

TENDER NOTICE NO. 551/CSA (Q-1A)/DCP/P&L/2019

CHAPTER – 1

INSTRUCTIONS TO BIDDERS

1. General

- 1.1 Online bids are invited in two bid system – (i) Technical Bid & (ii) Price Bid for **supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform (RADP)” for use by District Police Establishment of Delhi Police** (hereinafter referred to interchangeably as the “Equipments” or the “Items” or the “Goods” or the “Stores” or the “System”) as per the Scope of work and Technical Specifications (**Chapter-4**) of this document.
- 1.2 Bidders are advised to study the tender document carefully & thoroughly. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 1.3 It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which could have any effect on the performance of the contract and cost of the RADP & related services. No request for the change of price or time schedule of delivery of RADP & related services shall be entertained, on account of any local condition or factor once the offer is accepted by the Purchaser.
- 1.4 The Purchase committee with the prior approval of competent authority reserves the right to relax any terms & conditions in the Govt. interest.
- 1.5 **Conditional** bids will not to be entertained and summarily rejected.
- 1.6 **Optional** bids will not be entertained and summarily rejected. The optional bids either in model or in rates will not be accepted and the tender will be rejected straightway.
- 1.7 Telex/Fax bids will not to be entertained and summarily rejected.
- 1.8 **Only online bids will be accepted.** No physical bids will be accepted.
- 1.9 Bids not accompanied with the scanned copies of Application Fee and Earnest Money will be rejected straightway.
- 1.10 The competent authority reserves the right to terminate/recall the tender at any stage due to administrative reasons.
- 1.11 A Foreign firm can participate in the tender only through its authorized distributor/dealer/agent appointed in India. In case bidder is an India incorporated Agent of foreign firm/principal, the bidder shall have to submit the copy of agreement between the parties containing terms and conditions of agreement. No foreign company shall be entertained directly.

- 1.12 In case where an original manufacturer has submitted its own bid, bids of its authorized distributors will not be entertained and EMD will be returned.
- 1.13 Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.

2. Schedule of Tender:

- 2.1 As per instructions of the Govt. of India, the tender documents have been published on the Central Public Procurement Portal website: <http://eprocure.gov.in> and can be downloaded from this website (CPP Portal). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates as per the stipulated date & time of this document.
- 2.2 **The Pre bid meeting** will be held on **11/06/2019 at 1230 Hours** in Committee Room, Prov. & Logistics, 5, Rajpur Road, Delhi-110054. All the interested bidders may send their queries, if any, in respect of the tender documents on email id: acpcsa@yahoo.com . They also have to send hard copy of all emailed queries by post/personally in the office of undersigned or the same can be put personally in a box placed in the office of undersigned at Reception/D.O. Room, Prov. & Logistics, 5, Rajpur Road, Delhi-110054 between **10.00 AM to 5.00 PM on 07/06/2019**. The queries received after stipulated date & time will not be entertained.
- 2.3 The online bid submission will tentatively start only after uploading of the result of Pre-bidders meeting and will be closed on **10/07/2019 at 1130 Hours**.
- 2.4 The online technical bids will be opened on **11/07/2019 at 1130 Hrs.** in the Committee Room, Prov. & Logistics, 5, Rajpur Road, Delhi. The bidders or their authorized representatives may be present, if they so desire.
- 2.5 The scanned copy of Application Fee of **Rs.500/- (Rupees Five hundred only)** in the form of Account Payee Demand Draft/Pay Order/Bankers Cheque drawn in favour of Dy. Commissioner of Police (Prov. & Logistics), 5, Rajpur Road, Delhi-110054 shall be attached in the prescribed column along with the Technical Bid of Tender. **Application Fee is non-refundable.** The original DD/Pay Order/Bankers Cheque i.e. Application Fee shall be submitted by the bidder at the time of tender opening. **Failure to submit the Application Fee would result in rejection of the bid.**
- 2.6 The representatives (Employee, Manager, Owner, Partner, Director etc) of the firms participating in the tender meetings including Technical Evaluation Committee meetings etc. must carry authorization letters from the firm concerned.
- 2.7 As part of Technical Evaluation of Bids, the Bidders shall arrange for a presentation **And** live demonstration/Proof of Concept (PoC) of the offered RADP within a period of 07 days from the opening of the technical bids to show that they fully conform to this tender. The bidders will be intimated

the exact date and time slot for them to carry out such demonstration/ Proof of Concept (PoC). The bidders are advised to make all necessary arrangement for the live demonstration/ Proof of Concept(PoC) of their offered RADP well in advance as they will be required to adhere to the time schedule given to them within 7 days of bid opening of the technical bid. **An undertaking to this effect be attached with the technical bid by the bidders that the firm is ready for live demonstration/ Proof of Concept (PoC) of their offered equipment/item/solution within 07 days from the date of opening of the Technical Bid. Failure to turn up on the scheduled date and time for any reason will result in summarily rejection of the bid.**

- 2.8 After evaluation of the technical bids and live demonstration/Proof of Concept (PoC), the short-listed bidders will be intimated. The decision of the committee on technical suitability of the offer shall be final and shall not be open for discussion.
- 2.9 The price bids of the short-listed bidders will be opened in the Committee Room at 5, Rajpur Road, Delhi and such short-listed bidders will be intimated about the date and time accordingly. The short-listed bidders or their authorized representatives may present, if they so desire.
- 2.10 Submission of online scanned copies of unwanted/irrelevant documents/ out of contest document to disturb/misuse the online procurement system will be taken seriously and stringent action will be taken against such bidders, besides action for rejection of bids and blacklisting of firm may be initiated.
- 2.11 The following considerations of paramount importance will be taken into account while evaluating the bids:
 - (i) Whether the RADP & related services offered are of the requisite tender specifications?
 - (ii) Whether the bidder has the capability to take follow up action, rectify defects or to give post contract services, as discoverable from their previous service records?
- 3. Supply, Installation, Testing and Commissioning:** Supply, installation, testing & commissioning of the equipments/solution at Delhi Police premises shall be completed by the Supplier in accordance with the terms specified by the Purchaser as per Timelines as provided in Clause No.7 (i), Chapter-2 from the date of Award of Contract.
- 4. Purchaser's Right to vary quantities at the time of placement of Supply Order/signing of Contract:** The Purchaser reserves the right to increase/decrease the quantities $\pm 25\%$ during the period of contract. The increase in quantities shall have cost implications as per the unit cost quoted and accepted under the contract.
- 5. Purchaser's right to accept any Bid and to reject any or all bids:** The Purchaser reserves the exclusive and absolute right to accept any bid, to annul the bid process or to reject all bids at any time, without assigning any reason, prior to placement of supply order/signing of contract, without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the Purchaser's action.

6. Bidder Qualification: The “**Bidder**” as used in the tender document shall mean the one who has signed the Bid Form. The Bidder may be either the manufacturer/OEM/dealer/distributor of RADP for which the bidder shall submit authorization from OEM/Manufacturer. The Bidder should comply with the Pre-Qualification Criteria, as detailed in Chapter-3 of this document.

- i) The “**Bidder**” used in the tender document mean the sole firm bidding itself or authorized representative of a Principal firm or the Joint venture, as the case may be.
- ii) A consortium of companies is not eligible to participate.
- iii) In case of Joint Venture the credentials of the partners of Joint Venture cannot (repeat cannot) be clubbed for the purpose of compliance of Pre-Qualification Criteria, and each partner must comply with all the Pre-Qualification Criteria independently, as detailed in Chapter-3.

7. Bid Security (Earnest Money):

7.1 The scanned copy of Bid Security Deposit (Earnest Money) amount of **Rs. 5,00,000/-** (Rupees Five Lakh only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker’s Cheque or Bank Guarantee from any of the commercial banks, in favour of Deputy Commissioner of Police, Prov. & Logistics, Delhi shall be attached in the prescribed column along with the Technical Bid of Tender. The original EMD in the shape of DD, FDR, Banker’s Cheque or BG shall be submitted by the bidder at the time of tender opening. **Failure to do so will result in the rejection of the bid at the technical evaluation stage itself.**

7.2 The bidders registered with Micro and Small Enterprises (MSEs) as defined in MSE procurement policy and issued by Department of Micro, Small and Medium Enterprises (MSME), Government of India or those which are registered with the Central Purchase Organization or the concerned Ministry or Department or Start ups as recognized by Department of Industrial Policy & Promotion (DIPP) for the item(s), as are being offered under this RFP, are exempted from Bid Security and Application Fee. But these bidders will have to submit scanned copy of the applicable Registration Certificate under the valid category, with the technical bid of the tender to avail this exemption. The original document projected for Application Fee & Bid Security exemption shall be verified/checked by the purchaser using official channels.

7.3 As per instructions contained in the Order’s No.P-45021/2/2017-B.E.-II dated 15th June 2017 circulated/issued by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi in pursuance of provision of Rule 153(iii) of General Financial Rule 2017, to encourage “Make in India” and promote manufacturing and production of goods and services in India, preference will be given to local supplier/bidder meeting the criteria prescribed in the above said order. All the instructions mentioned therein will be adhered. No representation/request of any firm(s) against the

decision taken by the purchaser in pursuance of these orders/instructions will be entertained at any stage on any ground whatsoever.

- 7.4 The Bid Security (**Earnest Money**) shall be **valid for sixty (60) days** beyond the bid validity period [i.e. 8 months] from the date of opening of the Bid by the Purchaser. No interest will be payable by the Purchaser on this amount.
- 7.5 The Bid Security (Earnest Money) may be forfeited:
- a) if a Bidder withdraws his bid during the period of bid validity; or
 - b) in the case of the finally selected Bidder, if the Bidder fails;
 - i) to sign the Contract in accordance Clause 1 of Chapter-2; or
 - ii) to furnish Contract Performance Security in accordance with Clause 2 of Chapter-2; or
 - iii) If at any stage any of the information/declaration provided by the bidder is found to be false.
- 7.6 Bid Security (Earnest Money) in respect of the finally selected Bidder will be discharged upon the Bidder signing the Contract, pursuant to **Clause-1 of Chapter-2** and furnishing the Performance Guarantee, pursuant to **Clause 2 of Chapter-2**.
- 8. Period of Validity of Bids:** Bids shall remain valid for **06 (Six) calendar months** from the date of Bid opening. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.
- 9. Registration with G.S.T. Department:** The bidders should be registered with the G.S.T. Department and they shall furnish scanned copies of the same with their Technical Bid. All the bidders shall also furnish a copy of latest GST deposit receipt/challan/return with their Technical Bid.
- 10. Terms and conditions of Tendering Firms:**
- 10.1 Any Printed terms and conditions provided by the Bidder over and above the Terms and conditions mentioned in this tender document shall not be considered as forming part of their Bids.
- 10.2 The Bidder must state categorically whether or not his offer conforms to all the tender terms and conditions. If there is a variation in any of the terms and conditions, the extent of variation and the reasons thereof shall be clearly mentioned in the technical bid.
- 10.3 The Bidder must state categorically whether or not his offer conforms to the specifications given in Chapter 4, specify clearly deviation if any of the tender. Bidder is free to quote a better version or to a better configuration in line with technical specification mentioned in Chapter 4.
- 10.4 In case of any issue of clarification on the interpretation of clause(s) arises, then the decision/interpretation of department (Delhi Police) shall be final and binding on the bidding firms.
- 11. Bid Requirements:**

