

**NIT**  
[ NOTICE INVITING e-TENDER ]

No. : WBKP/CP/NIT-48/AMC NIRBHAYA PROJECT (PH-I)/TEN, Dated : 11.02.2026

**e-Tender  
FOR  
03(THREE) YEARS  
COMPREHENSIVE AMC OF  
CCTV & ANPR CAMERAS, VMS,  
ALLIED ACCESSORIES AND  
NETWORK CONNECTIVITY  
UNDER THE  
NIRBHAYA PROJECT [PH-I]  
OF  
KOLKATA POLICE**



**KOLKATA POLICE DIRECTORATE**

Tender Section, 18, Lalbazar Street, Kolkata – 700001.

Ph. : (033) 2250 5275

e-Mail : [tendersection@kolkatapolice.gov.in](mailto:tendersection@kolkatapolice.gov.in)

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**NOTICE INVITING E-TENDER**

e-Tender is invited by the **Commissioner of Police, Kolkata** from the bonafide Dealers/Original Equipment Manufacturers/Traders/Registered SSI Units/Industrial Undertakings/Organizations own and managed by Govt. based on Medium and Large Scale units for **Engagement of an agency for 03 (three) years Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police.**

The detailed e-Tender document can be downloaded from <https://wbtenders.gov.in>. Bidder has to submit their bid correctly duly digitally signed in this portal online. Necessary link may also be followed at Kolkata Police Official website – <https://www.kolkatapolice.gov.in>.

<b>Name of Work</b>	<b>Engagement of an agency for 03 (three) years Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police</b>	
Quantity	As per BoM.	
<b>Estimated Cost</b>	<b>Rs.9,54,71,049/-</b> (Rupees nine crore fifty four lakh seventy one thousand forty nine) only including GST	
Earnest Money	<b>Rs.19,10,000</b> (Rupees nineteen lakh ten thousand) only through online submission. <b>No alternative will be accepted.</b>	
Type of Bid	<b>Two-bid systems</b> (Technical & Financial Bid).	
<b>Date of Uploading of NIT Documents Online (Publishing Date)</b>	<b>11.02.2025 at 15.00 hrs.</b>	
<b>Documents Download start Date &amp; Time (Online)</b>	<b>11.02.2025 at 15.00 hrs.</b>	
<b>Pre-Bid meeting Date &amp; Time</b>	<b>18.02.2026 at 15.00 hrs.</b>	
<b>Bid submission Start Date &amp; Time (Online)</b>	<b>26.02.2026 at 15.00 hrs.</b>	
<b>Documents Download End Date&amp; Time (Online)</b>	<b>05.03.2026 up to 15.00 hrs.</b>	
<b>Bid submission Closing Date&amp; Time (Online)</b>	<b>05.03.2026 up to 15.00 hrs.</b>	
<b>Technical Bid opening Date &amp; Time</b>	<b>07.03.2026 at 15.00 hrs.</b>	
<b>Technical Demonstration Date &amp; Time</b>	To be intimated later.	
<b>Financial Bid Opening Date &amp; Time</b>	To be intimated in due course.	
Validity of Offers	<b>120 days</b> from the date of opening of Financial Bid.	
Tender Opening Location	<b>Office of the Commissioner of Police, Kolkata.</b> 18, Lalbazar Street, Kolkata – 700 001.	
<b>Contact Details</b>	<b>Tender Section –</b> 18, Lalbazar street, Kolkata - 700 001. (Ground floor of Kolkata Police Hqrs.) <b>Phone :</b> (033) 2250 5275	On any working day during office hours (10:00 hrs. to 17:30 hrs.)
	<b>e-Mail – <a href="mailto:tendersection@kolkatapolice.gov.in">tendersection@kolkatapolice.gov.in</a></b>	

**Bidders are requested to read the instruction carefully before submission of e-Tender.**

Sd/-  
for **Commissioner of Police,**  
Kolkata

# PART - A

## I. DEFINITIONS

- i) **“Bidder”** means a bidder/firm/agency who has responded to this Tender Document by submitting his Technical and Financial Proposal.
- ii) **“Contract”** means the contract signed between the Kolkata Police and the successful bidder pursuant to the tender document herein.
- iii) **“Contract Price”** means the price to be paid to the Contractor for providing the intended solution, in accordance with the Contract.
- iv) **“Contractor”** means the successful Bidder whose bid to perform the Contract has been accepted by Kolkata Police and is named as such in the Letter of Intent (LoI)/Letter of Acceptance (LoA).
- v) **“Government”** means the Government of West Bengal.
- vi) **“Party”** means Kolkata Police or the Contractor, as the case may be, and **“Parties”** means both of them.
- vii) **“Services”** means the work to be performed by the contractor including the supply of related accessories, transportation, insurance, customization, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the intended equipment to be provided by the contractor and as specified in the Contract.

## II. INTRODUCTION

Kolkata Police remains firmly committed to enhancing the safety and security of women across the city of Kolkata. In furtherance of this objective and in alignment with the spirit of the Nirbhaya initiative, a comprehensive CCTV Project has been implemented to create a safer and more secure urban environment for women.

To ensure the sustained effectiveness, reliability, and uninterrupted functioning of this critical surveillance infrastructure, the project is supported through a structured Annual Maintenance Contract (AMC). The AMC is intended to maintain optimal operational performance of the CCTV systems installed under the Nirbhaya initiative, thereby ensuring continuous protection and confidence for women in public spaces.

Under this initiative, advanced surveillance cameras have been strategically deployed at key locations such as educational institutions, markets, transport hubs, recreational areas, and other public places frequently accessed by women. The AMC encompasses comprehensive upkeep of these surveillance assets, including preventive maintenance, corrective maintenance, system health checks, and prompt rectification of faults to minimize downtime.

The AMC further ensures round-the-clock operational readiness of state-of-the-art surveillance systems integrated with AI-enabled analytics, including Facial Recognition Systems (FRS). These systems function in real time, facilitating continuous monitoring, swift detection of anomalies, and immediate response to potential threats or incidents. Regular maintenance, software updates, calibration, and performance optimization under the AMC are critical to sustaining the effectiveness of these advanced analytical tools.

The provision of AMC services under the Nirbhaya initiative reflects Kolkata Police’s unwavering commitment to women’s safety by guaranteeing long-term sustainability of the CCTV infrastructure. Through systematic maintenance and support of cutting-edge surveillance technology, Kolkata Police aims to preserve a secure urban landscape where women can move freely without apprehension.

The incorporation and maintenance of AI-enabled analytics through the AMC further reinforce this commitment, ensuring that the surveillance ecosystem remains robust, responsive, and future-ready. This AMC-supported framework marks a significant step toward maintaining a safer, more secure, and resilient city for all residents of Kolkata, in steadfast adherence to the principles and objectives of the Nirbhaya initiative.

