid
- m) ISO/BVQI/CE/RoHS/EPEAT certificate
- n) BIS certificates for all items applicable

Proforma II : Undertaking from OEM

(To be scanned and uploaded in the Pre qualification section of e-tendering Portal)

(To be submitted by OEMs on their respective letterheads, signed by persons having the appropriate Power of Attorney – copy to be submitted)

From

To

Managing Director,
Punjab Infotech, 5th &6th Floor, Udyog Bhawan,
Sector 17, Chandigarh, PIN - 160017

Ref.: Tender No : **PICTC/ITeG/**_____/_____

WHEREAS we _____(OEM's Name) are official manufacturer of _____(Item Name) and have manufacturing facilities at _____(OEM's Corporate Office/Manufacturing Site Address), we hereby authorize _____(Bidder's Name) located at _____(Bidder's Address) to submit the bid for supply & installation of the following items manufactured by us, to meet the requirements associated with your above tender.

List of Items:

1. _____
2. _____
3. _____

We, do hereby solemnly affirm and declare: -

- (i) That this is to certify that M/s _____ is our authorized distributor/reseller and he is authorized to submit tender/quote the rates in the State of Punjab, against tender enquiry No. _____ due on _____ and to supply the material in original manufactured by us.
- (ii) That we shall have full responsibility of satisfactory supplies against the supply order/rate contract if reseller/distributor against the above mentioned tender inquiry.
- (iii) That I am fully authorized to give this affidavit/undertaking on behalf of _____ and the power of attorney have been executed in my favor (copy enclosed).

- (iv) That if at any stage a dispute arises between reseller/distributor and our firm, we will be responsible to arrange supply on the terms and conditions of supply order/rate contract.
- (v) That in case the reseller/distributor fails to supply the goods as per supply order of the contract we, the manufacturer takes the responsibility of the supply and will abide by the terms and conditions of contract, signed by the reseller/distributor.
- (vi) That the delivered products against the supply order shall be latest version and will not be end of life for next 2 years.
- (vii) That technical support of delivered products against the supply order shall be available in terms of spares, replacement and repairs/ patches/ upgrades for the next three years under warranty and/ or AMC clauses.
- (viii) Level - 2 support shall be provided by us directly at site incase our authorized agent fails to rectify the problem within allotted time frame including holidays and / or as per the clause mentioned in RFP.
- (ix) We (OEM) shall be responsible to rectify the problem or replace the faulty system or part thereof if it is not fully rectified by our authorized partner.
- (x) We (OEM) assure that in the event of _____ (Bidder's Name) not being able to fulfill its obligation as our sales & service provider in respect of this tender, we would continue to meet the obligations stated in the above mentioned tender through alternate arrangements.
- (xi) We (OEM) also confirm that _____ is our authorized service provider / agent and can hence provide maintenance and upgrade support for our products during and after the warranty period, the latter being subject to you awarding an AMC to the Bidder, up to _____ (no. of years of post-warranty support) years from the date of expiry of the warranty.

DEPONENT

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and nothing has been concealed therein.

DEPONENT

ENCLOSURE : Copy of Power of Attorney

Format for Turnover of Bidder

(To be filled, Signed, scanned certified by CA of (OEM / Bidder) and Uploaded in Pre Qualification of e-Tendering Portal)

1. Name of the OEM/Bidder : _____

2. Item Name: _____

S. N.	Financial Year (FY)	Annual Turnover of OEM/Bidder in the last three financial years (in INR)
1	FY 2016 – 17	
2	FY 2017 – 18	
3	FY 2018 - 19	
	Average	

I hereby declare that the above information is true to best of my knowledge.

(Name & Signature of the CA)

Date and Place:

Proforma III (Company Profile)

(To be scanned and uploaded in the Pre-qualification section of e-tendering Portal)

S No	Particulars	Description/ Details	Yes/ No	Page No.
1	Name of Bidder			
	a) Telephone:			
	b) Fax			
	c) Mail			
	d) Website			
	e) Type of the Organization(PSU /Limited /Pvt Ltd. Partnership/Any other)			
	f) Contact person name			
2	Incorporation/ partnership Details			
	a)Incorporation Number (if applicable)			
	b)Date of Incorporation			
	c)PAN No (enclose self certified copy of certificate):			
	d) GST registration Number (enclose self certified copy of certificate):			
3	Financial Turnover			
	a) 1st Financial Year (2016-17)			
	b) 2nd Financial Year (2017-18)			
	c) 3rd Financial Year (2018-19)			
4	Name of Authorized Signatory			
	a) Position			
	b) Telephone			
	c) Fax			
	d) Mobile			
	e) E Mail			

5	The Consultant should not have been charged of involvement in any malpractice, fraud, scandal or any criminal case or have been blacklisted by any Central or State Government Department or Agency as per Proforma VI			
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OEM/Manufacturer's information:

Sr No	Name of Manufacturer/OEM	Year of Establishment	Address of Manufacturer/OEM	Place of Manufacturer/OEM	Tele Phone Number	Fax No.	Service facilities available for Maintenance	Availability of spare parts, components	24X7 customer care no. of OEM
1									

Address of Local office/Representative:

Name	Address	Phone Number	Email

I hereby declare that the above information is true to best of my knowledge.

(Signature of the Authorized Person)

Company Seal

(with name and designation of the person signing the tender)

Date and Place:

ENCLOSURES: copies of the certificates

Proforma IV (Prior Experience)

(To be filled and uploaded in the Pre-Qualification Section of e-tendering Portal)

PRIOR EXPERIENCE

(Using the format below one per work order, provide information in respect of major jobs of similar nature executed by the company. Proof of work executed for Central / State Govt. be attached)

S. No	Details	Attached (Yes/No)
1	Details of client along with address, telephone and Fax number	
2	Order Value(Rs. Lacs)	
3	Job description/ Product Supplied	
4	Date of order issued:	
5	Date of completion / in progress	
6	Seal of the bidder:	

I hereby declare that the above information is true to best of my knowledge.