- 11.1 The Bidder must quote for the required quantities item wise as listed in the Price Schedule format given in **Chapter-5** of the RFP.
- 11.2 The successful bidder(s), irrespective of their registration status, shall be required to furnish Contract Performance Security in shape of Bank Guarantee for amount which is **10% of the Contract Price**, within **14 days of letter of intent** as per the prescribed proforma (**Annexure-C5**) of Chapter-7 & Clause 2 of Chapter-2. The Contract Performance Security can also be furnished in the shape of A/c Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the scheduled banks.
- 11.3 All the bidders participating in the Tender must attach a scanned copy of the complete list of their owners, partners, directors etc. along with present, permanent addresses and contact numbers and also attach a scanned copy of the Undertaking (**As per proforma at Annexure C-7 of Chapter-7**) to the effect that the firm is neither blacklisted by any Center or State Government Department nor any Criminal Case is registered against the firm or its owner or partners or directors anywhere in India. Any firm black listed by any State or Central Govt. Department or any criminal case registered against the firm shall not be considered for this tender and its bid will be summarily rejected.
- 11.4 The bid shall contain no interlineations; errors or overwriting and all pages of the Bid must be signed and sequentially numbered by the Bidder.
- 11.5 **Fall Clause** : The bidder shall undertake that the price charged/finalized for the store/services supplied under the tender shall in no event exceed the lowest price at which the bidder offer the store/services identical description to the other organization during the currency of contract. If at any point of time during the period, the seller reduces the sale price, sells or offer to sell such store/service to any other organization including the Buyer at a price lower than the price chargeable under the present tender, he shall notify such reduction within 7 days and the price payable under the contract shall stand correspondingly reduced. An undertaking shall be submitted by the bidder in this regard with the technical bid.

12. BID PRICES:

- 12.1 The Bidder shall fill-up the rates on the Price Schedule, **Chapter-5** of this RFP for the RADP & related services it proposes to supply under this tender in the following manner:-
- i. Unit Price in Indian Rupees (inclusive of all incidental charges & other Govt. levies, if any)
 - ii Total Extended Price FOR destination including all taxes, duties and other charges, in Indian Rupees.
- 12.2 The supply/billing should be made from the firm/place of G.S.T. Registration/Work Contract Registration.
- 12.3 The Purchaser will make all payments, under this contract, in Indian Rupee.

- 12.4 The bidder should ensure that the prices are quoted in line with the price schedule leaving no column blank. After opening of the price bid, no clarifications whatsoever shall be entertained by the Purchase Committee.
- 12.5 The price should be quoted online only as per format. In case any bidder submits the bid in the technical bid packet and/or physical form his bid shall be rejected straight way.

13. GUARANTEE/WARRANTY

- 13.1 Please refer to chapter 4-a Service Level Agreement (SLA)

- 14. Contents of Online Bid:** The Online Bids prepared by the Bidder shall comprise of the following two components:-

- a) Technical Bid** comprising of the following scanned documents duly signed & stamped and to be filled on the format sheets provided in each Tender Document. In the absence of any of the following documents, the bid will be declared disqualified/cancelled straightway without any further clarification :-

- i) Application Fee of Rs.500/- (Clause 2.5, Chapter-1).
- ii) Earnest Money Deposit of **Rs.5,00,000/-** (Clause-7.1, Chapter-1).
- iii) Undertaking for live demonstration/ Proof of Concept (PoC) (Clause 2.7, Chapter-1).
- iv) Certificate as per Clause-6 of Chapter-1.
- v) Proof for Application Fee & EMD exemption (Clause-7.2 of Chapter-1).
- vi) Copy of GST Regn. Certificate (Clause-9 of Chapter-1).
- vii) Copy of latest GST deposit receipt/challan/return.(Clause-9 of Chapter-1)
- viii) Documentary proofs as per Clause No.10 (Chapter-1).
- ix) List of the firm's owners/partners/directors etc. as per clause 11.3 of Chapter-1
- x) Undertaking for non-blacklisting of firm and non-registration of criminal case, as per clause 11.3 of Chapter-1.
- xi) Undertaking regarding "Fall Clause" as per clause 11.5 of Chapter-1.
- xii) Certificate as per clause 8 of Chapter-2.
- xiii) Technical Specifications of the Equipments/items (Chapter-4).
- xiv) Bidders Particulars (Annexure C1 of Chapter-7).
- xv) Bid Form (Annexure C2 of Chapter-7).
- xvi) Business Details (Annexure C2-A of Chapter-7)
- xvii) Guarantee/Warranty (Annexure C3 of Chapter-7).
- xviii) Bid Letter (Annexure C4 of Chapter-7).
- xix) Tender Acceptance Letter (Annexure C6 of Chapter-7).
- xx) Declaration that the bidder has not been blacklisted (Annexure C7 of Chapter-7).
- xxi) Compliance Sheet of Pre-Qualification Proposal (Annexure-C8 of Chapter -7).
- xxii) Compliance Sheet of Entity's Profile (Annexure-C9 of Chapter-7).
- xxiii) Company's Financial Details (Annexure C10 of Chapter-7).
- xxiv) Company's Legal Details (Annexure C11 of Chapter-7)

xxv) All technical brochures/documents relevant to the Bid.

- b) Price Bid:** Price Schedule in excel sheet only to be submitted by the bidders online provided in the Tender Document.

15. PROCEDURE FOR SUBMISSION OF BIDS:

15.1 Instructions for Online Bid Submission:

- i) As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and for submitting their bids online on the CPP Portal.
- ii) More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

15.2 REGISTRATION

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

15.3 SEARCHING FOR TENDER DOCUMENTS

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization

- name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
 - iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

15.4 PREPARATION OF BIDS

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

15.5 SUBMISSION OF BIDS

- i) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as “offline” to pay the tender fee /EMD as applicable and enter details of the instrument.
- iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) A standard Price Schedule provided with tender document (excel sheet) format has been provided with the tender document to be filled by all the

bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the Price Schedule provided with tender document (excel sheet) file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the Price Schedule provided with tender document (excel sheet) file is found to be modified by the bidder, the bid will be rejected.

- vi) The serve time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- x) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

15.6 ASSISTANCE TO BIDDERS

- i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

DY. COMMISSIONER OF POLICE,
PROV. & LOGISTICS: DELHI.

CHAPTER – 2
CONDITIONS OF CONTRACT

1. Award of Contract:

- 1.1 Prior to the expiry of the period of bid validity, the Purchaser will notify the finally selected Bidder and place the supply order within 7 days thereafter. The notification of award/placement of supply order will constitute the formation of the Contract.
- 1.2 At the time of placement of the supply order, the finally selected Bidder shall sign the contract with the Purchaser. The finally selected bidder shall bring alongwith him, the power of attorney, the contract performance bank guarantee and common seal etc. for signing the contract.

2. Contract Performance Bank Guarantee:

- 2.1 At the time of signing of the contract, the Supplier shall furnish a Contract Performance Bank Guarantee for **10 percent of the value** of the Contract value, within a period of 14 days of letter of intent as per the prescribed proforma (**Annexure C-5, Chapter 7**), issued by a Commercial Bank. The Performance Security can also be furnished in the shape of Account Payee Demand Draft, FDR issued by any scheduled Bank.
- 2.2 The Contract Performance Security will be in the name of the **Deputy Commissioner of Police (Prov. & Logistics)**, Delhi Police, 5, Rajpur Road, Delhi-110054.
- 2.3 The Contract Performance Security should be valid for a period of **project duration plus 6 (six) months** from the date of award of contract.
- 2.4 In the event of delay in acceptance of the RADP & related services, the Supplier shall, at the request of the Purchaser, extend the validity of the Contract Performance Security so as to cover the warranty period as defined in Chapter 4-a SLA.

3. Site Preparation

- 3.1 Purchaser shall provide the following to the selected supplier within 3 months of award of the contract (ie before start of trial period)
- **District Control & Command Site**– for all the existing 14 Police Districts of Delhi, the District Control & Command Site shall be prepared with a minimum of
 - 2 desktops (minimum specifications: windows 10, 4GB Ram, core i3- seventh generation, 1 TB hard drive) with UPS,
 - 1 Color laserjet multifunction printer with A3 printing support,
 - broadband 10 mbps or above with static IP,
 - furniture and a landline phone.
- This District Control & Command Site will be responsible for monitoring, handholding and training of beat & supervisory staff. 1

engineer from supplier and 2 personnel of Delhi Police shall operate the same.

- **Central Control & Command Site**– A room shall be prepared with minimum of
 - 7 desktop (minimum specifications: windows 10, 4GB Ram, core i3- seventh generation, 1 TB hard drive) with UPS,
 - 3 Color laserjet multifunction printer with A3 printing support,
 - broadband 20 mbps or above with static IP,
 - furniture and 4 landline phones.

This Central Control & Command Site, at a location of the choice of the purchaser, will be responsible for monitoring, handholding and change management of overall programme. 4 personnel of Delhi Police and 1 project manager & 2 technical resources from the supplier shall operate the same under command of a DCP level officer from Crime Branch (which will be owner of the project) to be nominated by Delhi Police as Nodal Officer for eBeatbook project.

- **Beat formation & normalization**- in all the Police stations across all 14 Police Districts. Geofencing of all Beats is required in KML format. This shall be the responsibility of the purchaser. To assist in the process of geofencing the supplier shall provide 1 resource for a period of 2 months as per the timelines of this document.
- Provision of beat staff & Hand Held data transfer devices with necessary SIM card and data plan for all Police Stations. Purchaser shall ensure continuity of the beat staff in same beat for the complete Trial Phase of the project.
- Access to NIC SMS gateway for sending SMS to officers and citizens
- Access to NIC Email gateway and provision for 1 email account for sending emails to officers and citizens
- Cloud server for hosting of RADP. Minimum Specification of cloud server are detailed in Annexure C12.

3.2 The Supplier shall provide site plan and equipment layout plan for the System. This shall become part of SRS document to be signed between both the parties.

3.3 The installation of the RADP at the Purchaser's site shall be the responsibility of the supplier.

4. Supply, installation, testing, commissioning, operation and maintenance of "Rapid Application Development Platform" shall be executed by the selected contractor in all the present **14 Districts of Delhi Police**.

5. Inspection of RADP:

5.1 The Purchaser shall have the right to inspect and test the RADP for conformity to the Contract Specifications upon submission of RADP report by the contractor.

5.2 Should the RADP fail to conform to the specification as provided in this RFP, the Purchaser may reject it and the Supplier shall either replace the rejected RADP or make all alterations necessary to meet the required

specification free of cost to the Purchaser, within 15 days of receipt of such notice from the purchaser.

- 5.3 The Supplier shall provide RADP license and standard test procedures conforming to the specifications for appraisal and testing by the purchaser at its own end.
- 5.4 The Supplier shall test individual equipment and the complete System after installation at site. The Supplier shall submit complete documentation of all the measurements conducted during installation period for future reference of the Purchaser.
- 5.5 A document comprising the technical problems faced during installation, testing and commissioning period and their solutions shall be submitted by the Supplier at the time of handing over the completed works to DCP (Prov. & Logistics), Delhi Police.
- 5.6 For the purpose of taking over the RADP supplied, an **Acceptance Test** shall be carried out. The guarantee/warranty period (as defined in chapter 4-a SLA) shall start after acceptance of the system by the purchaser.
- 5.7 The Supplier shall supply installation, operation, repair and maintenance manuals of the RADP.