## III. SCOPE OF WORK :

**The Scope of Work Shall Include the Following (but not limited to) :**

1. Comprehensive annual maintenance of Nirbhaya (Phase-I) will include the CCTV Cameras, ANPR Cameras, VMS, other accessories and the Network Connectivity as per BoM.
2. Established Fibre Optic backbone Network as mentioned in original NIT document at the time procurement is to provide high-speed connectivity to all installed camera locations including ANPR Camera, to all the view points and storage locations, for smooth and efficient surveillance and

- maintenance of the system. The Fibre Optic Network must be intelligent ready to be managed through a centralized VMS software (EVMS PRO+).
3. Maintenance of high-resolution Surveillance Cameras along with requisite outdoor accessories, e.g. Housing, Smart Poles, etc.
  4. Maintenance of Servers, Storage, all Software/Hardware & Firewall with Network Switches and others Systems.
  5. Maintenance of the Configuration of Video Management Software with AI-powered Analytics (Like Face Recognition).
  6. Overall Integration, Optimization, Testing, Commissioning and thorough Training of designated Police Personnel and Handing Over of the Network and Surveillance System, if upgraded.
  7. Real-time monitoring and emergency response for all areas of interest.
  8. The selected vendor has to perform safe & secured data transfer from the main storage device to the backup storage facility provided by the KP authority after certain period of data retention in the main storage. They need to coordinate with KP authority for this activity.
  9. Camera streaming or camera playback can be viewed by Mobile application as and when desired by competent authority.
  10. The selected vendor has to provide support for Data analysis over camera streaming or on stored data or any data provided to system as and when required
  11. The selected vendor must have to integrate e-Gadgets (Procured by Kolkata Police) in the available OFC network as and when instructed to the vendor with permission of the competent authority of Kolkata Police without any extra cost. In this case 3<sup>rd</sup> party vendor will be responsible for the last mile connectivity.
  12. As Nirbhaya (Phase-I) is the OFC backbone of the entire CCTV Cameras of Nirbhaya Phase II and other existing e-Gadgets of Kolkata Police, the vendor must have to maintain this back bone properly to run CCTV Cameras of Nirbhaya Phase I & II and other E-gadgets. In that case L1 vendor must have to make a legal agreement with the existing vendors of Nirbhaya Phase II and other all e-Gadgets of Kolkata Police, if required under the supervision of Kolkata Police without breaching the security of the Network and other system.
  13. L1 vendor should ensure 95% up time excluding power problem for the entire system. Preventive maintenance to be done for proper functioning of the system.
  14. Comprehensive Maintenance Support with requisite online monitoring of system health status and troubleshooting capability (as per industry standards) throughout the AMC period with separate zone-wise network maintenance teams and road map from date of maintenance of the project.
  15. The selected vendor shall perform routine maintenance procedures on the installed fibre optic aerial cable system.
  16. The selected vendor shall perform regular monitoring at Network Management Centre.
  17. Any faults detected during the routine maintenance, the L1 Vendor should carry out the necessary remedial work whether 'Emergency', 'Temporary' or 'Permanent'.
  18. The L1 vendor shall provide, where specified, a 24x7x365 fault finding service to locate and identify faults that may occur within the fibre optic aerial cable network and also maintain repair crews as per given maintenance plan. The L1 vendor will have to attend calls as and when required during the AMC period 24x7 basis. After attending call the repairing must be done within 24 hours. In case of OEM repairing must be done within 02 Working Days. Faulty major items that can hamper the entire network and system viewing should be replaced first and then necessary action may be done for repairing.

#### **IV. PRE-BID QUALIFICATIONS :**

1. **Company Registration :**  
The responding Bidder should be registered under statutes of India. The organization should be of repute and be incorporated/registered in India.
2. **Trade Licence/Professional Tax/IT Return :**  
The responding Bidder should have valid Trade Licence issued by the competent authority for similar type of works and also valid Professional Tax Certificate (if applicable)& Income Tax Clearance Certificate.

**3. Undertaking Regarding Blacklisting :**

- a) The bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking for the tendered item and/or any other item. An undertaking in this regard should be submitted by the bidder in the form of affidavit (Annexure-III), otherwise the bid shall be summarily rejected.
- b) If the selected firm is found/detected Blacklisted by any Central/State Government/Public Sector Undertaking (for the tendered item or any other item) at any stage of procurement process, the acceptance of the selected firm and/or the supply order etc., if issued would be treated as cancelled and the contract in whole will be terminated with immediate effect without any intimation to the concerned firm.
- c) In this case the EMD/SD will be forfeited and the Commissioner of Police, Kolkata reserves the right to initiate the proceedings against the selected vendor. In this regard, the Commissioner of Police, Kolkata reserves the right to select the second lowest (L2) vendor for supply of the tendered item. The decision taken by Kolkata Police authority in the matter will be treated as full & final in this regard. The bidders will have to furnish an undertaking in this matter in the form as given in Annexure-III.

**4. Undertaking Regarding Acceptance of the Terms & Conditions:**

The bidders shall have to submit an undertaking regarding acceptance of the Terms & Conditions of the NIT in Annexure-I.

**5. Insolvency/Criminal Activities :**

In case of partnership/other firm –

- a) None of the partners/owner should be insolvent, in receivership, bankrupt or being wound up and their affairs are not being administered by the Court or a judicial officer, their business activities have not been suspended and subjected to any legal proceedings.
- b) None of the partners/owner should have been convicted of any criminal offence related to professional conduct or of the making of false statement or misrepresentation as to their qualifications.
- c) The act of the breach of performance of the contract by any of the partners shall be binding on the firm.
- d) The bidder shall be construed to mean the prime bidder and all clauses as are applicable to a bidder shall also be applicable to the prime bidder.

**6. Annual Turnover :**

The bidders should have an Annual Turnover of **Rs.5.0 Crores only** for the last financial year. **A certificate from Chartered Accountant should be attached stating the annual turnover.**

**7. Credentials :**

Documents in the form of work completion certificates & payment certificates of executing similar nature of works have done **not less than 50%** of the Estimated Amount, which is applicable for eligibility in this tender.

**8. Work Experience :**

The Bidder should have experience in the relevant field for at least last 03 (three) years.

**9. PAN No. :**

The bidder should have in its name PAN (Permanent Account Number) with Income Tax authority in India.

**10. Goods & Services Tax (GST) :**

The bidder should have valid Goods & Services Tax Identification Number (GSTIN) in its name.

**11. Employees/Manpower under the Bidder :**

The bidders should have sufficient numbers of technically qualified support staff on their roles. A declaration in this respect has to be submitted.

**12. Authorization/OEM Certificate :**

- a) OEM producing the item proposed by the bidder shall not have been blacklisted by any State/Central Government Department or Central/State PSUs as on bid submission date.
- b) Copy of Tender Specific Authorization Certificate mentioning the period of end-of-life from the Manufacturer (OEM) should be submitted (Annexure-V) otherwise the bid may be rejected.
- c) OEM and his authorized partner can't bid for same item in same tender.

**13. Solvency Certificate :**

- a) The Bidder shall be required to submit a valid Solvency Certificate, issued within the last 24 months as on the date of bid submission issued by any Nationalized/Scheduled Bank or by a practising Chartered Accountant (CA) in accordance with applicable financial norms, **for an amount equal to or higher the estimated cost in the present tender.**
- b) The submitted Solvency Certificate must clearly indicate the assessed solvency/financial capacity of the Bidder and be duly signed, sealed, and verifiable through the issuing authority.
- c) **Non-submission of a valid Solvency Certificate, or submission of an invalid/expired/unverifiable certificate, shall render the bid liable for rejection.**

**V. INFORMATION FOR THE BIDDER :**

**1. Responsibility :**

It is the responsibility of the Bidders to submit the bid in the formats given and as per the terms & conditions of the tender documents. In the event of any doubt regarding the terms & conditions/formats, the bidder concerned may seek clarifications. If required Kolkata Police may issue corrigendum during this tender period.