(Signature of the Authorized Person)

Date and Place:

Enclosures : Copy of Work Orders and Completion Certificates (minimum required numbers)

Proforma V (Proposal)

(To be uploaded in the Pre-Qualification Section of e-tendering Portal)

The organization should submit a PROPOSAL separately as per the format given below. If needed, annexures may be provided citing page numbers where placed.

Proposal

Sr no	Description	Page No
1	A brief description of the Company's, organization and an outline of recent experience on assignment of similar nature including :	
	Bidders business profile	
	Value added features and additional relevant functionalities	
	Prior Experience : No of Installations done in last 2 years with details	
	No. of Patches/ Upgrades released in the last 2 years	
	Helpdesk Support Provided	
	Client Recommendations	
2	Scope of the work and understanding of project & overview	
	Proposed solution a. Qualitative assessment of Scope of work and solution suggested by bidder	
	b. Proposed system Architecture (including Technology proposed, features, demonstration and robustness)	
3	A Complete Project Management Methodology, work plan & quality management including the following:	
	a. Project planning	
	b. Project Monitoring and Control	
	c. Change Management/ Training	

Proforma VI (Declaration Letter on Non Blacklisted Company/Firm)

(To be scanned and uploaded in the Pre qualification section of e-Tendering portal)

[Bidders are required to submit the Declaration letter as given here on their letter head]

To
Managing Director
PICTC LTD, 5th & 6th Floor, Udyog Bhawan
18 Himalaya Marg, Sector 17,
Chandigarh-160017

Sub: Declaration for not being ineligible due to corrupt or fraudulent practices or blacklisted by any Government or Public Sector Units in India or Governments abroad.

Dear Sir,

We, the undersigned, hereby declare that we are not under a declaration of ineligibility/ banned/ blacklisted by any State or Central Government/ any other Government institutions in India or world or convicted of economic or any other offence in India or abroad for any reason as on last date of submission of the Bid.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Proforma VII: SPECIAL POWER OF ATTORNEY

(To be filled, signed, scanned and uploaded in the Pre qualification section of e-Tendering portal)

Know all men by these presents that we <<name of company>> incorporated in India under the <<To be filled by bidder>> and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") DOTH hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

- a) To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender <<To be filled by Bidder>> for selection of Vendor for <<project name>> and all affairs ancillary or incidental thereto.
- b) AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its <<reference/ number/ meeting held on>> dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>><<month>>, <<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<<signature, name & designation of person executing attorney and name of company>>

WITNESS:

<<signature, name & designation of person witness to this attorney>>

<<signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

<<signature, name & designation of person executing attorney and name of company>>

SECTION 7: TECHNICAL BID PROFORMAS

Proforma VIII – COMPLIANCE SHEET

(To be filled, scanned and uploaded in the Technical section of e-Tendering portal)

(The bidder has to submit the compliance sheet on OEM’s Letter head for each item as per the Technical specifications mentioned in the RFP)

Name of Items		Sr. No.	Specification	Complied Yes/No
A.	Video Enhancement Tool (Qty-01)	1	General Requirements	
		1.1	Product Offered should have accredited from any certified body: <ul style="list-style-type: none"> • CE (Conformity European) or RoHS(Resistance of hazardous substances) • ISO 9001 facility or EPEAT certified or BIS standard. 	
		1.2	Bidder should be OEM or direct Authorized Distributor or Reseller in India. In case of Distributor/Reseller; OEM/ Manufacturer’s Authorization for Supply and Service should be attached with the Tender.	
		1.3	Bidder should have track record of already supply/ installation of the offered product in Central/State Government Organisations/ reputed private organisation in India and Should have a minimum 02 years of existence in the field of Cyber/ Digital Forensic	
		2	Hardware/Software Requirements	
		2.1	It should be a software-based.	
		3	Connectivity Parameters	
		3.1	It should be operated with a USB software license dongle/ License, which can be easily transferable to other workstations as per requirement.	
		4	Performance Parameters /Capabilities	
			<ul style="list-style-type: none"> • Should able to Load, save, process, and analyze single images, sequences of pictures, or videos from a VMS of external source using the same methodology and software. • Should be able to generate instant results, add, configure, move and modify an unlimited number of filters, in real time during video playback. • Should able to automatically apply the same filters sequence to different files to avoid resetting all filters for 	•