6. Training

- 6.1 The scope of work envisages that the supplier shall undertake to train the staff nominated by Delhi Police in different aspects of equipment design, functioning, testing, operation, administration, maintenance and repair.
- 6.2 **The System Administration and Maintenance Training Program:** for central IT team of Delhi Police Crime branch, will be delivered at a location provided by Delhi Police
- 6.3 **The Operational Training Program:** at district training centers in all 14 districts will be framed to train all designated beat & supervisory staff. For this purpose, one resource person deployed by supplier in go-live phase for handholding shall be responsible for imparting this training. The purchaser shall provide training centers at all 14 Districts will the following facilities:
 - 6.3.1 Projector with screen
 - 6.3.2 Seating arrangement for minimum of 30 persons.
 - 6.3.3 Desktop with minimum specifications: windows 10, 4GB Ram, core i3- seventh generation, 1 TB hard drive and UPS
- 6.4 The Operational Training Program shall be structured as follows
 - a) Assumptions
 - (1) Beat Staff Per District- around 30 beats personnel per Police station and 10 police stations per district. Total of 300 personnel per District.

- (2) Supervisory staff per District –around 10 personnel per Police station per district covering SHO, Inspectors and Division officers. Total of 100 per district
- b) Training for Beat Staff- 1 working day training schedule to be provided by the supplier for beat staff in batch of 30. Training schedule shall be part of SRS signoff
 - c) Training for Supervisory Staff- 1/2 working day training schedule to be provided by the supplier for supervisory staff. Training schedule shall be part of SRS signoff.
 - d) Refresher courses to be mutually decided by the supplier and purchaser which shall be incorporated in the basic curriculum of constabulary and executed by the training branch of Delhi Police as a separate exercise from this RFP.
- 6.5 Supplier will provide the Training Material, in video and print format
- 7. Payment Schedule :** The standard payment terms subject to recoveries, if any, under the Liquidated Damages clause will be as follows: -
- 7.1 Delivery of RADP: The Supplier shall notify the Purchaser about the delivery of the RADP to the Delivery Site one week in advance of the expected date as per the following schedule.

Timelines for supply, installation, commissioning of the project solution

Sno	Activity	Duration (in Months)
1.	Award of contract	Start Date
2.	SRS Signoff	Start Date to Month 1 (Total Duration: 1 Month)
3.	Deployment of 1 resource for Geofencing of beats for a period of 2 months	Month 2 to Month 3 (Total Duration: 2 Months)
4.	Application configuration & first level inspection by Purchaser.	Month 2 to Month 3 (Total Duration: 2 Months)
5.	Trial run in 1 police station of each district. Supplier shall station: 1 project manager centrally and 1 support engineer per district during this phase.	Month 4 to Month 6 (Total Duration: 3 Months)
6.	Feedback compilation, analysis and notification to supplier by purchaser	Month 7 (Total Duration: 1 Month)
7.	Notification compliance by supplier	Month 8 (Total Duration: 1 Month)
8.	Second and final inspection by purchase and issuance of acceptance certificate	Month 9 (Total Duration: 1 Month)
9.	Project rollout and starting of Handholding. Supplier shall station 1 project manager centrally, 2 Technical resources centrally and 1 support engineer per district.	Month 10 to Month 12 (Total Duration: 12 Months)

7.2 No advance payment shall be made.

7.3 Payment Terms and Schedule

One Time Expenditure (CAPEX)			
Sno	Item	Payment Term	Milestone
1	Supply, installation, Testing and commissioning of Rapid Application development platform with 5 developers license and unlimited end user license	10% payment on SRS signoff	Clause 7.1 Sub-section 2
		30% payment after 1 st level inspection	Clause 7.1 Sub-section 4
		60% payment after 2 nd level inspection	Clause 7.1 sub-section 8.
2	Software AMC for 1 year payable after completion of warranty period.	AMC amount shall be paid annually in advance.	
Recurring Expenditure (OPEX)			

1	Deployment of 1 project manager and 1 engineer per district for a period of 3 months of trial run	Monthly
2	Deployment of 1 project manager, 2 Technical resources and 1 resource per district for a period of 12 months	Monthly
3	Deployment of 1 resource for Geofencing of beats for a period of 2 months from date of signoff of SRS	Monthly

7.4 Any new Government levies/taxes imposed or increased in taxes after the contract date shall be paid as per actual against submission of documentary evidence and in case of decrease thereof, the same shall be adjusted by the contractor as per revised slabs. In case, the tax rates are reduced after release of payment, the same shall be adjusted against future bills or from the performance security of the contractor.

8. Delay in the Suppliers performance :

Delivery of the RADP and related services including Warranty and Post Warranty Services shall be made by the Supplier in accordance with the timelines specified by the Purchaser. Delay by the Supplier in the performance of its Delivery or Service obligations shall render the Supplier liable to imposition of Liquidated Damages in accordance with **Clause-9** below and thereafter, upon reaching the maximum deduction set out therein, to termination for default in accordance with **Clause-16** below accompanied by forfeiture of Security Deposit.

9. Liquidated Damages : If the Supplier fails to deliver any or all the of the RADP or perform associated Services within the time period specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, (not by way of penalty) a sum equivalent to 0.5% (half) percent of the price of the delayed RADP or unperformed service for each & every week (part of a week being treated as a full week) of delay until actual delivery or performance, up to a maximum deduction of 10% (Ten Percent) of the undelivered RADP & Services.

10. Force Majeure: The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc.

If a Force Majeure situation arises, the bidder shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder 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.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for RADP & related services already delivered or performed.

- 11. Patent Indemnification:** The Supplier shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy arising from use of the RADP or any part thereof in the Purchaser's country by way of issuance of signed and sealed declaration.
- 12. Waiver:** Failure or delay on the part of the Supplier or the Purchaser to exercise right or power hereunder shall not operate as a waiver thereof.
- 13. Assignability:** Neither this Contract nor any rights under it may be assigned by either Party without the express prior written consent of the other Party.
- 14. Severability:** If any portion of this Contract or any of the Contract Documents hereto is held to be invalid, such provision shall be considered severable, and the remainder of this Contract hereof shall not be affected.
- 15. Governing Law:** This Contract including the Contract Documents shall be governed by and construed in accordance with the laws of India and the Delhi Courts shall have jurisdiction in this regard.
- 16. Termination for Default**
 - 16.1 The Purchaser may without prejudice to any other remedy for breach of Contract, by **Thirty (30) days** written notice of default sent to the Supplier and upon the Supplier's failure and neglect to propose and/or execute any corrective action to cure the default, terminate this Contract in whole or in part:
 - (i) If the Supplier fails to deliver any or all of the RADP & related services within the time period(s) specified in the Contract; or
 - (ii) If the Supplier fails to perform any other obligation(s) under the Contract.
 - 16.2 On termination of the Contract for default, the performance security of the Supplier will be forfeited.
 - 16.3 On termination of the Contract for default, action will be taken to black list the Supplier.

17. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

18. Termination for Convenience

18.1 The Purchaser shall have the right to terminate the Contract in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

18.2 The RADP & related services those are complete and ready for shipment within Ninety (90) days after the Supplier's receipt of notice of termination shall be purchased by the Purchaser at the Contract terms and prices. For the remaining RADP & related services the Purchaser may elect:

- a. to have any portion completed and delivered at the Contract terms of prices, and/or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and for materials and parts previously procured by the Supplier.

19. Resolution of Disputes: In the case of dispute or difference arising between the Purchaser and the Supplier relating to any matter connected with this contract, the same shall be settled through amicable negotiations between a maximum of Two (2) officers nominated by the **competent authority of Delhi Police** and Two (2) employees nominated by the Supplier, failing which, the dispute shall be submitted to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, and the Arbitrator's decision shall be final & binding. The language of arbitration shall be English. The venue of the conciliation and/or arbitration proceedings shall be in Delhi, India.

20. General Terms and Conditions

20.1 While every effort has been made to provide background information and requirements, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the purchaser on the basis of this RFP.

20.2 The purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the purchaser.

20.3 This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

- 20.4 The bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practice used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to Purchaser and shall, at all times, support and safeguard Purchaser's legitimate interests in any dealings with Third parties.
- 20.5 Purchaser reserves the right to access the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc.
- 21. Ownership of Data & Security:-** Data means any data generated, transmitted, accessed and stored in the Database Application Integral to the RADP. Delhi Police has the exclusive and absolute Right of Ownership of the said data. For the sake of clarification, it is re-iterated that provisioning of cloud server shall be the exclusive responsibility of Delhi Police.
- 22. IT Infrastructure and Hardware:-** All IT Infrastructure as may be required to deploy the solution will be provided by Delhi Police. All field IT hardware, Internet Bandwidth and other requirements will be provided by Delhi Police. Vendor is required to submit in detail, the IT infrastructure and Hardware requirement which shall be part of the final contract.
- 23. Term of Agreement :** Duration is initially for 1 year from the date of Go-Live, which also includes warranty of one year. Thereafter, AMC and resources can be extended on year to year basis with mutual consent on the same rates, terms and conditions as detailed in tender documents but not exceeding 5 (1+4) years.

DY. COMMISSIONER OF POLICE,
PROV. & LOGISTICS, DELHI.