**2. Office for Communication :**

**a) Local Office Requirement:**

- i) The Bidder shall have a fully functional office within the State of West Bengal. The valid Trade Licence, GSTIN Registration Certificate desirable in West Bengal, Address and Contact details of such office shall be clearly stated in the bid.
- ii) Any other documents up to satisfaction of the competent authority of Kolkata Police.

**b) Service Delivery Centre within KMDA Jurisdiction:** The Bidder shall maintain a dedicated Service Delivery Centre located within the jurisdiction of the Kolkata Metropolitan Development Authority (KMDA). **The Bidder shall provide documentary evidence in support of the same.**

**c) Details of Support Infrastructure:** The Bidder shall furnish comprehensive details of their support and service infrastructure, including but not limited to:

- Registered Office Address
- Local Office Address (West Bengal)
- Service Delivery Centre Address (within KMDA jurisdiction)
- Contact Phone/Mobile Numbers
- Official e-Mail ID
- Names and contact details of authorized service personnel

**d) Service Response & Downtime Management:** The Bidder shall clearly specify the modalities and standard operating procedures (SOPs) through which prompt response to maintenance/service calls will be ensured. The Bidder shall also outline measures proposed for ensuring **minimum equipment downtime**, including availability of standby arrangements, escalation matrix, and response/resolution timelines.

**e) Non-submission of the above details or failure to meet the requirements stipulated in this clause may render the bid liable for rejection.**

**3. Earnest Money Deposit (EMD) :**

Intending bidder has to deposit the Earnest Money **Rs.19,10,000 (Rupees nineteen lakh ten thousand)** only through **online** submission. **No alternative will be accepted.** Annexure-II may be referred for this purpose.

**4. EMD Exemption :**

Firms registered as a Small Scale Industry/MSME/NSIC/C&SSI Department of West Bengal may, however, be exempted from depositing Earnest Money on production of satisfactory documents in support of their claim.

**5. Taxes & Other Clearance Certificates:**

- a) All bidders shall have to submit copy of the valid **Trade License, GSTIN and Professional Tax (if applicable)** alongwith tender on West Bengal e-Tender portal. **Tenders received without such certificates will not be considered.**
- b) Any claim of GST or any other prevalent Taxes & Duties, if applicable, should be clearly mentioned against the rate of item.

6. **Pre-Bid Meeting :**

Pre-bid Meeting will be held on **18.02.2026 at 15.00 hrs.** in Lalbazar Kolkata Police Headquarters with the interested bidders. **Bidder must send their queries through e-mail to Tender Section, KPD ([tendersection@kolkatapolice.gov.in](mailto:tendersection@kolkatapolice.gov.in)) at least one (01) day before the pre-bid meeting.** Participation in the Pre-Bid Meeting will be limited to two persons per bidder along with valid authorization.

7. **Canvassing :**

Any attempt of canvassing on the part of the bidders will render their tender liable to rejection summarily.

8. **Site Inspection :**

Intending bidders may visit and inspect the site on any working day during office hours under intimation to concerned office. In this regard TCR (Traffic Control Room) will provide assistance, if required.

9. **Type of Bid :**

The tender shall comprise of two-bid systems namely –

- (i) **Technical (Fee/PreQual/Technical)** - The technical bid consisting of all technical details along with commercial terms and conditions;
- (ii) **Financial (Finance)** – Financial bid indicating item-wise price for the items mentioned in the BoQ.

10. **Submission of Bids:**

Tenders are to be submitted online within the prescribed date & time using the Digital Signature Certificate (DSC).

**A) Technical Proposal** –Scanned documents (.PDF) will have to be uploaded under the cover named **“Fee/PreQual/Technical”** containing the following folders :

- i) **EMD/Exemption Certificate** (i.e. proof of RTGS/NEFT or SSI/NSIC/MSME certificates),
- ii) **NIT**(The .pdf of the NIT may be uploaded directly and digitally signed),
- iii) **Technical Documents** (i.e. Compliance of Technical Specifications, Product Catalogue/ Brochure etc.),
- iv) **Other Important Documents (OID)** –The following documents must be uploaded, otherwise bids could not be submitted online :

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	GSTIN (Valid), PAN, P Tax (Challan) (if applicable), Latest IT Acknowledgement, Solvency Certificate
B.	Company Detail(s)	Company Detail	<ul style="list-style-type: none"> <li>• Proprietorship Firm (Valid Trade License)</li> <li>• Partnership Firm (Partnership Deed, Valid Trade License)</li> <li>• Ltd. Company (Incorporation Certificate, Valid Trade License)</li> <li>• Society (Society Registration Copy, Valid Trade License)</li> </ul>
C.	Credential	Credential	Work Completion Certificates/Payment Certificates/Performance Certificate
D.	Financial Info	P/L and Balance Sheet	<ul style="list-style-type: none"> <li>• Balance Sheet (Last 3 years).</li> <li>• Profit &amp; Loss A/c (Last 3 years).</li> </ul>
E.	Declaration	Declaration	<ul style="list-style-type: none"> <li>• Undertaking Regarding Blacklisting to be submitted in the form of affidavit (<b>Annexure – III</b>)</li> <li>• Undertaking regarding acceptance of Terms &amp; Conditions of NIT as per <b>Annexure – I</b>.</li> </ul>
F.	Manpower	Employee/ Tech. Personnel	<ul style="list-style-type: none"> <li>• Self Declaration</li> </ul>

**Note :** Tender/bid documents need not be signed, stamp and scanned for upload. The .pdf of the document may be uploaded directly and digitally signed. Unnecessary documents need not be uploaded. Scanning of documents should be at **150 dpi**. File extension type .rar may be discontinued except for World Bank and Asian Development Bank tenders. **Only .pdf files should be uploaded with minimum file size.**

- v) **Other Documents** – (i.e. documents are not listed in the Table above),
- vi) **Checklist** (as per Annexure - IX).

**B) Financial Proposal –**

Financial bid should be uploaded under the cover named **“Finance”** containing the folder BOQ.

- a) The bidder is to quote the rate online through computer in the space marked for quoting rate in the BoQ. The **base price (rate per unit)** shall be quoted in the space earmarked for

the same. Tax and duties shall have to be mentioned separately in the columns provided for the purpose.

- b) **The BOQ must not be modified/replaced by the bidder. The bidder should upload the downloaded BOQ after filling the relevant columns; else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.**

#### 11. Evaluation Process :

##### A) Opening of Technical Proposal –

- i) A Committee comprising for the purpose will open and assess the bids of the Tender.
- ii) Cover for technical documents will be opened. Decrypted (transformed into readable formats) documents will be downloaded & handed over to the “Tender/Technical Committee”. If there is any deficiency in the documents the tender will summarily be rejected.
- iii) During evaluation the committee may summon the bidders & seek clarification/ information or additional documents or original hard copy of any of the documents already submitted.
- iv) If any bidder fails to produce the original hard copies of the documents on demand of the “Tender Committee” within a specified time frame and if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the bidder and action may be referred to the appropriate authority for prosecution as per relevant law.
- vi) Summary list of technically qualified bidders will be uploaded online.

##### B) Opening of Financial Proposal –

The Financial bids of technically qualified bidders only will be considered for financial bid evaluation. Lowest financial bid will be designated as L1. Second lowest as L2 and so on.