			<p>difference images from the same source or environment.</p> <ul style="list-style-type: none"> • Should able to apply the filters only to region of interest of the image or select frames of interest in a sequence. • Should able to quickly seek for events in a long duration video with the integrated motion detection filter • Should able to automatically remove duplicates or mismatched frames • Should able to automatically de-multiplex multi-camera video feeds • Should able to flexibility with technology choose between classical standard techniques or latest state-of-the-art algorithms • Should able to precise control over images operate with pixel level precision on selections and measurements on images, Filters should work on the whole image on a static selection should automatically track a moving target. • Should be able to crop quad multiplexed videos • Should able to do document evidence that can automatically generate detailed reports (in. doc, pdf, or .html formats) so that the investigations process is clearly documented. The report documents scientific methodology and includes all the technical details of the processing and relevant frames and processing steps selected by the user. This is something mandatory for Frye or Daubert states in the United States • Should be able to view original and processed image or video side by side to easily show the results of your work. • Should able to do fast redaction tool to hide sensitive details in the video by blurring, darkening or pixelating selected areas – even while moving. • Should highlight sensitive details in the video blurring, darkening or pixelating selected areas. 	
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		<ul style="list-style-type: none"> • Should able to load images files from the most common formats, such as bitmap, jpeg, tiff, targa, jpeg2000.png. • Should able to load video files from almost any digital format, sourced from NTSC, PAL and almost any other system such as mobile phones and internet content; user can decode most video formats by using internal libraries and codecs. • Should have complete internal library allows decoding even if your system does not have the required codecs installed. • Should choose the video decoding engine to use for every single file, FIVE is the only tool which integrates all video frameworks available on Windows(direct Show, Video for Windows, QuickTime, FFMS, FFMPED). • Should able to visualize the type of encoding of the current frame (I,P,B) • Should have customizable player allows to define personal frame for faster seeking or to use the mouse wheel as a job control. • Should process alive feed from any Direct Show compatible device • Should video enhance system integrated with VMS systems. For Milestone XProtect users, FIVE allows to process live stream, archived video or exported files in native format without any conversion or quality loss • Should convert proprietary video files to a standard, viewable format • Should unsupported proprietary DVR formats, FIVE integrates a very tool that allows to capture the screen without any loss of quality • Should convert a sequence of static images to present and control as if it were video. Transcode video to a different format or transform it into a sequence of images or vice versa. • Should have multiple video frames may be selected in either a 	
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			<p>consecutive or random sequence.</p> <ul style="list-style-type: none"> • Should have FIVE secure to easily check for unauthorized modifications by verifying the file hash code id maintain strict evidence handling procedures to avoid contamination that could lose a case. You can also verify image EXIF and hash-code data • Should have standard image editing features allow the user to instantaneously apply basic editing functions such as crop, flip, color to grayscale conversions, channel extraction, zoom and image rotation. • Should have correct geometric distortions caused by wide angle lenses. • Should allows the user to convert images taken from an omnidirectional camera to a panoramic format. • Should have correct the perspective in order to see the picture of the scene from a different angle. • Should able to resize the image with advanced algorithms, which ensures a higher definition than would be obtained with common interpolation algorithms used in other software • Should able to convert an interlaced video into a progressive one without loss of information. • Should able to shift the fields of an interlaced video to better view moving objects. • Should able to improve contrast and brightness manually, adjusting intensity curves, or speed workflow with automatic enhancement algorithms • Should able to analyze images with various threshold and edge detection filters. • Should able to measure real world distances, heights, and lengths from images or video frames using FIVE's advanced measuring tools. You can also determine camera height as a cross-check of measurement 	
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<p>(B)</p>	<p>Video Analysis Software (Qty-01)</p>		<p>accuracy advanced measuring tools, You can also determine camera height as a cross-check of measurement accuracy</p> <ul style="list-style-type: none"> • Should able to improve image details (Unsharp masking, laplacian sharpening) • Should able to reduce noise (averaging, Gaussian, median, bilateral, wiener smoothing filters) • Should able to apply custom kernel filters • Should able to reduce compression artifacts with our de-blocking algorithm • Should able to remove interferences or image background (such as banknote watermark) with Fourier filter • Should have correct optical and motion blur resulting from fast movement or out of focus video. • Should have correct the blur caused by air turbulence on long range surveillance videos • Should able to remove noise from a video with temporal smoothing and frame integration • Should able to improve shaking video with local or global image stabilization • Should able to correct and modify the camera viewpoint in different frames with perspective alignment • Should able to improve the resolution of the frames with a super resolution algorithm • Should able to improve a video with bad weather conditions (fog, fain, flat light, sandstorm, etc.) and improve backlight images • Should have view 360 degree dome camera images as panoramic • Should able export all frames as a PDF in one easy step • Software should be installed on a computer 	
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		<p>Video Analysis Software Should have the following standard functionality</p> <ul style="list-style-type: none"> • Convert to grey scale image format, using user specified color components • Single thresholding , Band pass thresholding • Color channel commutation • Gaussian noise adding , Shot noise adding , White noise adding • Video De-interlacing, taking for both field the average of the odd and even fields • De-multiplex selection filter • Selecting individual images in a filter • Land Weber deblur filter • Extended average noise reduction filter • Extended low-pass noise reduction filter • Extended median noise reduction filter • Extended color average noise reduction filter • Extended color median noise reduction filter • Extended unsharp mask sharpening filter • Ghost buster object shadow elimination filter • Extended min-max local contrast filter, equalize local contrast filter • Maximum filter • Mexican hat contour enhancement filter • Mid-point filter • Minimum filter • Logical operation • Logical Add • Optical flow • Pixelation filter • Image shift • Image sub-pixel shift • Extended quad selection 	
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			<ul style="list-style-type: none"> • Watermarking • Video output • Save image as poster • Pre processing image crop • Picture in picture zoom facility • Extra display window for second screen • Extended masking • Extended highlighting <p>Should have Basic functionality:</p> <ul style="list-style-type: none"> • Source options • Time frame selection (in-point and out-point) • Auto level correction • Video deinterlacing • Video browser • Convert to grey scale image format • Input histogram • Output histogram • Lookup table • Contrast and brightness adjustment • Image invert • Rejecting duplicate images selection filter • Image integration • Smart moving average integration • Moving object integration • Compact video stabilization • Average noise reduction filter • Median noise reduction filter • Low-pass noise reduction filter • Average noise reduction filter with step-less parameters and odd kernel support dimensions • Hybrid deblock filter • Image Sharpen filter • Unsharp mask sharpening filter • Laplace contour enhancement filter • Ideal Gaussian high-pass filter • Wiener deblur filter • Extended stretch local contrast filter • Image zoom • Main image zoom and crop 	
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			<ul style="list-style-type: none"> • Image resize • Image scale • Image rotation • User adjustable image annotation facility • Record to uncompressed avi file • Save compressed image facility • Save uncompressed image facility • Post processing image crop • Show medium EXIF data <p>Should have following Standard functionality:</p> <ul style="list-style-type: none"> • Wizard screen available for operations • Squash colour clipping detection • White balance correction • Hue, saturation, intensity color adjustment • Gamma adjustment • Line shift • Video stabilization • Masking • Highlighting • Moving average integration • Super resolution • Denoise (noise reduction) filter • Color average noise reduction filter • Lee sharpen filter • Prewitt contour enhancement filter • Sobel contour enhancement filter • Unsharp mask sharpening filter (average) • Iterative deblur filter • Inverse FFT deblur filter • Min-max local contrast filter • Logical subtract • Flip and rotation • Perspective warp correction • Perspective warp to license plate correction • Quad selection • Frame layout • Save as image album 	
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			<ul style="list-style-type: none"> • Print image facility • Record to MJPEG compressed avi file • Record to WMV file • Record to MP4 H.264 file • Extended time line control • Color picker facility • Open media with specific render technology <p style="text-align: center;">Should have following masking and stabilization functionality:</p> <ul style="list-style-type: none"> • Extended masking • Extended highlighting • Video warp stabilization • Extended time line control • Extended rejecting duplicate images selection filter • Rejecting all but one image from interval • Launch media probes to test accessibility • Global video stabilization <p style="text-align: center;">Should have following Extended filter functionality:</p> <ul style="list-style-type: none"> • Haze removal filter • Bilateral noise reduction filter • Video deblocking by horizontal and vertical deinterlacing • Horizontal contour enhancement filter • Vertical contour enhancement filter • Horizontal or vertical contour enhancement filter • Homomorphic ideal filter • Homomorphic Gaussian filter • Homomorphic butterworth filter • Ideal Fourier low-pass filter • Ideal Gaussian low-pass filter • Ideal Butterworth low-pass filter • Ideal Fourier high-pass filter • Ideal Butterworth high-pass filter 	
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		<ul style="list-style-type: none"> • Auto brightness correction • Ranger option for certain operation parameters • Contour combination enhancement filter • Hummel band pass filter • Extended Hummel band pass filter, with tunable global average • Ideal Fourier band-pass filter • Ideal Fourier band-reject filter • Ideal notch reject filter • Custom low pass filter • Custom high pass filter • Custom unsharp masking filter • Custom filter • Defocus low pass filter • Custom weighted median filter • Pixelation average filter • Can load (de)blur kernel from file <p>Should have following Measurement and scene reconstruction functionality:</p> <ul style="list-style-type: none"> • Logical compare facility • Barrel correction • Extended barrel correction • Measuring in images <p>It should have Frame construction analysis utility.</p> <ul style="list-style-type: none"> • Video vertical deinterlacing • Video deblocking by horizontal and vertical deinterlacing • Video stack deinterlacing, taking the top or bottom half of the original frame • Otsu automatic thresholding • Equal neighbouring pixel detection • Compression block detection • Test if image consists of fields • Test if image consists scale factor • Gradients image • Logical change facility • Logical blend 	
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			<ul style="list-style-type: none"> • Image frequency spectrum analyzer <p>Should have following Acceleration of filters</p> <ul style="list-style-type: none"> • Accelerated median noise reduction filter • Accelerated Iterative deblur filter • Accelerated Landweber deblur filter • Accelerated Denoise filter • CudaTracking on tracking operations <p>Should support Input of numerous input formats</p> <ul style="list-style-type: none"> • Convert media file with FFMPEG to uncompressed avi • Open with advanced options <p>Should have ability of character matching</p> <ul style="list-style-type: none"> • Character matching • Perspective warp to license plate correction <p>Should have following Reporting options</p> <ul style="list-style-type: none"> • Case reporting • Print through Word • Print through user specified word processor software • PDF print option • XPS print option <p>Should have following Audio options:</p> <ul style="list-style-type: none"> • Extract audio from a media file with DirectShow to a uncompressed WAV audio file • Extract audio from a media file with FFMpeg to a uncompressed AIFF audio file • Extract audio from a media file with FFMpeg to a lossless compressed ALAC encoded M4A audio file • Extract audio from a media file with 	
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			<p>FFMpeg to a lossless compressed FLAC audio file</p> <ul style="list-style-type: none"> • Extract audio from a media file with FFMpeg to a lossy compressed MP3 audio file • Merge uncompressed audio file (WAV or AIFF) with a video file using DirectShow <p>Should have following Video export options:</p> <ul style="list-style-type: none"> • Convert media file to a compressed MJPEG AVI file using Media Foundations • Convert media file to a compressed H264 MP4 file using Media Foundations • Convert media file to a uncompressed BGRA MOV file using FFMpeg • Convert media file to a compressed MJPEG MOV file using FFMpeg • Convert media file to a compressed H264 MOV file using FFMpeg • Convert media file to a Windows Media Video file (*.wmv) using Media Foundations • Convert media file to a DVD file (*.vob) using FFMpeg 	