CHAPTER – 3

CRITERIA FOR EVALUATION

1. The overall objective of this evaluation process is to select a robust Rapid Application Development platform.
2. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next level of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
- 3. A consortium of companies is not eligible to participate.**

4. Prequalification conditions

Sno	Prequalification condition
1	Bidder should be registered under the Indian Companies Act 1956 or a partnership firm registered under the Partnership Act, 1932 or registered under LLP Act, 2008.
2	The bidder should not have been blacklisted by any Government Agency in India or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ ineffective performance in IT / ITES related work.
3	The bidder should be a profitmaking company in last three financial years.
4	The bidder should have a minimum average turnover of 10 Crore in previous three Financial years (i.e. 2015-16, 2016-17 and 2017-18).
5	The bidder should have GST Registration and PAN No
6	The bidding entity should be ISO 9000 certified.
7	The Bidder must have implemented at least 3 IT solutions in Government organizations out of which atleast 1 project should be of Mobile Apps based solution in a government organization
8	The bidder must have obtained and successfully executed atleast one order from Government department upto 31/12/2018 for value more than 1 crore for software/IT services in previous 3 years

5. Technical Qualification Criteria

- Technical proposal of those bidders will be opened and evaluated who meets and qualify all the prequalification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

Sno	Criteria	Scoring Pattern	Score	Max Score
1.	Live demonstration and presentation of the platform. (Including implementation of use case scenario).	Add new Form or Edit existing From and deployed instantly in the existing app.	2	25

Sno	Criteria	Scoring Pattern	Score	Max Score
		Create Dashboard and hierarchical reports using BI tool	2	
		Add a workflow to any new or existing form or parameter.	2	
		Create SMS and email notification using Notification builder	2	
		Mobile app features-Offline data management	2	
		Vehicle Tracking capability	2	
		Route tracing capability	2	
		Third party service integration	2	
		Schedule notification and reports	2	
		File management control over mobile app	2	
		Version control feature	2	
		Overall Platform Features	3	
2.	Understanding of the project - Design of proposed system and Unique value proposition			10
3.	Security Clearance- Existing Platform should have security clearance certificate as per audit policy of NIC/ SDC from NIC empaneled CERT-IN auditor.			10
4.	Product Credential: Number of enterprise users using the proposed rapid application development platform in single project in any government/semi government organizations or listed company in India. The credential should be cover Web, android and IOS versions.	Less than 2000 enterprise users in a single project	0	
		2000 to 5000 enterprise users in a single project	5	
		More than 5000 enterprise users in a single project	10	10
5.	The Bidder should have experience of supplying Rapid Application Development Platform License and Onsite Software development of various business applications		10	10

Sno	Criteria	Scoring Pattern	Score	Max Score
	in government/semi government organizations in India. The credential should be cover Web, android and IOS versions.			
6.	The Bidder having experience of providing software / IT solutions for Police departments		10	10
7.	Experience of supplying Mobile Apps developed for government/semi government organizations	More than or equal to 3	10	10
8.	Experience of executing Software/IT projects in Government /semi-Government organizations in India	Value of Single Order of INR more than 2 crore	15	15

6. Technical Bid Evaluation

1. The Technical Evaluation of the responses of the Bidders would be scrutinized based on Technical criteria set in this RFP.
2. The Technical evaluation shall involve:
 - I. Paper-based evaluation of the Technical Bids
 - II. Technical Presentation by Bidders
 - III. Mobile Development Platform (POC) demonstration
3. Technical score: Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score(TS) out of a maximum of 100 points as per the aforementioned table.

7. Commercial Bid Evaluation

1. Bidders scoring more than 40 numbers in technical scoring will be short listed for the final round. Financial bids will be opened only for bidders who score more than 40 numbers in technical scoring.
2. Commercial score: Each of the Commercial bids shall be evaluated on a score of 100 points on the basis that points obtained are inversely proportional to the Price quoted and vice- versa. The methodology of scoring will be as follows.

Bidder Commercial Score = $100 * (L1 \text{ Total Cost of Ownership} / \text{Bidder Total Cost of Ownership})$.

3. QCBS Evaluation

The Evaluation Methodology proposed to be adopted by the Purchaser will be Quality cum Cost Based System (QCBS) method of evaluation where

Technical Bid Score will get a weightage of 70% (denoted by T) and Commercial Bid Score a weightage of 30% (denoted by C).

Description of variables used:

- TS is the Technical Score for each Bid as calculated out of 100%
- CS is Total Commercial Score (normalized) for each Bid

Bids will be ranked according to their combined Technical Score ST and Commercial Score SC using the weights (T = the weight given to the Technical Bid; C = the weight given to the Commercial Bid; T + C = 100%).

Total Score (TS) for each Bid shall be computed as follows:

$$TS = ST \times T\% + SC \times C\% \quad (ST*70\% + SC*30\%)$$

The Bid, that obtains the highest Total Score (TS) value, will be rated as the Best Evaluated Bid. In case two or more bids obtain equal total score, the bid with the higher technical score would be rated as the Best Evaluated Bid.

Example:-

	Bidder 1	Bidder 2	Bidder3
Technical score (TS)	BT1	BT2	BT3
Commercial Bid	BC1	BC2	BC3
Assumptions : bidder 1 has lowest commercial offer.			
Bidders Commercial score (CS)	BCS1=100 (BC1/BC1*100)	BCS2 = BC1/BC2*100	BCS3 = BC1/BC3*100
Total Score	BT1*70%+BCS1*30	BT2*70%+BCS2*30%	BT3*70%+BCS3X30%
Sample calculations with assumed technical score and commercials			
Technical Score (TS)	85	90	98
Commercial Bid	Rs. 1,000.00	Rs. 1,100.00	Rs. 1,200.00
Bidder Commercial Score (BCS)	100 (1000/1000*100)	90.91 (1000/1100*100)	83.33 (1000/1200*100)
Total Score	89.5 (85*70%+100*30%)	90.27 (90*70%+90.91X30%)	93.6 (98*70%+83.33X30%)
Winner Bidder 3			

CHAPTER – 4

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

1. Project Objective

To execute the idea of SMART Policing as proposed by the hon'ble Prime Minister of India, Delhi Police plans to introduce a Mobile based Application to make Citizen-Police interface smooth and people friendly. It is also aimed at improving internal working of Police Officers especially data management and access for field force. Few of the Initial requirements are given below however, it shall be noted that these may undergo change during the tenure of the project. Vendor is required to study various processes adopted in Delhi Police in the areas in which applications are proposed to be designed.

Delhi Police is looking for a Rapid Application Development Platform, which is easy to develop and is robust and secure for handling data.

Initially, the Vendor will be responsible for delivering applications as detailed in subsections below. For Change Management and further development, vendor shall train a nominated IT team of Delhi Police. Initial requirement is to create an ebeatbook application.

It should be an easy to use platform using which Apps can be developed without any programming. The app management features shall be available on the platform. Platform shall provide web interface as well as native mobile apps. Platform is envisioned for Delhi police to quickly enable new services, integrate with existing & future systems and smooth change management of services without requiring software programming.

The platform will be used for configuring and developing internal departmental apps also. Delhi Police shall have the option to configure all new requirements as generated during the duration of the project. The apps developed from the platform should be enterprise quality apps and should have requisite security features as per technical requirements mentioned in this document.

Vendor scope of the work will be as following:

1. Supply, Installation, Testing and Commissioning of Rapid Application Development platform with 5 developer license.
2. Configure initial requirements of a Mobile & Web based app as per this tender's scope.
3. Depute a Project Manager for the duration of the project 3 months for trial run and 1 year for handholding.
4. Depute 2 technical resources at HQ for technical assistance for 1 year.
5. Depute 1 resources per district for a period of 3 months for the trial period
6. Depute 1 resource per district (14) for Handholding for 1 year.

2. Key Features- e-Beatbook+

Sno	Feature	Description
1.	General Features	<ol style="list-style-type: none"> 1. Create databank directly from the Handheld Data Transfer Device that will be used by Beat staff. 2. Provision to capture photo and GPS locations for each data set. 3. Provision to capture every type of record which is being currently maintained manually in Beat Books 4. Provision to search across databanks in real time 5. Role based access to app features 6. Oneway communication capabilities with Biometric databanks like UADAI, CRIS, Vahan/ Saarthi etc
2.	History Sheeter Verification	System shall support regular verification by beat Officers of History Sheeter, BC etc in the beat. This data shall be communicable to CCTNS databank for further use.
3.	Support for various Delhi Police Schemes	<p>Support schemes of Delhi Police like Pehchan, YUVA, Parivartan, Prahari etc</p> <ul style="list-style-type: none"> • Option to create and across search databanks being mentioned for such schemes
4.	Important Places within Beat	Banquet Halls, Govt. offices, Other offices, Banks, Post Office, Telephone Office, Political Party, GYM, Sports Complex, Community Center, etc
5.	Institutes	College, School, Hostel, Play School, Girls PG, Coaching Institute etc
6.	Places of worship	Temples, Mosque, Gurdwara, Churches etc
7.	Hotels/ Eateries	Restaurant, Hotel, Guest house, Bakery, Eatery etc
8.	Other Imp. Places	Clubs, Dancing schools, Eating houses, cinema Hall, Petrol Pumps, Drug Shops, Hospitals, Chemist, Cyber Café, Wine Shop, STD booths, festival/ procession areas etc
9.	Critical Points within Beat	<p>Category- Picket, Red Alert Points, Crime Prone Area, Dark Stretches, Communally sensitive area, Parking Lots etc</p> <p>Types of Crime - Dacoity, Robbery, House Robbery, Burglaries, House Burglaries, Snatching, Pick Pocketing, Eve-teasing, MV Theft, communally sensitive points etc</p>
10.	Public transport	Bus Stop, Taxi Stand, auto halts, railway station, Metro Station, Driving Training center etc

11.	Slum Area	
12.	Leading Citizens	Maintain information regarding leading citizens in the beat
13.	People aiding Criminals	Databank creation of harborer, Financiers, receivers of stolen properties etc
14.	Arms & explosive License Holders	Databank creation and updation
15.	Registered UAV owners	Databank creation and updation
16.	Neighborhood Watch Areas	Databank creation and updation
17.	Preventive actions	110G, 47 DP Act, 48 DP Act, 65 DP Act, 92/93/97 DP CRPC Act, 40 excise Act, Excise Act Kalandra and PDPP Act Kalandra etc
18.	Task Allocation	All request by citizens will be routed to respective Beat Officer. Auto Task shall be generated. Notification of the shall also be sent to officer's registered mobile number.
19.	Verifications	<ul style="list-style-type: none"> System shall enable capturing of details of various types of verifications done by Beat Officer. Data should be communicable with CCTNS databank for further use.
20.	Senior Citizen Security Audit	<ul style="list-style-type: none"> Option to capture relevant details of senior citizen along with premises details and database search for future use.
21.	Scrap Dealer	<ul style="list-style-type: none"> Option to capture relevant details of databank of Scrap Dealers and database search for future use.
22.	Stranger Roll	<ul style="list-style-type: none"> Option to capture details of issuance of Stranger Roll Data should be communicable with CCTNS databank for further use.
23.	General Instruction Broadcast	<ul style="list-style-type: none"> Role based privileges to broadcast information to all or selective group of users.
24.	PCR broadcasting	<ul style="list-style-type: none"> In reference to 100 no. calls, Beat related calls would be broadcasted to Beat Officer with a copy to SHO for quick response.
25.	Case Dashboard	<ul style="list-style-type: none"> Category wise case registered dashboard Capability to communicate with CMAPs Receipt of beatwise Crime analysis maps for CMAPs in C4I

26.	Linkages	<p>eBeatbook systems shall be interoperable with other ITES systems like</p> <ul style="list-style-type: none"> • ZIP NET • Prisoner Management System (PMS) • CCTNS • Central FRS • Stolen Vehicle Search • System shall be integrated with Digital Sky Platform of AAI & BCAS for monitoring of Beat wise licenses and flight permissions as per CAR guidelines of BCAS. • Delhi Police shall provide APIs and other details as required for integration.
27.	Aid to Investigators	<p>System shall maintain information regarding documents, checklist and other related materials to aid investigators in completing various investigations.</p>
28.	Body Worn Camera	<p>All Body Worn Cameras shall be integrated with Central Analytical System. RADP shall have the capability to communicate with Central Analytical Engine. RADP shall allow Beat Officer to receive results from Central Analytical Engine on Mobile Device. Delhi Police shall provide all integration APIs for Body Worn Camera and analytical engine.</p>
29.	Suggestions	<p>Beat officers can send suggestion to his/ her reporting SHO and receive feedback.</p>
30.	Event Calendar	<p>System shall have provision to maintain beat wise important events in the year. Beat Officer shall have option to update / add the same.</p>
31.	Register 25	<p>Beat officers/ SHO shall have option to maintain register no. 25 of PPR in the app.</p>

32.	Suspect Verification	<p>System shall have feature for suspect verification by</p> <ul style="list-style-type: none"> • Fingerprint – RADP shall have capability to capture fingerprint and sent to Central Fingerprint Repository. The results of fingerprint match shall be displayed on Device. APIs for integration with Central Fingerprint Repository shall be provided by Delhi Police • Photograph - RADP shall have capability to capture photograph and sent to Central FRS. The results of photograph match shall be displayed on device. APIs for integration with Central FRS shall be provided by Delhi Police
33.	GPS mapping of Device	Round the clock storage for one month.
34.	Geofencing	Geofencing of boundaries of all Police Districts, Police Stations and Beats shall be maintained in the system.
35.	Data availability at Police Station	All Data entered by Beats shall be accessible at Police stations.