#### 12. Tender Acceptance & Rejection :

The following considerations shall be taken into account while evaluating the bids –

- i) Whether the goods and services offered are as per the requisite tender specifications in the document.
- ii) Whether the bidder has submitted all the information/documents as required to be submitted along with the Bid.
- iii) Bidders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection.
- iv) Bidders submitting incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- v) Tenders with the Technical Bid not containing EMD amount/EMD exemption certificates will be summarily rejected.
- vi) In addition to the above rejection criteria, if there is non-compliance of any of the other clauses of this Tender Document, the tender is liable for rejection.

#### 13. Letter of Acceptance (LoA) :

- i) On completion of e-Tender formalities, Letter of Acceptance (LoA) will be issued in favour of the successful bidder (L1).
- ii) The instant e-Tender accepted rate of the tendered items will remain valid for 01 (one) year from the date of issuance of LoA.
- iii) Commissioner of Police, Kolkata reserves the right for placement of Work Order at any time during the validity period of the tender and the contractor will be bound to execute the work as per accepted rate.

#### 14. Work Order :

Work order will be issued subsequently after completion of required formalities.

#### 15. Comprehensive Annual Maintenance Contract (AMC) :

- a) Contractor will have to give minimum **03 (three) years** comprehensive Annual Maintenance Contract (AMC) on all components from the date of issuance of Work Order.
- b) The Contractor shall be liable for repairing/replacement of part or full damage detected within the Comprehensive Annual Maintenance (AMC) period completely free of cost.

#### 16. Post-CMAC Maintenance Contract (AMC/CAMC) :

- a) **Post-CMAC Maintenance Engagement** : Upon expiry of the Comprehensive AMC Period, Kolkata Police may, at its sole discretion, enter into a fresh Annual Maintenance Contract (AMC) or

Comprehensive Annual Maintenance Contract (CAMC) with the Contractor for continued maintenance of the supplied goods/equipment.

- b) **Such AMC/CAMC shall be subject to:**
- i) mutual written agreement between Kolkata Police and the Contractor;
  - ii) **cost not exceeding 10%** of the original Contract Value for each subsequent year; and
  - iii) the Contractor shall submit a declaration in writing that he shall enter into such AMC/CAMC contract.
- c) The Contractor shall comply with all terms and conditions stipulated under the AMC/CAMC agreement, as mutually finalized.
- d) The Bidder shall submit a duly signed declaration in the prescribed format (Annexure-VI) confirming acceptance of the above conditions relating to post AMC/CAMC. **Failure to submit such declaration along with the bid documents may render the bid liable to rejection.**

**17. Security Deposit (SD) :**

- i) Prior to issuance of the Work Order, the contractor shall have to deposit a sum equivalent to **10%** of the total contract value (excluding admissible Taxes/GST) as Security Deposit in the form of Guarantee/FDR issued by a Scheduled Bank/Insurance Surety Bond (ISB) in favour of the Commissioner of Police, Kolkata valid till the expiry of the Comprehensive Annual Maintenance (AMC) period and to furnish an undertaking in the prescribed form (Annexure-IV) and also execute an agreement failing which the Letter of Acceptance (LoA)/Work Order may liable to be cancelled.
- ii) The Security Deposit will be released after completion of the whole project i.e. after satisfactory completion of the Comprehensive Annual Maintenance (AMC) period. **Security Deposit will not carry any interest.**
- iii) In the event of the contractor fails to make Security Deposit, Commissioner of Police, Kolkata may, at his discretion, forfeit the Earnest Money lodged with this tender and cancel the LoA.
- iv) In the event of failure to complete the work satisfactory or in the event of default by the bidder, the Security Deposit will be forfeited.

**18. Additional Performance Security :**

- i) After issuance of LoA, the successful bidder shall have to deposit a sum equivalent to **10%** of the total contract value (excluding admissible Taxes/GST) as Additional Performance Security in the form of Bank Guarantee/FDR from a Scheduled Bank/Insurance Surety Bond (ISB), valid up to the Comprehensive Annual Maintenance (AMC) period, if the accepted bid value is **80% or less** of the Estimate put to tender.
- ii) If the successful bidder fails to submit Additional Performance Security within 07 (seven) working days from the date of issuance of LoA, his Earnest Money will be forfeited and necessary actions as per NIT like blacklisting may be taken.
- iii) The Additional Performance Security will be released after completion of the whole project i.e. after satisfactory completion of the Comprehensive Annual Maintenance (AMC) period. **Additional Performance Security will not carry any interest.**
- iv) In the event of failure to complete the work satisfactory or in the event of default by the bidder, the Additional Performance Security will be forfeited.

**19. Award of Contract :**

The Award of Contact will be notified through West Bengal e-Tender portal.

**20. Service Level Agreement :**

Upon completion of supply/installation/successful commissioning of the equipment, the Selected Bidder shall be required to enter into a **Service Level Agreement (SLA)** with Kolkata Police for Comprehensive Annual Maintenance (AMC) and Support Services.

- a) The SLA shall incorporate detailed Terms & Conditions, including but not limited to the following:
- i) Scope of AMC coverage;
  - ii) Preventive and corrective maintenance obligations;
  - iii) Response time and resolution time commitments;
  - iv) Uptime availability requirements;
  - v) Reporting, documentation, and escalation mechanism;
  - vi) Penalties for SLA non-compliance;
  - vii) Any additional clauses, if required by Kolkata Police.

- b) Execution of the SLA is mandatory. The Selected Bidder shall sign the SLA within the stipulated time as communicated by Kolkata Police. Failure to execute the SLA or failure to comply with its provisions may result in withholding of payments, forfeiture of Performance Security, and/or any other administrative action deemed appropriate by Kolkata Police.
- c) The SLA shall remain valid and enforceable for the entire Comprehensive Annual Maintenance (AMC) period and any extended support period, as applicable.

**21. Supply of Stores/Execution of Works :**

- i) The Contractor shall be liable to supply/execute the tendered item/work as per agreement mutually agreed upon against placement of order of supply from time to time by the Commissioner of Police, Kolkata within the time specified in the respective order. The Commissioner of Police, Kolkata reserves the right for placement of Supply/Work Order at any time during the validity period of the LoA and the Contractor is bound to supply the tendered item as per accepted rate of the respective tender.
- ii) If the Contractor by any cause, other than his own neglect or default, be prevented or delayed from supplying items/goods as aforesaid, the periods provided in clause may be extended by the Commissioner of Police, Kolkata on being satisfied that reasonable grounds exist for such delay.
- iii) The Contractor shall provide, at his own expense, all tools, plant, implements, packing, coolie hire charges etc. as will be necessary for the due performance of the contract. No claim on these accounts shall be entertained.
- iv) Random Testing of the delivered items will also be done at the time of Acceptance at the expense borne by the bidder.
- v) Hard & Soft Copies of operating & technical literature both in English are required at the time of supply of the stores.

**22. Training & Technical Support :**

The after sale training, technical support during Comprehensive Annual Maintenance (AMC) for the tendered item(s) should be done by the Contractor "Free of Cost". **An Undertaking should be submitted along with the bid.**

**23. Payment :**

- a) The process of payment will be initiated only after receiving a satisfactory certificate by the Acceptance Committee to be formed for this purpose after completion of supply/work.
- b) The mode of payments to be made in consideration of the work to be performed by the bidder shall be as follows :
  - **Half yearly basis after satisfactory service.**

**24. Penalty :**

- a) The contractor should ensure 95% up time excluding power problem for the entire system.
- b) Preventive maintenance to be done for proper functioning of the system. Failing of maintenance of 95% uptime the penalty shall be imposed at a rate of 1% of the amount payable on half-yearly basis.