Proforma IX : TECHNICAL DEVIATIONS

(To be filled online and uploaded in the Technical section of the e-Tendering portal)

Name of Bidder: _____

Subject: Supply, Installation & Maintenance of CCTV Mobile Image & Data Acquisition & Enhance System at Punjab Police (Bureau of Investigation).

Following are the Technical deviations & variations forming the exceptions to the specifications of CCTV Mobile Image & Data Acquisition & Enhance System being procured through Punjab Information & Communication Technology Corporation Limited, Chandigarh. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be completed as per your specifications and documents.

S No.	Clause No	Page No	Statement of deviations and variations

Date

Signature

Name

Place

Seal

Proforma X : UNDERTAKING FOR PRICE FALL

(to be printed on a judicial stamp paper of Rs. 50/-, signed, scanned and uploaded in the technical Qualification section of the e-tendering portal)

Tenderer's Bid Reference No. & Date :

Tenderer's Name & Address:

Person to be contacted:

Designation:

Telephone No.:

Telex No. :

Fax No.:

To:

The Managing Director,

Punjab Information & Communication Technology Corporation,

Udhyog Bhawan, Sector 17, Chandigarh.

Subject: Price fall clause.

Dear Sir,

If at any time during the term, the firm reduces the rates of sales price, sells the contract or offers to sell such material to any person / Organization including the purchaser or any Departments of Central Govt. or any Departments of the State Govt. or any Statutory Undertaking of the Central or State Govt. as the case may be, at price lower than the price chargeable under this contract, shall forthwith notify such reduction / sale or offer to sell to the Corporation and the price payable for the material supplied after the date of coming into force of such reduction or sale offer to sell, shall stand correspondingly reduced.