3. Key Features- e-Saathi

Sno	Feature	Description
1.	General Features	<ul style="list-style-type: none"> • Citizen can request various specified services from Delhi Police • All requests will be marked to directly to Beat Officer with a copy to the SHO and other senior officers by system based on demography and other criteria • Provision to capture photos and location for each data • Receive status update by SMS, email and App Notification

2.	Share your Problem	<p>Citizen can share the following problems with photos (when taken from Mobile App along with GPS location)</p> <ul style="list-style-type: none"> • Public Drinking/ Illegal Sale of Liquor • Gambling Activity • Dark Stretches • Eve Teasing Location • Restaurant open after 11 PM • Loud Music after 10 PM • Public Sale/ Consumption of narcotics
3.	Verification	<p>Citizen can request for verification of people like Tenant, servant etc who are either under in some kind of contractual or employment relation with the requesting person</p>
4.	Contact us	<ul style="list-style-type: none"> • Helplines numbers
5.	Safety Tips	<ul style="list-style-type: none"> • Women & Children • Senior citizens • Cyber Security • Travel Advisories • Anti-terror Advisories
6.	Senior citizen Corner	<ul style="list-style-type: none"> • Senior Citizen Associations • Senior citizen Homes • Alternative Emergency contact
7.	Request for Enrollment	<ul style="list-style-type: none"> • Prehari • Self Defence Course • Neighbourhood Watch Area • Yuva • Eyes & Ears • Parivartan • Traffic volunteer • Police Mitra

8.	Know your PS	<ul style="list-style-type: none"> • Citizen shall have option to view nearby Police station based on GPS coordinates by Mobile App • App shall use citizen's current location and search geo-fenced data of Police stations to identify and show location and details of nearby Police station.
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4. Technical specifications of the platform

4.1 Modular Design - Applications, Platforms and infrastructure are to be characterized as service-oriented, component-based & reusable. The Platform should be modular in design, operations and implementation.

4.2 Platform Architecture - The supplier is expected to ensure balance between adoption of standards used by market leading vendors and products, and adherence to industry standards and open architectures. Platforms are to be acquired, developed or enhanced in such a way that business processes; application and infrastructure services and data can be shared and integrated across the organisation and with potential business partners.

4.3 Application Architecture - Application architectures must be highly granular and loosely coupled. This is focused on loosely coupling Platforms compliant to Service Oriented Architecture to facilitate application recovery. This is to ensure that the failure of one component does not cascade to others. A tier can also be scaled to run separate applications to optimize performance.

4.4 Web Based design- Desktop interface designed for this purpose shall be web based and the Purchaser shall be able to access through the latest available version of the web browser having HTML 5 support like Fire Fox and Chrome.

4.5 Mobile Apps - Mobile based interface shall be available on Android & IOS via native app. Mobile Apps should be integrated with Server on standard technologies using SOA

4.6 Business Process Requirement- Application requirements shall be based on department's business processes and the functional requirements that derive from them. The application Platform should empower the Business Users in defining the business processes without any requirement of software development or software coding.

4.7 Data Access - The applications will access data through business rules i.e. the applications must not access data directly without going through APIs managed by business rules/ validation/workflow. Data should be collected once and be capable of use as and when required.

4.8 Central data storage - Data shall be stored at Delhi Police servers.

4.9 Application Scalability - The application portfolio and the IT infrastructure are to be vertically and horizontally scalable in size, on demand and functionality to meet changing business and technical requirements.

4.10 Ownership- Irrespective of the Operation/ Outsourcing option adopted for operation of the Platform, the ownership and physical possession of the data will always remain with the Delhi Police. Custom source code of solution developed on RADP will be ownership of Delhi Police.

4.11 Interface with other Platform - As per the requirement, Platform may exist in conjunction with several other Platforms being operated or proposed by Delhi Police. The details thereof shall be provided in prebid meeting.

4.12 Report Generation - The Platform will provide a report generating tool, which can be used to generate customized reports at admin decided level.

4.13 MIS Reports - The Platform should allow for a graphical interface to view the summary data in MIS reports. This would include trend graphs, graphs indicating how much of the target has been met etc.

4.14 Change Management - Platform shall provide option to administrator to change workflow and user interfaces by configuring the changes in the application without doing any specific software development or software coding.

4.15 GIGW guidelines - Application shall conform to GIGW guidelines

4.16 COPPA Compliance - Application shall conform to COPPA compliance.

5. Platform Administration-Mobile/Web backend as Service

5.1 There should be an option that in a single APP, multiple Projects/ Modules can be deployed.

5.2 For the consumer based apps, there should be a standard feature of user authentication with OTP over SMS. This feature can be enabled from the project configuration interface.

5.3 Platform shall standardize the API's which will be used by Mobile Apps and Web Apps.

5.4 Platform shall push the changes in the project to the Mobile Apps and Apps shall update themselves automatically without the need of new App installation in most of the cases.

5.6 Right of enabling GPS (mandatory or not) shall be available with Admin and he should be able to configure from the project configuration interface.

5.7 Platform should have a standard Look up controls to fetch data from the server based on certain inputs.

5.8 Platform should have standard features to get the data from third party API's in look up controls.

5.9 Platform should have Option to define business rules without any programming.

5.10 Platform should have standard features for specific types of events like save data, update data, search data etc.

5.11 Platform should provide configuration of generic types of events like button clicks, data selection etc and should configure the behavior of the event.

5.12 Platform shall have in-built features to maintain the ACID properties of the transactional data.

5.13 Platform shall support multiple database like oracle, MS SQL etc.

5.14 Platform shall setup the data types based on the controls created on the form and selected data type of the controls

6. Access and Identity Management

6.1 The Platform shall have option to create different roles

6.2 The Platform shall have option to specify the rights for each and every section/form/workflow of the application for a particular role

6.3 The Platform shall have option to track complete usage history for a particular user ID

6.4 The Platform shall have option to create users for the roles and align them with organization hierarchy

6.5 The Platform shall provide a mechanism to authorize users to access the Platform, revoke users from accessing the Platform, and modify the security information associated with users. The Platform shall also be able to automatically lock account that violates policy. Such accounts can be reopened by Admin only.

6.6 The Platform shall have ability to generate report on roles, rights associated with roles and users associated with roles.

6.7 Standard user based APIs should be available in the Platform by default
Eg API to get active user, API to get deactivated users

6.8 The platform shall allow special privileges and access rights to the administrators of the platform. It shall allow multi-factor and highly secured authentication and authorization mechanism for administrators

6.9 Platform shall have feature to delete User, Role, group or permissions

6.10 Platform shall have API's to access the features of the identity and access management module which shall be accessible from other modules

6.11 System shall allow editing of the profile based on 2 factor authentication mechanism. 2 factors could be OTP + Password etc

6.12 System shall have well defined and secured mechanism of retrieving the password with proper audit trail. Best practices should be followed to ensure that password and other sensitive information is not leaked. Forced password change every 3 months shall be implemented.

6.13 System shall allow administrator to set the numeric 4 to 6 digit pin for the applications and access to those apps should only be allowed after successful PIN authentication

7. Security Features

7.1 Platform should have provisions to authenticate the user access over the network

7.2 AES based encryption standard shall be implemented.

7.3 All TCP/IP communications between mobile app and central server shall be HTTPS based only.

7.4 Platform should have security clearance certificate as per audit policy of NIC/ SDC from NIC empaneled CERT-IN auditor.

7.5 Platform shall have secured mechanism of verifying the identity of the devices which connects to the platform and thereby authorizing them to access the platform.

7.6 System shall be free from OWASP TOP 10 Vulnerability

8. Off-line Mode

8.1 Mobile apps should be available in offline modes

8.2 It should be possible to restrict the opening of certain pages/activities in the offline mode

8.3 Data saved in offline mode shall be automatically synced to server once network connection is available

8.4 Platform shall allow automatic creation/ alteration of the local tables in Mobile devices as per the requirement

8.5 Central server shall be able to push the user specific data to the user's device based on the standardized protocols and rules and shall have capability of clearing the user data also

8.6 platform shall support auto scheduling of the data which needs to be pushed to devices

8.7 Platform shall allow instant pushing of the data to the devices of the user

9. Organization Hierarchy Management

9.1 Platform shall provide the standard interface to create the organization hierarchy structure for Delhi Police

9.2 Administrator should be able to bind the Roles to the specific hierarchy

9.3 Platform shall allow linking between the different hierarchy levels

9.4 Platform shall intelligently allow routing of the data as per the configured hierarchy. This shall include the auto escalation of certain task to a higher level of hierarchy

9.5 Platform shall allow user to be allocated to multiple hierarchy levels/units. In that case, platform shall maintain the hierarchy-user wise data

9.6 Platform shall have hierarchy based as well as user based functionality in other standard features of platform like workflow and communication modules (certain process will be user specific, whereas certain process will be organizational hierarchy specific)

9.7 Platform shall allow creation of the master/main hierarchy level and associate it to the main role and user for that hierarchy level. Further, it shall allow creation of sub-hierarchy levels, roles and users. Example, for Delhi Police, hierarchy level will be District and role associated with district will be DCP. District will also have its internal users who will have roles and rights along with sub-hierarchy.

9.8 Platform shall allow access to specific apps to specific sub-tree of the hierarchy based on requirement. Eg. In case, a particular app is to run in 1 district only, then there shall be provision of granting the access to that particular app to officers of that district only

10. User Interface

10.1 Platform shall provide an easy to use interface to specify the look and feel of the mobile apps & web portal

10.2 It should be possible to specify the color scheme to be used in the Mobile apps including: Application background color, Action Bar color, Color of the Buttons, Colors of the controls, Colors of the labels, Colors of the text etc.

10.3 Images- It should be possible to specify the image which shall be used in different pages of the apps

10.4 Logo - It should be possible to specify the logo of the App. This logo will be provided before compiling the App.

11. Application Features- Form Designer

11.1 Platform shall allow creation of different pages in Mobile App and web portal

11.2 Platform shall allow to define the menu/sub-menu which will navigate to certain page

11.3 Platform shall specify which pages will be opened on mobile app and which will not be opened

11.4 Platform shall specify which pages will be opened on web portal and which will not be opened

11.5 Platform should facilitate Rapid Application Development, allowing creating web portal and Mobile apps without doing any software coding.