**VI. GENERAL TERMS & CONDITIONS :**

- 1) It should be noted that the Contractor will be selected purely on "PROVISIONAL BASIS".
- 2) Any attempt of canvassing on the part of a bidder will render his tender liable to rejection summarily.
- 3) The Commissioner of Police, Kolkata reserves the right to accept any bid, and to annul the bid process and reject all bids at any time, without assigning any reason, prior to placement of supply order/ signing of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds thereof.
- 4) This contract shall not be sublet either wholly or partly without the written permission of the Commissioner of Police, Kolkata and on breach of this provision the Commissioner of Police, Kolkata may cancel the contract and forfeit the Security Deposit and the Contractor shall have no claim for loss thereby resulting to him on any account whatsoever.
- 5) Any breach by the Contractor of any of the terms of the contract, the Commissioner of Police, Kolkata may, in addition to recovering any loss to sustain, terminate the contract on seven (07) days notice to the Contractor. The decision of the Commissioner of Police, Kolkata shall be the final on all questions as to the extent, meaning or construction of the said schedule or any descriptions, prices or other matters therein.

- 6) In the event of failure to supply the articles/execute the work according to approved commodities/samples as agreed upon by the Contractor, the contract will be stand as cancelled.
- 7) The Commissioner of Police, Kolkata reserves the right to revise the quantity of the tendered article/item as per requirement and/or availability of fund within the validity period of tender which is 01(one) year.
- 8) The Commissioner of Police, Kolkata may accept the tender in respect of all the items tendered for, or any of them, or any part of all or any of them, by notifying the Contractor accordingly and the tender shall thereupon be considered as a tender for the quantity so accepted.
- 9) The Commissioner of Police, Kolkata reserves the right to invoke and/or cancel the Supply/Firm Order, if situation so warrants or the terms and conditions are not complied with, without assigning any reason thereto.

## **VII. GROUND FOR BLACKLISTING :**

### **a) At the Stage of Competitive Bidding – on the ground of :**

- i) Submitting false documents as far as the eligibility criteria are concerned,
- ii) Submission of bid which involves concealment/suppression of facts in the bids in order to influence the outcome of eligibility screening or any other stage of open bidding.
- iii) Unauthorized use of one's name or the name of any other firm for the purpose of bidding,
- iv) Withdrawal of a bid, or refusal to accept an award, or enter the contract with the Govt. without justifiable cause, after he had been adjudged as having submitted the lowest responsive bid,
- v) Refusal or failure to post the required performance security within the prescribed time, as indicated in the detailed tender notice.
- vi) Refusal to clarify in writing its Bid during post qualification within the prescribed period as contained in the detailed tender notice from receipt of the request for clarification.
- vii) Any documented unsolicited attempt to unduly influence the outcome of bidding in his favour,
- viii) Any other acts or omissions that tend to defeat the purpose of competitive bidding and are contrary to the Government's financial rules, including but not limited to habitual withdrawal from bidding without valid justification, failure to comply with stipulated requirements during bid evaluation, and participation involving conflict of interest.

### **b) At the Stage of Contract Implementation – on the ground of :**

- i) Failure on the part of the firm to supply items as per Supply Order/Work Order due solely to his fault or negligence within the prescribed period as mentioned in the detailed tender notice.
- ii) Failure to fully and faithfully comply with the contractual obligations without valid cause or failure to comply with any written lawful instruction of the procuring entity or its representative(s) pursuant to the implementation of the contract.
- iii) Assignment and sub-contracting of the contract or any part thereof
- iv) Unsatisfactory progress in the delivery/execution of goods/items/work in case of procurement,
- v) Supply of inferior quality of goods/service/work, as per accepted specification/sample/specimen of item(s).
- vi) Any other reason, which the procuring entity deems it logical to include in the contract, duly agreed by the Contractor.
- vii) Failure of supply/execute within the stipulated period of time to be mentioned in the supply order/work order.

## **VIII. DISPUTES & ARBITRATION:**

In case of any dispute or differences, relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Commissioner of Police, Kolkata or any other person appointed by him. The decision of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Commissioner of Police, Kolkata shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Bidder will have no objection in any such appointment on the ground that arbitrator so appointed is employee of Kolkata Police. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held within the jurisdiction of Hon'ble High Court of Calcutta.

**IX. CONFLICT OF INTEREST :**

A bidder shall not have conflict of interest with other bidders for quoted item(s). Such conflict of interest can lead to anti-competitive practices to the detriment of Procuring Entity's interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process for quoted item, if:

- a) they have proprietor/partner(s)/Director(s) in common; or
- b) they receive or have received any direct or indirect subsidy/financial stake from any of them; or
- c) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
- d) bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/sub-assembly/assemblies from one bidding manufacturer in more than one bid.
- e) in case of a holding company having more than one independently manufacturing units or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/management units in same/ similar line of business.
- f) bidder shall not act in contravention/violation to the provisions of competition act, as amended from time to time."

**X. TERMINATION OF CONTRACT :**

Kolkata Police may without prejudice to any other remedy or right of claim for breach of contract, terminate the contract in whole or in part by giving a notice of not less than 30 days to the contractor :

- a) If the contractor materially fails to render any or all the services within the time period(s) specified in the contract or any extension thereof granted by Kolkata Police in writing and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice form Kolkata Police.
- b) If the contractor in the judgment of Kolkata Police has engaged in corrupt or fraudulent practices in competing or in executing the contract.

**XI. FORCE MAJEURE CLAUSE :**

The Bidder 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 Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc.

## PART - B

### I. BILL OF MATERIALS & COMMERCIAL :

Sl. No.	Name of Item	Unit	Qty.	Rate (Rs.)	GST (Rs.)	Total Amount (Rs.)
1	<b>Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police</b>	Yrs.	03			