Thanking you,

Yours faithfully,

<Signature >

Name:

Date:

Designation:

Place:

<Seal/>

Business Address:

SECTION 8: COMMERCIAL BID & OTHER PROFORMAS

Proforma XI : PRICE SCHEDULE(To be filled online and uploaded in the Commercial Section of e-Tendering Portal)

Name of Bidder: _____								
Please Note: These rates may also be used for reorder purposes.								
Sr. No	Item Description	Make	Model	Qty	Unit Cost without taxes (INR)	Tax per Unit Cost (INR)	Total Unit Cost with taxes (INR)	Total Cost of all quantities with taxes (INR)
1.	Video Enhancement Tool with 3 years onsite warranty			01				
2.	Video Analysis Software with 3 years onsite warranty			01				
Grand Total of all quantities (In words) Rs.:								
3.	CAMC Cost for 4 th year							

Certified that:-

1. All costs including transportation, import duty, transit insurance, delivery, installation cost, Out of Pocket Expenses and taxes have been included in the above quotes.
2. The items quoted above are inclusive of all items required for complete system as per detailed specs given in **Appendix C** of the RFP.
3. We understand that conditional quotes will be out rightly rejected and that in case of error/ variation in grand total cost in figures and words, the grand total cost in words will prevail.
4. Any item mentioned above may be eliminated / dropped at the time of placing the order but the L1 will be declared on the basis of Grand Total
5. Bidders shall ensure that only one make / model is to be quoted for each item in the above Proforma. In case any of the items of the list is found quoted with more than one make / model the bid shall be out rightly rejected. **Also word such as equivalent / reputed make / not applicable etc. will lead to rejection of bid.**
6. CAMC cost for 4th Year shall not be taken for calculating the lower price bid.

Proforma XII : PERFORMANCE BANK GUARANTEE

PICTC LTD, 5th & 6th Floor Udyog Bhawan
18 Himalaya Marg, Sector 17, Chandigarh - 160017
Tel- 0172-5256400 Fax – 91-172-5256406

This deed of Bank Guarantee made this <<day>> day of <<month>> <<year>> by <<Name of Bank>> having its office at <<office address of the Bank>>, hereinafter referred to as “The Bank” which expression shall include their successors, in favor of Punjab Information & Communication Technology Corporation Ltd. situated at PICTC LTD, 5th & 6th Floor Udyog Bhawan, 18 Himalaya Marg, Sector 17, Chandigarh – 160017 (hereinafter referred to as “The Department” which expression shall include their successors).

2. Whereas the Department has issued notification no. <<Notification no.>> dated <<date of notification>> to M/s <<Name of the Company>> a company incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) and place of business at <<business address of company>> hereinafter referred to as “The Company” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) for Selection as Vendor <<project name>>.
3. In consideration the Department selecting the Company as Vendor to <<project name>> as per the terms and conditions of the Agreement entered into between the Department and the Company, we the Bank, hereby irrevocably and unconditionally guarantee to pay the Department on first demand without demur any sum up to Rs <<amount>> (Rupees <<in words>>) merely on claim or demand by telex and/ or writing by the Department by reason of breach by the Company of any of the terms or conditions contained in the said Agreement or by reason of the Company’s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.
4. We, the Bank, undertake to pay to the Department any money so demanded notwithstanding any dispute(s) raised by the Company in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Company shall have no claim against us for making such payment.
5. The Bank’s liability herein contained in this guarantee shall not be impaired or discharged by any extension of time or any forbearance or neglect on the part of the Department or any variations or alterations made, considered or agreed to with or without knowledge or consent of the Bank by or between the Department and the Company.
6. The guarantee shall remain in all force and effect during the period that would be taken for the Performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Department under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharged or up to 42 (Forty Two) months from the date of its execution i.e. up to <<day>> day of <<month>> <<year>> , or the Department certifies that the terms and conditions of the said

Agreement have been fully and properly carried out by the Company and accordingly discharges this guarantee.

7. We, the Bank, further agree with the Department that the Department shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of Performance by the said Company from time to time or to postpone for any time or from time to time any of the powers exercisable by the Department against the Company and to forbear or enforce any terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the Company or for any forbearance, act or omission on the part of the Department or any indulgence by the Department to the said Company or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
8. The Bank Guarantee shall not be discharged due to any change in the constitution of the Bank or the Company.
9. NOTWITHSTANDING anything contained herein,
 - a. Our liability under this Bank Guarantee is restricted to Rs <<amount>> (Rupees <<in words>>),
 - b. This Bank Guarantee shall be valid up to dd.mm.yyyy inclusive of the claim period, and
 - c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Department serve upon us a written claim or demand on or before dd.mm.yyyy.
10. We, the Bank, undertake not to revoke this Bank Guarantee during its currency except with the previous written consent of the Department in writing and the guarantee shall be continuous and irrevocable up to the sum stated hereinabove.

Place

Date

(Signature of Authorized signatory & Stamp of Bank)

Proforma XIII : Brand & Model of Quoted Items

(To be filled and Uploaded in Technical Qualification section of e-Tendering Portal)

Name of Bidder:			
	Item description	Make	Model
1			
2			

Note: BIS certificates are to be submitted for all items which fall under the “**List of Electronics and IT Goods under ‘Compulsory Registration Scheme’ for Self Declaration of conformity**” of the Govt of India along with duly filled proforma XIII

Proforma XIV : NON-DISCLOSURE OF CONTRACT DOCUMENTS

(To be submitted by SI along with the acceptance of Lol)

NON-DISCLOSURE OF CONTRACT DOCUMENTS

Except with the written consent of the Buyer / Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample, video, data, pictures or any other information (in any form) to any third Party

(Authorised signatory of Company)

Date :

Proforma XV : CONTRACT DOCUMENT (to be printed on Stamp Paper of Rs. 100/-)

Date: _____ 2019

Reference No. : PICTC/ITeG/_____/____

CONTRACT AGREEMENT

THIS AGREEMENT is made on the ____ day of _____ 2019

BETWEEN:

Punjab Information & Communication Technology Corporation Ltd. having its offices at the Punjab Information & Communication Technology Corporation Ltd., Govt. of Punjab Undertaking, Udyog Bhawan, Sec-17, Chandigarh – 160017, India hereinafter referred to as “Punjab Infotech” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the FIRST PART;

AND

M/s _____, incorporated in India under the Companies Act, 1956 and having its registered office at _____ and place of business at _____ hereinafter referred to as “The Company” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the SECOND PART;

WHEREAS

(I) Punjab Infotech is desirous of procuring _____ for Bureau of Investigation. For the purpose, Punjab Infotech floated Request for **RFP No.** _____ for selecting vendor for _____ in Punjab.