11.6 Administrator shall have vast list of UI controls to configure forms and User interfaces. Following are the minimum set of UI controls that shall be available in the platform: Textbox, Label, Dropdown list, Display Grid, Input Grid, Button, Hyperlink, Radio Buttons, Check box, Shopping Cart like feature to add items to it and to place to order, Image holders, Camera control on Mobile, Web cam on web, List with check box, File uploader, File downloader, Specific button (Save, Delete, Update, Search), Custom Button with custom actions, HTML Viewer, Hyperlink control, Menu Icon, Dropdown , Multiselect dropdown, Date, Month, Year and Time.

11.7 Platform shall be expandable and supplier shall provide custom controls, if required. for Eg, a smiley widget or star widget to take the rating etc

11.8 Platform shall allow addition and updation of the UI controls on the specific pages of the app/website

11.9 Each control shall have a set of UI level attributes that can be configured while defining. For example values of dropdown, length of text field, numeric, alphanumeric etc

11.10 Platform shall have a standard interface for the following, Notification Manager to show all notifications. User should have option to check the notifications read by user, Navigation drawer to navigate between different projects

11.11 Full access to native device features should be available and should be interoperable across iOS and Android platforms.

11.12 Platform shall allow pagination of the data in the grid

11.13 Platform shall allow sorting, searching and filtering of the data in the grids

11.14 Platform shall allow creation of the input grid where different user controls like textbox, checkbox, radio button can be placed in the grid columns for capturing the input

12. Service Enablement and API Publishing

12.1 RADP should have GUI based Integration window to configure various integration scenario.

12.3 RADP should be able to expose and consume SOAP and REST services

12.4 RADP shall have functionality to call the SOAP or the REST based API after the form submission. There shall be provision of sending the form data as well as the data extracted from the database to the external services

12.5 RADP shall be able to import the WSDL file and define the service based on the WSDL file

12.6 RADP Platform shall expose API's for the third parties to push the data to the platform. Platform shall allow all the features and events which can be associated with the form submission to the successful API call by third party also. System should allow sending notifications and do further processing on the service call by the third party

13. Data Management

13.1 Platform shall allow taking the data from other software/Apps though web services

13.2 Platform shall allow exporting the data to other software/Apps with admin defined access rights.

13.3 Platform shall have a systematic way to register the web services in the system and shall allow utilization of the data directly from third party software/Apps/Modules

13.4 Platform shall have a robust reporting mechanism to track the failure of communication from other modules/Apps

13.5 Platform shall have feature to specify whether the data export/transfer is integral part of some transaction and shall roll back the transaction if export fails

13.6 Platform shall allow creation of customized adapters for import and export of the data

13.7 Platform shall provide the methodology to create the unique data ID of different transactions/records

13.8 Platform should have an interface to define the unique ID configuration logic

13.9 Platform should have an interface to bind the controls from the page/forms to a particular event and then use their data in the event processing

13.10 Platform should maintain the relations between the data tables and should have an easy interface to retrieve the relational data

14. Workflow

14.1 Platform must be able to provide configuration interface for automation of the existing and proposed business processes by Delhi Police

14.2 Work flow should handle the routing of request and approval

14.3 The workflow Platform should provide sufficient flexibility to cope with any change in the business process.

14.4 The workflow component shall maintain proper audit trails and facilitate reports of all transactions performed on the Platform.

14.5 Platform should provide an easy to use condition builder

14.6 Workflow engine should have a branching logic

14.7 Workflow engine should be integrated with the user management APIs and Organizational Hierarchy management modules

14.10 There should be an option to configure multiple workflows in a project

14.11 There should be an option whereby different projects/Modules should be able to share the workflows

14.12 All workflow related work as specified above shall be doable by configurable UI without need of any software development and/or software coding

14.13 Workflow engine shall be integrated with the communication module to send notifications via email and SMS

14.14 System shall have provision to integrate with Payment gateway, if required.

15. Data Extraction & Reporting Module

15.1 Platform should have a dynamic reporting engine using which any data stored in the Platform can be retrieved based on user defined logics/conditions and authorizations

15.2 Platform shall have query builder module where user can create customized queries

15.3 Platform shall allow hierarchical data extraction. Platform shall allow that reports shall be visible to different users as per their hierarchy.

15.4 Platform shall allow creation of the cross tab reports by aggregating data from multiple data tables/sources with following features: Combine data from multiple data tables/source, Easily configure the rows and columns of the cross table, Configure the aggregation/formulas at multiple levels for both rows and columns for the crosstab data and Set the formatting for every column in the cross tab

15.5 Platform shall allow exporting reporting in Excel/PDF/HTML format

15.6 Platform should provide an interface to configure the reports in the PDF format.

15.7 Reporting engine should have configurable filter parameters i.e., admin shall be able to enable and disable filter fields during configuring forms.

15.8 Platform shall allow creation of time specific reports in a standardized manner. Platform shall allow to create reports with standard Data/time filters on data like Year till date, Month till date, Week till date, in a Year, in a month, In a day and for specific time period

16. Dashboard and Analytics Module

16.1 Platform shall allow graphical data representation in the form of Dashboard and following are the graphs/charts which must be available: Line chart, Bar chart, Column chart, Donut chart, Button chart, Timeline chart, Pie chart, Combo chart and Gantt chart

16.2 Platform shall have both the animated and non-animated versions of the chart

16.3 Dashboard/charts shall have a drill down functionality whereby the user can drill down on the specific information from the high level data

16.4 Charts/Graphs shall have a zoom in feature on the mobile devices

16.5 There shall be provision to show charts on true scale or logarithmic scale

16.6 Platform shall allow to rotate the charts/graphs on the mobile devices as per orientation

16.7 Platform shall allow extraction and display the correlated data from different time range for analytics

17. File Management

17.1 RADP shall have features to upload files from mobile apps and the web based platform.

17.2 PDF files, image files (jpeg and png), voice, biometric files, html and other popular formats must be supported

17.3 Only the authorized and concerned users shall have access to the files

17.4 There should be provision to capture comments/notes with the files

17.5 Efficient searching and indexing of the files and documents shall be possible

18. Data Processing

18.1 Platform shall have features to process the data submitted in the form (Save or Update) both before saving/updating the data and after saving/updating the data. Platform shall also provide "Save draft" option, wherein users can fill some fields and saves data later after filling complete details.

- 18.2 Platform shall have an intuitive UI for defining the rules for modifying the data
- 18.3 Platform shall allow modification of the data, removing, updating, inserting the form data based on pre-defined logics before saving/updating the data
- 18.4 Post Save/update, platform shall allow insert/update/update or insert in other tables
- 18.5 Platform shall allow conditional execution of the data processing instructions
- 18.6 Platform shall have an exception handling mechanism to handle situations like what to do incase record to be updated is not available
- 18.7 Platform shall maintain the audit trail of all data processing instructions along with success/failure status
- 18.8 Platform shall allow performing calculations on the data before processing data
- 18.9 Platform shall have an intuitive condition builder UI
- 18.10 Platform shall allow the form data as well as data from other tables to be inserted/updated in the other tables

19. Version Control and user test mode

- 19.1 RADP shall maintain 2 versions of the Apps, production version and development version
- 19.2 In Development version, administrator and users with appropriate permissions shall be able to define new modules/forms/workflows
- 19.3 There shall be version associated with every change in the apps/modules
- 19.4 Admin shall have provision to test the development version on mobile as well web
- 19.5 Platform shall allow committing the new features/functionalities from the development version to the production version
- 19.6 Platform shall allow the roll out of the new changes in the production version without any downtime or with minimal downtime unless platform itself is upgraded
- 19.7 Platform shall allow creation of mock/trial version of the apps
- 19.8 The user testing version shall be similar to the production version but shall have different backend databases
- 19.09 The user creation (identity and access management) shall be done only on the production server
- 19.14 Version control mechanism shall be handled through proper security mechanism with proper authentication and authorization

20. Scheduler

- 20.1 Platform shall have provision to schedule the background jobs
- 20.2 Platform shall have intuitive UI to setup the frequency and time of the execution of the jobs
- 20.3 Platform shall allow recurring jobs, like hourly, daily, weekly, monthly, yearly
- 20.4 Platform shall allow scheduling of the reports, notifications, SMS and emails
- 20.5 Platform shall allow rule based extraction of the reports based on the user hierarchy

21. Formula & Validation

21.1 Platform shall have provisions to do arithmetic calculations based on the events like text change, button click etc

21.2 Platform shall have provision to do client-side validations. Validations can be based on arithmetic formulas or Boolean conditions or availability/mandatory conditions.

21.3 Platform shall provide 2 types of validations.

a. Mandatory Validations: These types of validations which must be cleared before saving/updating the form data

b. Warning validations: These types of validations will only show alert message to the user but will allow the user to save/update the data even if not cleared

22. Communication Manager

22.1 RADP shall have unified communication manager to send messages via email, notification and SMS.

22.2 Platform should keep trails of any communication event

22.3 Platform should have interface to create the template for the notifications

22.4 The templates will take the static text values as well as the dynamic values from the data tables or active pages

22.5 The notification center should have option to attach a particular template to any workflow or page

22.6 Platform shall allow conditional notification

22.7 Platform shall allow the notifications to be scheduled in advance

22.8 Platforms should support sending attachments in emails

22.9 Platform should allow the configuration of rules on when to send the email

23. Project Team Structure

S No	Category	No of resources	Qualification
1	Project Manager	1	Btech or MBA with minimum 5 years of experience
2	Tech Support at PHQ	2	Btech minimum 3 years of experience
3	Handholding Team	1 per district	MCA with minimum 1 years of experience

24. Team Deployment

- Vendor would be required to deploy a team consisting of members with requisite skills and experience as per capability of the proposed team. All personnel deployed shall be full time employees of the bidder.
- All the team members should be deployed on fulltime basis.
- Vendor should consider team members of equivalent or higher credentials as replacement.

CHAPTER – 4-A

SERVICE LEVEL AGREEMENT (SLA)

1. Guarantee/ Warranty

- 1.1 The Supplier shall provide comprehensive on-site/off-site Guarantee/ Warranty as required for the entire RADP supplied under the Contract at least for a period of **1 (One) Year** from the date of final acceptance of the Application and CAMC for 01 year after expiry of one year guarantee/warranty.
- 1.2 There shall be a fortnightly review of the performance of RADP by DCP/ Nodal officer for eBeatbook which shall generate fortnightly performance report highlighting problems, breakdowns encountered in the duration. This review report shall be generated jointly by the IT support team provided by the supplier and Central IT team of Delhi Police (which will be administering the project). This fortnightly review will be part of MIS Dashboard.
- 1.3 The Guarantee/ Warranty covers any bugs or performance issues of RADP supplied as per the technical specifications of this tender during Guarantee/ warranty period.
 - 1.3.1 Performance issues shall be restricted to RADP only and shall not cover performance issues dependant on:
 - 1.3.2 the Cloud operations
 - 1.3.3 Hand held devices
 - 1.3.4 Cellular data services
 - 1.3.5 All other IT infra and other resources provided by Delhi Police
- 1.4 The Supplier shall also provide RADP updates as and when published by the supplier during Guarantee/ warranty period. No additional charges apart from agreed AMC charges shall be payable for such upgrades.
- 1.5 The Supplier must setup a maintenance base in Delhi within a period of two months of the supply order to provide maintenance service, of the System being offered, “efficiently and promptly”. Certificate in this regard shall be attached by the Bidders with their technical bid.