### II. BILL OF MATERIAL (BOM) :

Sl. No.	Description of Items with Make & Model	Make & Model	Qty./Unit Installed
1	Camera-8 MP IR Verifocal Motorised Bullet IP Camera	Make: CP Plus Model: CP-UNC-TE81ZL6P-VMD	960 Nos.
2	2 MP IR PTZ Camera	Make: CP Plus, Model: CP-UNP-F4521L25-DAP	20 Nos.
3	2 MP ANPR Camera .	Make: CP Plus Model: CP-UNC-BT21L10-MD	20 Nos.
4	Dual Lens People Counting Camera	Make: CP Plus, Model: CP-UNC-DH31L2T-VMS	20 Nos.
5	Camera mounting accessories	Customised	1050 Nos.
6	128 GB Micro SD Card Make (with NAND flash memory Triple-Level Cell)	CP Plus Model: CP-NM128	1050 Nos.
7	Camera Mounting Pole with Lightning arrester	Customised	160 Nos.
8	ANPR Camera Mounting Pole (9m) with 5m Arm at both ends with Lightning arrester	Customised	10 Nos.
9	Outdoor weatherproof Joint Box/Rack well furnished (IP 55 Outdoor Pole Rack 9U X 550mm Width X 500 mm Depth Compact design, welded structure with front accessible)	Make: D-Link, Model: NWR-9U-5550-GR-IP55-1	266 Nos.
10	4"/6" PVC box	Standard	1000 Nos.
11	1" flexible PVC pipe	Standard	1000 Mtrs.
12	12 Volt 8 port SMPS for Camera with 150V to 285V AC, 50/60Hz 12V-1Amp (Max) Each Channel	Make: ERD	265 Nos.
13	24 Volt SMPS for ANPR Camera	Make: ERD	10 Nos.
14	Electrical Switch / Power Connector (3 port power point with MCB )	Make: Customised	275 Nos.
15	1 MM 2 Core Copper Power Cable (Size: 1 Sq MM Core: 2 Core, Voltage Rating: 1.1 KV )	Make: RR Kabel	27702 Mtr
16	1.5 MM 3 Core Copper Power Cable with Outdoor Jacket (Size: 1.5 Sq MM Core: 3 Core, Voltage Rating: 1.1 KV)	Make: RR Kabel	8500 Mtr.
17	Electric Meter Pillar Box	Customised	128 Nos.
18	8 port 10/100mbps Network Switch	Make: Cisco, Model: IE-1000-8P2S-LM	275 Nos.
19	ONU	Make: Tejas, Model: TJ2100N-14E	275 Nos
20	2:1 F/O splitter	-	310 Nos.
21	CAT-6 Patch Cord 1 m	Make: Commscope, Model: NPC06UZDB-BL001M	285 Nos.
22	F/O Pigtail with SC connector	Make: Commscope, Model: FBWSCUC11-JXF005	310 Nos.
23	RJ-45 Connector (Category 5 / Class D up to 100 MHz acc. to ISO/IEC 11 801:2002)	Make: Commscope	25 Box
24	OTB (Optical Termination Box) (Optical Termination Box (OTB) shall be a compact termination box used to terminate FTTx)	Make: Commscope, Model: 760249461	310 Nos.
25	UTP CAT-6-Outdoor Cable 23 AWG	Make: Commscope, Model: 1-1967222-1	28340 Mtrs.

Sl. No.	Description of Items with Make & Model	Make & Model	Qty./Unit Installed
26	6 Core Outdoor Armoured F/O Cable	Make: Commscope, Model: 2-2225506-4	347000 Mtr.
27	12 Core Outdoor Armoured F/O Cable,	Make: Commscope, Model: 2-2226012-4	190000 Mtr
28	24 Core Outdoor Armoured F/O Cable	Make: Commscope, Model: 2-2226024-4	83000 Mtr
29	Cable laying equipment	Make: Standard	1 Lot
30	40 KVA UPS with Battery for 2 hours of Backup (Nominal output voltage: 380/400/415V (three-phase) or 220/230/240V (single-phase); Battery type: 65AH/12V or better Sealed Lead Acid Maintenance Free; UPS bypass: Automatic on overload or UPS failure with graphical LCD display; Quality: ISO 9001:2015, ISO 14001:2004)	Make: DS Systems, Model: Orion ASTRA Series Other Accessories: Battery 12V 150 Amp 60 Nos. Transform - 4 Nos. Battery Rack - 3 Nos.	1 No.
31	3KVA UPS with Battery for 2 hours of Backup (Nominal output voltage: 380/400/415V (three-phase) or 220/230/240V (single-phase); Battery type: 65AH/12V or better Sealed Lead Acid Maintenance Free; UPS bypass: Automatic on overload or UPS failure with graphical LCD display; Quality: ISO 9001:2015, ISO 14001:2004)	Make: DS Systems Model: Orion CROMA Series , Other Accessories:- Battery 12V 100 Amp - 80 Nos. Battery Rack - 10 Nos.	10 Nos.
32	82KVA 3 phase Generator with LT, (Maintenance of 415V, 50Hz, 82.5 KVA, 3 phase silent new DG set, comprising of Engine, alternator, Manual panel, Base frame, integral Fuel tank, Battery, CPCB-II approved Engine & Acoustic Enclosure)	Make: Kirloskar Electric, Model: BLISS CPCB-1	1 No.
33	Storage of 3 PB usable space with total storage solution including required Recording Server / Management Server/Control trol Server and other equipment's like switches or modules(if required), capable of supporting 2000ch for storing 30 days at 24*7 fulltime recording of 8MP @ 25fps,	Make: CP Plus, Model: CP-UCS-S736DE	1 Unit
34	OLT	Make: Tejas, Model: TJ1400-1 OLT -1RU	73 Nos.
35	PON module for OLT	Make: Tejas, Model: OLT CLASS B+ SFP	150 Nos.
36	10G-SFP+ modules	Make: Tejas, Model: TJ-SFP-10GE-LX	150 Nos.
37	USB Gigabit LAN Card	Make: D-Link	72 Nos.
38	Cooling Fan for Rack	Standard	72 Nos.
39	CAT-6 Patch Cord 5 M	Make: Commscope, Model: NPC06UZDB-BL005M	72 Nos.
40	LC to SC Single Mode Simplex Patch Cord for OLT,	Make: Commscope, Model: FFWLCSC21-JXM002	150 Nos.
41	LC to LC Single Mode Duplex Patch Cord for LIU to OLT Uplink	Make: Commscope, Model: FFWLCLC42-JXM003	150 Nos.
42	24 Port LIU with LC Adapter with Pigtail & Intelligent Relay	Make: Commscope, Model: 760193771+ 760039867+ 760109496 (2 Nos.)	73 Nos.
43	OTB (Optical Termination Box)	Make: Commscope, Model: 760249461	150 Nos.
44	USB Gigabit LAN Card	-	9 Nos.
45	CAT-6 Patch Cord 5 M	Make: Commscope, Model: NPC06UZDB-BL005M	15 Nos.
46	LC to LC Single Mode Duplex Patch Cord for LIU to OLT Uplink	Make: Commscope, Model: FFWLCLC42-JXM003	70 Nos.
47	24 Port LIU with LC Adapter with Pigtail & Intelligent Relay	Make: Commscope, Model: 760193771 + 760039867 + 760109496 (2 Nos.)	50 Nos.
48	Electrical Switch / Power Connector	Customized	14 Nos.
49	9U Rack (with PDU, Fan & Cable Management)	Make: 'D-Link, Model: 'NWR-9U-5560-GR-DA	10 Nos.
50	L2 Manageable 24 Port 10Base-T Switch with Network Accessories for PTS and RST	Make: Cisco Model: C9200L-24T-4G-E	4 Nos.