(II) The Company having represented to Punjab Infotech that it has the required professional skills, and personnel and technical resources, has agreed to provide the equipment, services on the terms and conditions set forth in this Contract;

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

(a) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.

(b) The following documents in relation with Request for Proposal issued for selection of vendor shall be deemed to form and be read and construed as part of this Agreement viz.:

- 1) Invitation for Bids
- 2) Instructions to Bidders (ITB)
- 3) General Contract Conditions (GCC)
- 4) Scope of Work (SOW)

- 5) All Annexures, appendices, amendments, supplements, corrigendum or clarifications thereto
- 6) Award of Contract.

(c) The contract shall begin from the date of signing of the contract, as and when the Project would be assigned to the Company for the items & their quantities mentioned in **Annexure 1**.

(d) The mutual rights and obligations of the Department and the Company shall be as set forth in the Contract, in particular:

- 1) the Company shall carry out the services in accordance with the provisions of the Contracts;
- 2) the Company shall provide equipment/ services in conformance to terms and conditions laid out in RFP and strictly avoid conflicts with other assignments/ jobs, downstream projects or their corporate interests and act without any consideration for future work; and
- 3) Punjab Infotech shall make payments to the Company in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

Signed by:

Signed by:

()

()

Authorized Signatory of the Company

Authorized Signatory of Punjab Infotech

Witness

Punjab Police

Witness

Punjab Police

Annexure 1 (to the contract document)

This annexure is to be read as a part of the contract number PICTC/ITeG/_____ and with reference to the bid submitted against tender in context. The rates of the following items quoted by you for 3 years as per Proforma XI of the tender have been accepted and order for the supply of the same is placed as per the configuration mentioned in RFP and all its subsequent corrigendum's / addendums issued. Rates & quantity are given below:

Table A: List of items & quantities to be supplied

Sr. No	Item Description	UoM	Make	Model	Qty	Unit Cost including taxes (INR)	Total cost including taxes (INR)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
Grand Total (In figures) Rs.							

2. The vendor will be bound by all terms and conditions as per RFP and all its subsequent corrigendums / addendums issued and all related documents relevant to the contract.
3. The licenses of software (if any) should be on the name of Department. The supply and installation shall be completed at the designated location of the Department. Contact person Mr. Lalit Arora, (M):7889143342.
4. Payment will be made on actual quantities delivered & installed.

APPENDIX A: SERVICE LEVEL AGREEMENT (SLA) CRITERIA

SECTION : SERVICE LEVEL AGREEMENT

1. PURPOSE OF THIS AGREEMENT

The purpose of this Service Level Agreement is to clearly define the levels of service to be provided by SI to the Department for the duration of this contract or until this SLA has been amended.

2. DURATION OF SLA

This Service Level Agreement would be valid for the entire period of contract. This SLA may be reviewed and revised from time to time if so required.

3. SERVICE LEVEL AGREEMENTS AND TARGETS

These indicators are agreed to by the purchaser and SI as the key Successful Bidder's performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis.

The targets shown in the following tables are for the period of contract or its revision whichever is later.

SLA: Operations and Maintenance Related Service Level Agreement (SLA) Criteria									
Recovery on account of penalties calculated as per this table, will be made as mentioned in clause 4.12 (c) of the RFP.									
S. N.	Service Metrics Parameters	Baseline		Lower Performance		Lowest Performance & Breach		Replacement of Equipment	Termination
1.	Resolution time for bugs / issues/ faults in application software and Hardware	Resolution of issues/ faults within 5 days.	No Penalty	Resolution of faults/ issues/ bugs between 6 to 10 days.	Rs. 2,000 per day per fault	Resolution of bugs/ issues between 11 to 21 days.	Rs. 5,000 per day per fault	Beyond 21 days, the vendor shall have to replace the equipment to the satisfaction of the department	May lead to termination of contract if the vendor is found to be non-responsive.

APPENDIX B: TECHNICAL PRESENTATION / DEMONSTRATION

1. The bidder shall provide a fully operational demonstration of the equipment quoted by them in the bid at Punjab Infotech, 5th Floor Udyog Bhawan Sector-17 Chandigarh in the technical bid up to completion of Presentation.

2. The bidder has to present their proposed solution to the Technical Committee in a formal presentation. A Technical expert of the bidder must remain present during the presentation for the technical clarifications, if any.

3. The Technical Committee can ask demonstration of any related information (specifications) mentioned in the RFP or to show the working in the equipment related to but not limited to following:

- a) Solution
- b) Security
- c) Alarms, pop ups, alerts, etc.

APPENDIX C: DETAILED TECHNICAL SPECIFICATIONS

Vendor is required to supply and provide technical support for three years onsite warranty for one complete set of CCTV Mobile Image & Data Acquisition & Enhance System along with hardware and software (pre-loaded / pre-configured):

Name of Items		Sr. No.	Specification
A.	Video Enhancement Tool (Qty-01)	1	General Requirements
		1.1	Product Offered should have accredited from any certified body: <ul style="list-style-type: none"> • CE (Conformity European) or RoHS(Resistance of hazardous substances) • ISO 9001 facility or EPEAT certified or BIS standard.
		1.2	Bidder should be OEM or direct Authorized Distributor or Reseller in India. In case of Distributor/Reseller; OEM/ Manufacturer's Authorization for Supply and Service should be attached with the Tender.
		1.3	Bidder should have track record of already supply/ installation of the offered product in Central/State Government Organisations/ reputed private organisation in India and Should have a minimum 02 years of existence in the field of Cyber/ Digital Forensic
		2	Hardware/Software Requirements
		2.1	It should be a software-based.
		3	Connectivity Parameters
		3.1	It should be operated with a USB software license dongle/ License, which can be easily transferable to other workstations as per requirement.
		4	Performance Parameters /Capabilities
			<ul style="list-style-type: none"> • Should able to Load, save, process, and analyze single images, sequences of pictures, or videos from a VMS of external source using the same methodology and software. • Should be able to generate instant results, add, configure, move and modify an unlimited number of filters, in real time during video playback. • Should able to automatically apply the same filters sequence to different files to avoid resetting all filters for difference images from the same source or environment. • Should able to apply the filters only to region