2. Service Level Agreement

- 2.1 This section details the various service levels to be adhered to by the supplier. The performance of the supplier and the payment is linked to the Key Performance Indicators listed in the document. The SLAs are intended to:-
 - A. Clearly articulate the performance criteria to be used to monitor SLA as well as the criteria used to calculate the penalty if any due to violation of SLAs.

- B. Help supplier monitor and attain the required service levels.
- C. Bring to attention of Delhi Police any drop in performance levels.

- 2.2 The Bidder will be required to meet the SLAs specific to handholding support provided by the supplier post Go-live of the RADP.
- 2.3 Response time for resolving issue will depend on the priority of issues as tabulated below. The DCP/ Nodal officer for eBeatbook shall be authorized to decide on the priority of fault. Any incident which involves invoking of penal SLA clauses shall be read in continuity with the fortnightly performance reports to enable authorized officer to reach a judicious decision.

Sno	Priority	Response time	Resolution Time in hours
1	P1 (High, Critical, Fatal)	30 business minutes	6 business hours
2	P2 (Production Severely Impacted)	2 business hours	2 business days
3	P3 (Degraded Operations)	8 business hours	4 business days
4	P4 (Minimal Impact)	8 business hours	Next maintenance release

3. PENALTY

The penalty for not meeting the SLA is linked to the severity level of the breach of the SLA. The penalty is applicable if the services are down entirely due to the platform and within the bounds of the platform. Following are the penalties assigned for not meeting the expected service levels:

Severity Level	Penalty as % of Total amount payable on account of handholding charges payable during the month
4	2%
3	1.5%
2	1.0%
1	0.5%

Total penalty for a month is capped to 10% of the Monthly Payment. The cap will be increased to 15% for the remaining period of contract if the penalties exceed 10% in two consecutive quarters.

CHAPTER – 5
PERFORMA FOR PRICE SCHEDULE

(Attach with price bid)

**TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING,
OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT
PLATFORM IN DELHI POLICE**

Date of opening

TimeHrs.

We _____ hereby certify that we are established manufacturers/ authorized distributor/dealer of M/s _____ with factories at _____ which are fitted with modern equipment and where production methods, quality control and testing of all materials manufactured or used by us are open to inspection by the representative of the purchaser. We hereby offer to supply the following items at the prices indicated below:

One Time Expenditure (CAPEX)		Quantity	Unit rate	Total
Sno	Item			
1	Supply, installation, Testing and commissioning of Rapid Application development platform with 5 developers license (1 enterprise License with 5 developer license) and unlimited end user license	1		
	Software AMC for 1 year payable after completion of warranty period.	1		
(A) Total One Time Expenditure (CAPEX) (1 + 2)				
Recurring Expenditure (OPEX)		Total quantity (Manmonth)	Unit Price (without Tax)	Total extended price (Without tax)
Sno	Item			
1	Deployment of 1 project manager for a period of 3 months of after 1st level inspection (1X3 month=3 Manmonth)	3		
2	Deployment of 1 resource per district for a period of 3 months after 1 st level inspection (14 Distt. X 3 month =42 Manmonth)	42		
3	Deployment of 1 resource for Geofencing a period of 2 months after SRS signoff (1 X 2 month= 2 Manmonth)	2		
4	Deployment of 1 project manager, for a period of 12 months after 2 nd level inspection (1 X 12 month=12 Manmonth)	12		

SPECIMEN

SPECIMEN

5	Deployment of 2 Technical resources for a period of 12 months after 2 nd level inspection (2 X 12 month = 24 Manmonth)	24
6	Deployment of 1 resource per district for a period of 12 months after 2 nd level inspection (14 Distt.X12 month = 168 Manmonth)	168
(B) Total Recurring Expenditure (OPEX) (1+2+3+4+5+6)		
Total (A + B)		

1. **Prices quoted shall be exclusive of taxes. Taxes shall be paid extra as applicable.**
2. **OPTIONAL BID WILL NOT BE ENTERTAINED AS CLARIFIED IN CLAUSE NO.1.6 OF CHAPTER-1 (INSTRUCTIONS TO BIDDERS).**
3. **NO CONDITIONS SHOULD BE INSERTED IN THE PRICE BID AS CLARIFIED IN CLAUSE NO. 1.5 OF CHAPTER-1.**

It is hereby certified that we have understood all the terms and conditions specified in the tender document and are thoroughly aware of the nature of job required to be done and RADP & related services to be supplied. We agree to abide by all the tender terms and conditions.

We hereby offer to carry out the job and (or) supply the RADP & related services detailed above or such portion(s) thereof as you specify in the notification of award.

A Standard EXCEL Sheet of Price Schedule format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the EXCEL Sheet of Price Schedule file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the Standard EXCEL Sheet of Price Schedule format file is found to be modified by the bidder, the bid will be rejected.

(Signature and seal of Bidder)

Dated: _____

CHAPTER-6
Contract Form

CONTRACT No. -----

This Contract made on the ----- day of -----, (hereinafter referred to as the “**Contract Date**”) between the President of India acting through the Deputy Commissioner of Police, Prov. & Logistics, 5, Rajpur Road, Delhi-110054 (hereinafter referred to as the “**Purchaser**” which term will include its representatives, successors and permitted assignees) of the one part and M/s -----, a Company incorporated under the Companies Act, 1956 and having its office at ----- (hereinafter referred to as the “**Supplier**” which term will include its representatives, successors and permitted assignees) of the other part.

WHEREAS

- A.** The Purchaser is desirous to procure ----- (hereinafter referred to as the “**Stores**”) for Delhi Police and had sought a commercial offer for the supply of the System.
- B.** With respect to the enquiry issued by the Purchaser -----, the Supplier had submitted its Price Bid dated -----
- C.** The Purchaser has accepted the Supplier’s Commercial offer read with the clarifications/confirmation (if any) submitted by the Supplier vide letter --- for the supply of the Stores and associated services at a total cost of Indian Rs.--- /- (Indian Rupees -----only).

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

- 1. DEFINITIONS OF TERMS:** In this Contract, capitalized words will have the same meaning as respectively assigned to them in the conditions of Contract herein.
- 2. CONTRACT DOCUMENTS:** The following documents, (each a “**Contract Document**” and collectively, the “**Contract Documents**”) are hereby expressly incorporated into this Contract and shall form and be read and construed as part of this Contract viz: -
 - Exhibit-A: Tender enquiry No.----- dated -----
 - Exhibit-B: Supplier’s commercial offer dated -----
 - Exhibit-C: Supplier’s written clarification and confirmation letter dated ----- (if any)

Exhibit-E: Purchaser's Letter of Intent No-----/ ___/-----

2.2 Order of Precedence: In case of conflict between the terms in this Contract and the Contract Documents, the terms of this Contract shall prevail. In case of conflict between the terms in any two Contract Documents, the Contract Document mentioned later in the above list shall prevail.

3. SCOPE OF WORK: The Scope of Work shall include supply, packing, transportation, scheduling of transportation, transit insurance, delivery at site, unloading, storage till delivery of stores at Purchaser's Delivery Site, any other services associated with the delivery of RADP & related services.

4. CONTRACT PRICE

4.1 The prices for supply of the Stores and other associated services is detailed specifically in the Supplier's Commercial offer (Exhibit-B) read with Supplier's written clarification and confirmation letter dated -----(Exhibit-C). The contract price is Indian Rs.----- --/- (Indian Rupees ----- only). This price excludes existing Central Sales Tax/Service Tax as applicable and any new Government levies/taxes imposed in India after the Contract Date, which the Purchaser shall bear and pay at actual.

4.2 Sales Tax @ ----- against form-D as applicable on items ----- of Exhibit-C of the Contract.

5. CONTRACT PERFORMANCE BANK GUARANTEE

6. PAYMENT SCHEDULE

7. DELIVERY

8. INSURANCE

9. INSPECTION AND TESTS

10. WARRANTY

11. DELAY IN THE SUPPLIER'S PERFORMANCE

12. LIQUIDATED DAMAGES

13. FORCE MAJEURE

14. PATENT INDEMNIFICATION

15. WAIVER

16. ASSIGNABILITY

17. SEVERABILITY

18. GOVERNING LAW

19. TERMINATION FOR DEFAULT

20. TERMINATION FOR INSOLVENCY

21. TERMINATION FOR CONVENIENCE

22. RESOLUTION OF DISPUTES

(The clauses 5 to 22 shall be according to the Conditions of Contract in Chapter-2)

23. ENTIRE CONTRACT: This Contract including the Contract Documents constitute the final expression of agreement between the parties and supersedes all previous agreements and understandings, whether written or oral, relating to the Contract. This Contract may not be altered,

amended, or modified except in writing, signed by the duly authorized representatives of both parties.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives as of the last day and year written below:

Signed by:	Signed by:
Name: -----	Name: -----
Title:	Title: -----
Date:	Date:
For and on behalf of The President of India	For and on behalf of ----- ---- ----- --
Witness	Witness
Signature:	Signature:
Name:	Name:
Address:	Address: -----
Date:	Date:

CHAPTER - 7

OTHER STANDARD FORMS

ANNEXURE-C1

BIDDER PARTICULARS
(Attach with Technical Bid)

1. Name of the Bidder :
2. Address of the Bidder :
- 3 Name of the Manufacturer(s) :
4. Address of the Manufacturer :
5. Name & address of the person :
to whom all references shall be
made regarding this tender
enquiry.
Telephone :
Fax :
e-mail :

Witness:

Signature

Name

Address

Date

Signature

Name

Designation

Company

Seal

Date

ANNEXURE-C1-A**Business Details**

(To be submitted on the Letterhead of the bidder)

Sno	Name of the bidder	Status of the company (public Ltd/Pvt. Ltd/ Proprietor/ Partnership)	Contact details of the bidder (phone, email, fax etc)	Detail of incorporation of the company	
				Date	ROC ref no

Sno	Name of the bidder	Turnover of the company			
		FY 2015-16	FY 2016-17	FY 2017-18	Average of last three FYs

Sno	Year	Name of the client with address and phone number	Project Start date	Project completion date	Project value

SIGNATURE AND SEAL OF
BIDDER

BID FORM
(Attach with Technical Bid)

Date: ___/___/___

To

The Deputy Commissioner of Police
Prov. & Logistics,
5, Rajpur Road,
Delhi-110 054.

Sir,

Having examined the Bid Documents of **TENDER FOR supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police.** We, _____, offer to supply and deliver _____

(Name of the Firm)
Services)

(Description of Stores and

in conformity with the said tender provisions for sums as may be ascertained in accordance with the Schedule of Prices provided in the Price Bid.

We undertake, if our bid is accepted, to complete supply, installation, testing, commissioning, operation and maintenance of the Solution as per the schedule specified in the Tender.

We further undertake that, if our bid is accepted, we will obtain the Guarantee of a Commercial Bank in a sum equivalent to 10% of the Contract Price for the due Performance of the Contract as per **terms and conditions** of the Tender.

We agree to abide by this bid for a period of **180 days** from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period. This bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We have noted the contents of Contract Form (Chapter 6) and agree to abide by terms and conditions in the same.