Sl. No.	Description of Items with Make & Model	Make & Model	Qty./Unit Installed
51	L3 Access Switch	Make: Cisco, Model: C9300-24T-A	25 Nos.
52	10G-SFP+Modules (10GBASE-LR SFP+ transceiver module for SMF, 1310-nm wavelength, 10km, LC duplex connector)	Standard	95 Nos.
53	L3 Core Switch	Make: Cisco, Model : C9500-24Y4C-A + QSFP40/100-SRBD= (3 Nos.)	2 Nos.
54	10G-SFP+ modules	Make: Cisco, Model: SFP-10G-SR-S=	11 Nos.
55	L2 Manageable 24 Port 10Base-T Switch with Network Accessories	Make: Cisco, Model: C9200L-24T-4G-E	2 Nos.
56	42U Floor Mounted Rack (with PDU, Fan & Cable Management)	Make: D-Link, Model: NFR-42U-CY-8012-GR-IP54	6 Nos.
57	CAT-6 Patch Cord 3 M	Make: Commscope, Model: NPC06UZDB-BL003M	100 Nos.
58	CAT-6 Patch Cord 5 M	Make: Commscope, Model: NPC06UZDB-BL005M	50 Nos.
59	24 Port LIU with LC Adapter with Pigtail & Intelligent Relay	Make: Commscope, Model: 760193771 + 760039867+ 760109496 (2 Nos.)	5 Nos.
60	LC to LC Single Mode Duplex Patch Cord for LIU to OLT Uplink	Make: Commscope, Model: FFWLCLC42-JXM003	20 Nos.
61	Electrical Switch/ Power Connector	Customized	5 Nos.
62	VoIP Phones	Make: Grandstream	25 Nos.
63	Standard Tower Desktop	Make: Dell, Model: Optiplex 3080	2 Nos.
64	HDMI Cable 5 M	Make: MX	2 Nos.
65	55" Display	Make: Panasonic, Model: LH-55QM3VS	2 Nos.
66	Standard Desktop	Make: Dell, Model: Optiplex 5090	8 Nos.
67	Laptop Workstation	Make: Dell, Model: Precision 3561	3 Nos.
68	NAS with 8TB HDD	Make: CP Plus	1 No.
69	VMS Camera Channel Licence (Perpetual)	Make: CP Plus, Model: EVMS Pro+	1800 Nos.
70	VMS with Server including 130 Client Licence (Perpetual)	Make: CP Plus + Dell, Model: EVMS Pro+ & Dell R440 Servers (2 Nos.)	2 Nos.
71	Analytics with All Equipment and 80 Channel Licence for Face Recognition with direct from Camera Streaming or from Stored Video (Perpetual),	Make : CP Plus, Model : CP-UNS-7508E-FR	1 No.
72	Analytics with All Equipment and 20 Channel Licence for ANPR with direct from Camera Streaming or from Stored Video (Perpetual)	Make: CP Plus, Model: EVMS Pro+	1 No.
73	NMS with Licence with required hardware Server / System	Make : Motadata + Dell Server Model: MD-ET-IIP + MD-ET-DAP & Dell PowerEdge R440	1 No.
74	Firewall for 1000 user with Dual Power Supply	Make: Sophos, Model : XG45T2HIN + XF453CSES	2 Nos.
75	5 Ton Precession AC with all Accessories and Installation,	Make: Vertiv, Model : PDX PX025	3 Nos.
76	Network Management Server for AAA Authentication with Windows Server 2016 Std / Data Centre (with Physical Redundancy)	Make : Cisco, Model: ISE TACACS	1 Unit

**Note :**

- i) Authorization Certificate Required for CCTV Camera, VMS, Storage and Switches from respective OEMs.
- ii) List of Locations and Network & System Diagram is available with TCR.

## PART – C

### I. GENERAL GUIDANCE FOR E-TENDERING :

- 1) **Registration of Bidder** –Bidders willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>.
- 2) **Digital Signature Certificate (DSC)** – Each Bidder is required to obtain a Class-III Digital Signature Certificate (DSC) for submission. Details are available at the website <https://wbtenders.gov.in>.
- 3) DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
- 4) The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- 5) After downloading/getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
- 6) **The BOQ must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns**, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- 7) Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. **If there is more than one document, they can be clubbed together.**
- 8) The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- 9) There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in **75-100 DPI** so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
- 10) It is important to note that, **the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
- 11) The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- 12) After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- 13) **The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.**
- 14) The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time **(as per Server System Clock).**

# ANNEXURES

[To be submitted in following Format]

## ANNEXURE-I

### DECLARATIONS

Sir,

Having examined the Bid Documents of **e-Tender for Engagement of an agency for 03 (three) years Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police** for the use of Kolkata Police, We, \_\_\_\_\_, offer to supply and deliver the entire work in conformity with the Terms & Conditions laid down in the Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ and would abide by the same terms and conditions throughout the period of contract.

We, hereby also agree to execute a "Contractual Agreement" with Kolkata Police based on all the terms & conditions laid down in the Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ in the event of being selected as a successful Bidder.

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 revise the quantities and/or split the total order among the Bidders and/or procure the available and compatible items/equipments through GeM (Government e-Marketplace).

\_\_\_\_\_  
Signature with date

\_\_\_\_\_  
Name in block letters

\_\_\_\_\_  
Seal of the Company

**ANNEXURE –II****ONLINE SUBMISSION OF EARNEST MONEY**

Necessary Earnest Money will be deposited by the bidder electronically: online–through his net banking enabled bank account, maintained at any bank or: offline–through any bank by generating NEFT/RTGS challan from the e-Tendering portal. Intending Bidder shall have to get the Beneficiary details from e–Tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e–Proc RefNo.

Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from e-Procurement site.

Bidders are also advised to submit EMD of their bid, **at least 3 working days before** the bid submission closing date as it requires time for processing of Payment of EMD.

Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid documents.

Unsuccessful bidders will get their EMD refund automatically online.

**ANNEXURE – III****UNDERTAKING REGARDING BLACKLISTING**

[ To be executed on Rs.10/- non Judicial Stamp paper and duly notarized ]

I/we \_\_\_\_\_ Contractor/Partner/Sole Proprietor (*strike out whichever is not applicable*) of the Firm M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ do hereby declare and solemnly affirm as follows :

1. That the firm M/s. \_\_\_\_\_ has not been blacklisted/debarred/suspended during last **three (03) years** by any Union Government or State Government or any of their Departments, Undertakings, or Autonomous Bodies.

**OR**

I/we \_\_\_\_\_ Contractor/Partner/Sole Proprietor (*strike out whichever is not applicable*) of the Firm M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ do hereby declare and solemnly affirm as follows :

1. That the firm M/s. \_\_\_\_\_ was blacklisted or debarred by Union/State Government or any Organization from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f. \_\_\_\_\_ to \_\_\_\_\_. The period is over on \_\_\_\_\_ and now the firm/company is entitled to take part in Government tenders (*A copy of the relevant order/document in this regard shall be submitted in support of this declaration*).
2. That the above statements are true and correct to the best of my/our knowledge and belief, and nothing material has been concealed therefrom.

I/We further declare that if any information furnished herein is found to be false or incorrect at any stage, the competent authority shall be at liberty to take any action as deemed fit, including rejection of the bid or termination of contract.

**Deponent**

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**ANNEXURE – IV**

**SECURITY DEPOSIT (SD)**

[To be stamped in accordance with Stamp Act ]

Ref: Bank Guarantee No.