		<p>of interest of the image or select frames of interest in a sequence.</p> <ul style="list-style-type: none"> • Should able to quickly seek for events in a long duration video with the integrated motion detection filter • Should able to automatically remove duplicates or mismatched frames • Should able to automatically de-multiplex multi-camera video feeds • Should able to flexibility with technology choose between classical standard techniques or latest state-of-the-art algorithms • Should able to precise control over images operate with pixel level precision on selections and measurements on images, Filters should work on the whole image on a static selection should automatically track a moving target. • Should be able to crop quad multiplexed videos • Should able to do document evidence that can automatically generate detailed reports (in. doc, pdf, or .html formats) so that the investigations process is clearly documented. The report documents scientific methodology and includes all the technical details of the processing and relevant frames and processing steps selected by the user. This is something mandatory for Frye or Daubert states in the United States • Should be able to view original and processed image or video side by side to easily show the results of your work. • Should able to do fast redaction tool to hide sensitive details in the video by blurring, darkening or pixelating selected areas – even while moving. • Should highlight sensitive details in the video blurring, darkening or pixelating selected areas. • Should able to load images files from the most common formats, such as bitmap, jpeg, tiff, targa, jpeg2000.png. • Should able to load video files from almost any digital format, sourced from NTSC, PAL and almost any other system such as mobile phones and internet content; user can decode most video formats by using internal
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			<p>libraries and codecs.</p> <ul style="list-style-type: none"> • Should have complete internal library allows decoding even if your system does not have the required codecs installed. • Should choose the video decoding engine to use for every single file, FIVE is the only tool which integrates all video frameworks available on Windows(direct Show, Video for Windows, QuickTime, FFMS, FFMPED). • Should able to visualize the type of encoding of the current frame (I,P,B) • Should have customizable player allows to define personal frame for faster seeking or to use the mouse wheel as a job control. • Should process alive feed from any Direct Show compatible device • Should video enhance system integrated with VMS systems. For Milestone XProtect users, FIVE allows to process live stream, archived video or exported files in native format without any conversion or quality loss • Should convert proprietary video files to a standard, viewable format • Should unsupported proprietary DVR formats, FIVE integrates a very tool that allows to capture the screen without any loss of quality • Should convert a sequence of static images to present and control as if it were video. Transcode video to a different format or transform it into a sequence of images or vice versa. • Should have multiple video frames may be selected in either a consecutive or random sequence. • Should have FIVE secure to easily check for unauthorized modifications by verifying the file hash code id maintain strict evidence handling procedures to avoid contamination that could lose a case. You can also verify image EXIF and hash-code data • Should have standard image editing features allow the user to instantaneously apply basic editing functions such as crop, flip, color to grayscale conversions, channel extraction, zoom and image rotation. • Should have correct geometric distortions caused by wide angle lenses. • Should allows the user to convert images
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			<p>taken from an omnidirectional camera to a panoramic format.</p> <ul style="list-style-type: none"> • Should have correct the perspective in order to see the picture of the scene from a different angle. • Should able to resize the image with advanced algorithms, which ensures a higher definition than would be obtained with common interpolation algorithms used in other software • Should able to convert an interlaced video into a progressive one without loss of information. • Should able to shift the fields of an interlaced video to better view moving objects. • Should able to improve contrast and brightness manually, adjusting intensity curves, or speed workflow with automatic enhancement algorithms • Should able to analyze images with various threshold and edge detection filters. • Should able to measure real world distances, heights, and lengths from images or video frames using FIVE's advanced measuring tools. You can also determine camera height as a cross-check of measurement accuracy advanced measuring tools, You can also determine camera height as a cross-check of measurement accuracy • Should able to improve image details (Unsharp masking, laplacian sharpening) • Should able to reduce noise (averaging, Gaussian, median, bilateral, wiener smoothing filters) • Should able to apply custom kernel filters • Should able to reduce compression artifacts with our de-blocking algorithm • Should able to remove interferences or image background (such as banknote watermark) with Fourier filter • Should have correct optical and motion blur resulting from fast movement or out of focus video. • Should have correct the blur caused by air turbulence on long range surveillance videos • Should able to remove noise from a video with temporal smoothing and frame integration • Should able to improve shaking video with
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<p>(B)</p>	<p>Video Analysis Software (Qty-01)</p>	<p>local or global image stabilization</p> <ul style="list-style-type: none"> • Should able to correct and modify the camera viewpoint in different frames with perspective alignment • Should able to improve the resolution of the frames with a super resolution algorithm • Should able to improve a video with bad weather conditions (fog, fain, flat light, sandstorm, etc.) and improve backlight images • Should have view 360 degree dome camera images as panoramic • Should able export all frames as a PDF in one easy step • Software should be installed on a computer <p>Video Analysis Software Should have the following standard functionality</p> <ul style="list-style-type: none"> • Convert to grey scale image format, using user specified color components • Single thresholding , Band pass thresholding • Color channel commutation • Gaussian noise adding , Shot noise adding , White noise adding • Video De-interlacing, taking for both field the average of the odd and even fields • De-multiplex selection filter • Selecting individual images in a filter • Land Weber deblur filter • Extended average noise reduction filter • Extended low-pass noise reduction filter • Extended median noise reduction filter • Extended color average noise reduction filter • Extended color median noise reduction filter • Extended unsharp mask sharpening filter • Ghost buster object shadow elimination filter • Extended min-max local contrast filter, equalize local contrast filter • Maximum filter • Mexican hat contour enhancement filter • Mid-point filter • Minimum filter