We understand that you are not bound to accept the lowest or any bid you may receive. We also understand that you have the right to vary the quantities and/or split the total order among the Bidders and/or procure the available and compatible items/ equipments under DGS&D Rate Contract.

SIGNATURE AND SEAL OF
BIDDER

G U A R A N T E E
(Attach with Technical Bid)

To

The Deputy Commissioner of Police,
Prov. & Logistics,
5,Rajpur Road,
Delhi-110054.

REF: TENDER FOR supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police.

We guarantee that everything to be supplied and fabricated by us hereunder shall be brand new, free from all encumbrances, defects and faults in material, workmanship and manufacturer and shall be of the highest grade and quality and consistent with the established and generally accepted standards for materials of the type ordered and shall be in full conformity with the specifications, drawings or samples, if any, and shall operate properly. We shall be fully responsible for its efficient and effective operation. This guarantee shall survive inspection of and payment for, and acceptance of the RADP, but shall expire **12 months** after their acceptance by the Purchaser.

The obligations under the Guarantee expressed above shall include all costs relating to labour, repair, maintenance (preventive and unscheduled), and transport charges from site to manufacturers’ works and back and for repair/adjustment or replacement at site of any part of the equipment/ item which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by the Purchaser to the Supplier.

SIGNATURE OF THE WITNESS

SIGNATURE AND SEAL OF BIDDER

DATE _____

BID LETTER
(Attach with Price Bid)

To

The Deputy Commissioner of Police,
Prov. & Logistics,
5, Rajpur road,
Delhi-110054.

REF: TENDER FOR supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police.

Sir,

We declare:

1. a) That we are manufacturers/authorized agents of _____.
b) That we /our principals are equipped with adequate machinery for production, quality control and testing of materials manufactured and used by us and that our factory is open for inspection by your representatives.
2. We hereby offer to supply the Stores at the prices and rates mentioned in the Price Bid at **Chapter 5**.
3. Period of Delivery: We do hereby undertake that in the event of acceptance of our bid, the **supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police** shall be completed at site within **stipulated period** from the date of Award of Contract, and that we shall perform all the incidental services as per contract.
4. Terms of Delivery: The prices quoted are inclusive of all charges up to delivery at all the location (site) to be indicated by Delhi Police.
5. We enclose herewith the complete Price Bid as required by you and also enclosed the Check List.
6. We agree to abide by our offer for a period of **180 days** from the date fixed for opening of the Price Bids and that we shall remain bound by a communication of acceptance within that time.
7. We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to supply as per these terms and conditions.
8. Certified that the Bidder is:
a sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

or

a partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

or

a company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/ deletions should be duly attested by the person authorized to sign the tender document.

9. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the contract, shall constitute a binding Contract between us.

Dated this _____ day of _____ 2019.

Signature of the Bidder

Details of enclosures:

Full address:
Telephone
Fax No.
Mobile No.
Email address:

PROFORMA FOR CONTRACT PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Bank Guarantee No _____
Ref _____

Date _____

To,

The Deputy Commissioner of Police,
Prov. & Logistics,
5, Rajpur Road,
Delhi-110 054

Dear Sir,

In consideration of the Dy. Commissioner of Police (Prov. & Logistics, Delhi (hereinafter referred to as the „Purchaser“ which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assignees) having awarded to M/s _____ with its Registered/ Head Office at _____ (hereinafter referred to as the „Contractor“ which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the Purchaser’s letter No. _____ dated ___/___/___ entering into a formal contract to that effect with the Purchaser and the Contractor having agreed to provide a Contract Performance Bank Guarantee for the faithful performance of the entire Contract equivalent to _____ * _____ Ten percent of the said value of the Contract to the Purchaser.

We _____ (Name & Address of the bank) having its Head office at _____ (hereinafter referred to as the „Bank“ which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees) do hereby guarantee and undertake to pay the Purchaser, on mere demand any and all moneys payable by the Contractor to the extent of Rs _____ * _____ as aforesaid at any time up to _____ (day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable till the Purchaser discharges this guarantee.

The Purchaser shall have the fullest liberty without affecting in any way the liability of the bank under this guarantee, from time to time to extend the time for performance of the contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting the guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractors, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The bank shall not be relieved of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without

proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities. We undertake to pay to the Government any amount so demanded by the Government, notwithstanding.

- a) any dispute or difference between the Government or the Contractor or any other person or between the Contractor or any person or any suit or proceeding pending before any court or tribunal or arbitration relating thereto; or
- b) the invalidity, irregularity or un-enforceability of the contract; or
- c) in any other circumstances which might otherwise constitute discharge of this Guarantee, including any act of omission or commission on the part of the Government to enforce the obligations by the Contractors or any other person for any reason whatsoever.

We, the Bank further agree that the guarantee herein contained shall be continued on and remain in full 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 Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till the Purchaser, certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

We _____ hereby agree and undertake that any claim which
(indicate the name of the bank)

the Bank may have against the Contractor shall be subject and subordinate to the prior payment and performance in full of all the obligations of the Bank hereunder and the Bank will not without prior written consent of the Government exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the Bank hereunder remain owing and outstanding, regardless of the insolvency, liquidation or bankruptcy of the Contractor or otherwise howsoever. We will not counter claim or set off against its liabilities to the Government hereunder any sum outstanding to the credit of the Government with it.

Notwithstanding anything contained herein above our liability under this guarantee is limited to total amount of Rs _____ * _____ and it shall remain in force up to and including _____ ** _____ and shall be extended from time to time for such further period as desired by M/s _____ on whose behalf this guarantee has been given.

Dated this _____ day of _____ 2019 _____ at

WITNESS

(Signature) _____

(Signature) _____

(Name) _____

NAME _____

(Banker's Rubber Stamp) _____

(Official address) _____

Attorney as per Power of Attorney _____

* This sum shall be ten percent (10%) of the Contract Price.

** The date will be 03 (three) year and six months from the date of award of the contract. In case of Bank guarantee issued by a Foreign Bank, the same shall be confirmed by any Scheduled Bank in India.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)
(Attach with Technical Bid)

Date: _____

To,

The Deputy Commissioner of Police,
Prov. & Logistics, 5, Rajpur Road,
Delhi-110 054

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender/Work: -

TENDER FOR supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police.

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender/Work “from the website(s)namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency i.e. bidder)

(Place)

(Date)

To,

The Deputy Commissioner of Police,
Prov. & Logistics, 5, Rajpur Road,
Delhi-110 054

Ref: Tender reference no. _____

Subject: Self Declaration of not been blacklisted in response to the **TENDER FOR supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in all Districts (14 Districts) of Delhi Police.**

Dear Sir,

We confirm that our company/all members/partner of the Joint Venture, _____ is not blacklisted in any manner whatsoever by any of the state and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder.

Compliance Sheet for Pre-Qualification Proposal

S No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number

(Signature of the Bidder, with Official Seal)

Compliance Sheet for Entity's Profile**Entity Details**

Sno	Required Details	Remarks
1.	Legal Name of Entity	
2.	Type of Business	<ul style="list-style-type: none"> ○ Corporation ○ Individual ○ Sole Proprietorship ○ Joint Venture ○ Partnership ○ Limited Partnership Liability ○ Other
3.	Company Identification No. (CIN)	
4.	Business Address: City District State Zip code Telephone Nos. Contact email	
5.	Registered Address of the Company: City District State Zip code Telephone Nos. Contact email	
6.	Company Website URL	
7.	Contact Person Name Telephone Nos. Contact email Company Website URL	
8.	PAN No. of bidder TIN No. of bidder Service Tax no. of bidder	
9.	Name of Bid and Contract Signing Authority – I Name Designation Contact No. Email Power Of Attorney or resolution of Board of Directors through which authorized as signatory Authority – II Name Designation Contact No. Email	
10.	<ul style="list-style-type: none"> ○ Memorandum of Association and ○ Articles of Association of the company Bye Laws and certificates of registration (in case of registered firm) 	
11.	Whether MOA of Bidding Company allows entering into the bid of respective services? If yes, indicate the relevant clause.	

(Signature of the Bidder, with Official Seal)

Company's Financial Details

1.	Authorized Capital of the Indian Company	
2.	Paid up Capital of the Company	
3.	Turnover of the Indian company for last three years	
4.	Net worth of the Indian company for last three years	
5.	Profit of the Indian company for Last three years	
6.	Customer references	
7.	Past 3 year record	
8.	Quality certificates received, if any	
9.	Customer approval letters if any	
10.	Awards and recognition received , if any	

(Signature of the Bidder, with Official Seal)

Company’s Legal Details

1.	In the past five years prior to the date of this application, has this entity or any principal of the entity has been deemed to be in default on any contract, or been forcefully terminated from any contract? If yes, state the names of the entity, Relationship to firm and the circumstances. (Submit affidavit)	Yes No.
2.	Whether an undertaking (Affidavit) submitted that the bidder has not been blacklisted/debarred by any Central/state Government department/organization	Yes No
3.	Whether an undertaking (Affidavit) submitted to the effect that there has been no litigation with any Government department/organization on account of similar services	Yes No
4.	Whether the entity has undergone legal proceedings in the past three years. If yes, Submit details	Yes No

(Signature of the Bidder, with Official Seal)

Cloud Specification

Staging/ Testing Environment				
Server Type	vCPU	Memory (GiB)	Software	Drive Space
Application server	2 core, Xeon Processor, 2.8 GHz	8	1. Windows 2012 R2 Server 2. IIS 8 or above	100 GB
DB server	2 core, Xeon Processor, 2.8 GHz	8	1. Windows 2012 R2 Server 2. MS SQL 2016 standard edition	100 GB
NAS (Network Storage)				10 TB

Production Environment				
Server Type	vCPU	Memory (GiB)	Price Per Hour	Drive Space
Application server 1	4 core, Xeon Processor, 2.8 GHz	16	1. Windows 2012 R2 Server 2. IIS 8 or above	200 GB
Application server 2	4 core, Xeon Processor, 2.8 GHz	16	1. Windows 2012 R2 Server 2. IIS 8 or above	200 GB
Production DB Server	2 core, Xeon Processor, 2.8 GHz	8	1. Windows 2012 R2 Server 2. MS SQL 2017 standard edition or Oracle Standard Edition	250 GB
Reporting DB Server	2 core, Xeon Processor, 2.8 GHz	8	1. Windows 2012 R2 Server 2. MS SQL 2017 standard edition or Oracle 12 Standard Edition	250 GB
Replication Server	2 core, Xeon Processor, 2.8 GHz	8	1. Windows 2012 R2 Server 2. MS SQL 2017 standard edition or Oracle 12 Standard Edition	250 GB
NAS (Network Storage)				500 TB

Cloud Based Telephony	
Sno	Specification
1	30 PRI lines cloud telephony. It shall be future upgradable, if purchaser required additional PRI lines, system shall support the addition of same on same terms and conditions.
2	Integration with RADP- System shall be integrable with Web, Android and IOS versions of proposed RADP
3	Call Recording- 100% call recording shall be available in the system. Cloud Telephony should retain atleast 3 months of data. All data backups shall be provided to Delhi Police on Monthly basis
4	Real time analytics along with complete call logs shall be provided
5	Call Features – Call forwarding, Auto call diversion and Call recoding shall be provided.