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		<ul style="list-style-type: none"> • Logical operation • Logical Add • Optical flow • Pixelation filter • Image shift • Image sub-pixel shift • Extended quad selection • Watermarking • Video output • Save image as poster • Pre processing image crop • Picture in picture zoom facility • Extra display window for second screen • Extended masking • Extended highlighting <p>Should have Basic functionality:</p> <ul style="list-style-type: none"> • Source options • Time frame selection (in-point and out-point) • Auto level correction • Video deinterlacing • Video browser • Convert to grey scale image format • Input histogram • Output histogram • Lookup table • Contrast and brightness adjustment • Image invert • Rejecting duplicate images selection filter • Image integration • Smart moving average integration • Moving object integration • Compact video stabilization • Average noise reduction filter • Median noise reduction filter • Low-pass noise reduction filter • Average noise reduction filter with step-less parameters and odd kernel support dimensions • Hybrid deblock filter • Image Sharpen filter • Unsharp mask sharpening filter • Laplace contour enhancement filter
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		<ul style="list-style-type: none"> • Ideal Gaussian high-pass filter • Wiener deblur filter • Extended stretch local contrast filter • Image zoom • Main image zoom and crop • Image resize • Image scale • Image rotation • User adjustable image annotation facility • Record to uncompressed avi file • Save compressed image facility • Save uncompressed image facility • Post processing image crop • Show medium EXIF data <p>Should have following Standard functionality:</p> <ul style="list-style-type: none"> • Wizard screen available for operations • Squash colour clipping detection • White balance correction • Hue, saturation, intensity color adjustment • Gamma adjustment • Line shift • Video stabilization • Masking • Highlighting • Moving average integration • Super resolution • Denoise (noise reduction) filter • Color average noise reduction filter • Lee sharpen filter • Prewitt contour enhancement filter • Sobel contour enhancement filter • Unsharp mask sharpening filter (average) • Iterative deblur filter • Inverse FFT deblur filter • Min-max local contrast filter • Logical subtract • Flip and rotation • Perspective warp correction • Perspective warp to license plate correction • Quad selection • Frame layout • Save as image album
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		<ul style="list-style-type: none"> • Print image facility • Record to MJPEG compressed avi file • Record to WMV file • Record to MP4 H.264 file • Extended time line control • Color picker facility • Open media with specific render technology <p style="text-align: center;">Should have following masking and stabilization functionality:</p> <ul style="list-style-type: none"> • Extended masking • Extended highlighting • Video warp stabilization • Extended time line control • Extended rejecting duplicate images selection filter • Rejecting all but one image from interval • Launch media probes to test accessibility • Global video stabilization <p style="text-align: center;">Should have following Extended filter functionality:</p> <ul style="list-style-type: none"> • Haze removal filter • Bilateral noise reduction filter • Video deblocking by horizontal and vertical deinterlacing • Horizontal contour enhancement filter • Vertical contour enhancement filter • Horizontal or vertical contour enhancement filter • Homomorphic ideal filter • Homomorphic Gaussian filter • Homomorphic butterworth filter • Ideal Fourier low-pass filter • Ideal Gaussian low-pass filter • Ideal Butterworth low-pass filter • Ideal Fourier high-pass filter • Ideal Butterworth high-pass filter • Auto brightness correction • Ranger option for certain operation parameters • Contour combination enhancement filter
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		<ul style="list-style-type: none"> • Hummel band pass filter • Extended Hummel band pass filter, with tunable global average • Ideal Fourier band-pass filter • Ideal Fourier band-reject filter • Ideal notch reject filter • Custom low pass filter • Custom high pass filter • Custom unsharp masking filter • Custom filter • Defocus low pass filter • Custom weighted median filter • Pixelation average filter • Can load (de)blur kernel from file <p>Should have following Measurement and scene reconstruction functionality:</p> <ul style="list-style-type: none"> • Logical compare facility • Barrel correction • Extended barrel correction • Measuring in images <p>It should have Frame construction analysis utility.</p> <ul style="list-style-type: none"> • Video vertical deinterlacing • Video deblocking by horizontal and vertical deinterlacing • Video stack deinterlacing, taking the top or bottom half of the original frame • Otsu automatic thresholding • Equal neighbouring pixel detection • Compression block detection • Test if image consists of fields • Test if image consists scale factor • Gradients image • Logical change facility • Logical blend • Image frequency spectrum analyzer <p>Should have following Acceleration of filters</p> <ul style="list-style-type: none"> • Accelerated median noise reduction filter
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		<ul style="list-style-type: none"> • Accelerated Iterative deblur filter • Accelerated Landweber deblur filter • Accelerated Denoise filter • CudaTracking on tracking operations <p>Should support Input of numerous input formats</p> <ul style="list-style-type: none"> • Convert media file with FFMPEG to uncompressed avi • Open with advanced options <p>Should have ability of character matching</p> <ul style="list-style-type: none"> • Character matching • Perspective warp to license plate correction <p>Should have following Reporting options</p> <ul style="list-style-type: none"> • Case reporting • Print through Word • Print through user specified word processor software • PDF print option • XPS print option <p>Should have following Audio options:</p> <ul style="list-style-type: none"> • Extract audio from a media file with DirectShow to a uncompressed WAV audio file • Extract audio from a media file with FFMpeg to a uncompressed AIFF audio file • Extract audio from a media file with FFMpeg to a lossless compressed ALAC encoded M4A audio file • Extract audio from a media file with FFMpeg to a lossless compressed FLAC audio file • Extract audio from a media file with FFMpeg to a lossy compressed MP3 audio file • Merge uncompressed audio file (WAV or AIFF) with a video file using DirectShow <p>Should have following Video export options:</p> <ul style="list-style-type: none"> • Convert media file to a compressed MJPEG AVI file using Media Foundations • Convert media file to a compressed H264 MP4 file using Media Foundations
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			<ul style="list-style-type: none"> • Convert media file to a uncompressed BGRA MOV file using FFMpeg • Convert media file to a compressed MJPEG MOV file using FFMpeg • Convert media file to a compressed H264 MOV file using FFMpeg • Convert media file to a Windows Media Video file (*.wmv) using Media Foundations • Convert media file to a DVD file (*.vob) using FFMpeg
		5	Training/ Maintenance Warranty
		5.1	Shall provide software up-gradation/patches or hardware replacement free of cost for minimum three years.
		5.2	Should provide OEM Certification training to four nominated officers/official.