Date:

To

Dear Sir,

WHEREAS ..... (Name of bidder) hereinafter called "the bidder" has undertaken, in pursuance of Contract dated, ..... (hereinafter referred to as "the Contract") **Engagement of an agency for 03 (three) years Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police.**

AND WHEREAS it has been stipulated in the said Contract that the Bidder shall furnish a Security Deposit ("the Guarantee") from a scheduled bank for the sum specified therein as security **Engagement of an agency for 03 (three) years Comprehensive Annual Maintenance Contract (AMC) of CCTV Cameras, ANPR Cameras, Video Management System (VMS), other associated accessories, and network connectivity under the Nirbhaya Project (Phase-I) of Kolkata Police.**

WHEREAS we \_\_\_\_\_ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give Kolkata Police the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to Kolkata Police Under the terms of their Agreement dated \_\_\_\_\_ on account of any breach of terms and conditions of the said contract related to partial non-implementation and/ or delayed and/ or defective implementation. Provided, however, that the maximum liability of the Bank towards Kolkata Police under this Guarantee shall not, under any circumstances, exceed \_\_\_\_\_ in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from Kolkata Police stating full or partial non-implementation and/ or delayed and/ or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to Kolkata Police any and all sums demanded by Kolkata Police Under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from Kolkata Police to the Bank shall be sent at the following address:  
  
\_\_\_\_\_  
Attention Mr \_\_\_\_\_.
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of **03 (three) years** from the date of its execution.
4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by -
  - i) Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
  - ii) Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/ credit arrangement, present or future, between Bidder and the Bank.
5. The BANK also agrees that Kolkata Police at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against Bidder and not withstanding any security or other guarantee that Kolkata Police may have in relation to the Bidder's liabilities.
6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of Kolkata Police Or any other indulgence shown by Kolkata Police Or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
7. This Guarantee shall be governed by the laws of India and only the courts of Kolkata shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ..... Day of .....

Witness

(Signature)

(Name)

(Official Address)

(Signature)

Bank Rubber Stamp

(Name)

Designation with Bank Stamp

Plus Attorney as per Power

of Attorney No.

Dated:

**ANNEXURE – V****MANUFACTURER’S AUTHORIZATION LETTER**  
[if applicable]

TENDER NOTICE NO. \_\_\_\_\_

Date \_\_\_\_\_

To  
\_\_\_\_\_**Subject : OEM Authorization Certificate for Comprehensive Annual Maintenance Contract (CAMC)**

WHEREAS \_\_\_\_\_ who are official producers of \_\_\_\_\_ and having production facilities at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ located at \_\_\_\_\_ (hereinafter, the “Bidder”) to submit a proposal of the following Products produced by us, for the Supply Requirements associated with the above Tender.

**Details of the Product(s):**

- **Product Name:** \_\_\_\_\_
- **Model Number:** \_\_\_\_\_
- **Mention period of End-of-Life :** \_\_\_\_\_

We further confirm that M/s. \_\_\_\_\_ is authorized to undertake installation, maintenance, repair, replacement of parts, software/firmware updates, and all services as per the scope of the CAMC during the contract period.

We also undertake that:

- All spare parts/components supplied during the CAMC shall be **genuine OEM parts**.
- Necessary **technical support and back-end support** shall be provided by us to the authorized firm.
- The authorization shall remain valid for the **entire CAMC period**, subject to compliance with tender terms and conditions.

This certificate is issued for the **specific tender only** and shall not be used for any other purpose.

Yours faithfully,

(Signature)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Authorized Signatory

Seal of the OEM

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**ANNEXURE – VI**

**DECLARATION FOR ACCEPTANCE OF POST-AMC MAINTENANCE (AMC/CAMC)**  
 [ to be submitted on the Bidder’s Letterhead ]

TENDER NOTICE NO. \_\_\_\_\_

Date \_\_\_\_\_

**To**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Subject: Declaration Regarding Acceptance of AMC/CAMC Terms.**

**Sir,**

I/We, \_\_\_\_\_ the undersigned, hereby declare that I/We have carefully read and understood the clause relating to the **Post-AMC Maintenance Contract (AMC/CAMC)** as stipulated in the tender document.

I/We hereby **unconditionally accept** that:

- 1) After expiry of the Comprehensive AMC Period, Kolkata Police may, at its sole discretion, enter into a fresh AMC/CAMC with us.
- 2) Any such AMC/CAMC shall be subject to mutual written agreement between both parties.
- 3) The cost of the AMC/CAMC shall **not exceed ten percent (10%) of the original Contract Value** for each subsequent year.
- 4) I/We agree to abide by all terms and conditions related to the AMC/CAMC as may be mutually finalized.
- 5) I/We understand that **non-submission of this declaration may lead to rejection of our bid.**

I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge and belief.

Authorized Signatory: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Designation: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone/Mobile: \_\_\_\_\_  
 Email: \_\_\_\_\_

(Seal of the Bidder)

## **ANNEXURE – VII** **AGREEMENT**

[ To be stamped in accordance with Stamp Act ]

**ARTICLES OF AGREEMENT** made \_\_\_\_\_ between the GOVERNOR of the STATE of WEST BENGAL, represented by the Commissioner of Police, Kolkata having its registered office at 18, Lalbazar Street, Kolkata-700 001 (hereinafter call the LICENSOR which expression shall his successor in his office and assigns) of the **ONE PART.**

AND

Shri/Smt./Miss \_\_\_\_\_ Son/daughter/wife/widow of \_\_\_\_\_ carrying on business under the name & styled of M/s. \_\_\_\_\_ of \_\_\_\_\_, hereinafter referred to as the 'LICENSEE' (which expression shall unless excluded by or repugnant to the context be deemed to include the respective heirs, executors, representatives and permitted assigns) on the **OTHER PART.**

WHEREAS the Contractor has submitted a tender for \_\_\_\_\_ to Kolkata police for the period from \_\_\_\_\_ day of \_\_\_\_\_ at the rate Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only Including delivery and other charges to any place where the Kolkata Police Offices are situated and the said tender has been accepted by the Commissioner of Police, Kolkata for and on behalf of the 'Governor'.

**WITNESSETH and it is hereby agreed as follows :-**

1. THAT the Contractor shall supply the quantities of goods mentioned in the 'SCHEDULE' as per sample submitted by the Contractor at the rate mentioned therein including delivery and other charges to any place where the Kolkata police Officers are situated.
2. THAT the Contractor shall deposit with the Commissioner of Police, Kolkata Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) Only as Security for the fulfillment of the terms and conditions of this Agreement containing on the Part of the Contractor.
3. In the event of the Contractor failing to make a Security Deposit in the matter hereinafter mentioned, the Commissioner of Police, Kolkata or any Officer authorized on behalf of him, may at his discretion, forfeit the Earnest Money lodged with this tender and cancel the acceptance of the tender.
4. The Contractor shall supply such goods contracted for, within the scheduled time specified in the schedule hereto.
5. If the Contractor by any cause, other than his own neglect or default be prevented or delayed from supplying goods within the period as mentioned in the PARA-4, the period of supply may be extended by the Commissioner of Police, Kolkata on his being satisfied that reasonable grounds exists for such extension.
6. If the Contractor fails to supply article/goods as per terms & conditions of the TENDER NOTICE and/or acceptance letter and/or Contract of Agreement and in accordance with the accepted samples, the Commissioner of Police, Kolkata or any Officer authorised by him on his behalf, without any notice to the Contractor, forfeit the Security Deposit and/or black-list the firm/Contractor.
7. All the terms and conditions of the TENDER NOTICE and acceptance letter are binding on the Contractor.
8. If the Contractor shall fail to comply with any order as in Clause-4 mentioned or in an extended period under Clause or if goods supplied be not up to the standard then the Commissioner of Police, Kolkata or any Officer authorized by him on his behalf, may, without any notice to the Contractor, purchase elsewhere the goods required and in the case of defective goods, the Contractor shall at his own expense, remove such defect goods. Any goods, so purchased shall be considered as part of the minimum quantity which the Commissioner of Police, Kolkata is bound to take as hereinafter mentioned. Any loss incurred by reason of the price paid for such goods above the accepted rate or any other loss or expense incurred by reason of default of the Contractor, may be deducted from any bills or any money payable to the Contractor or from the Security Money to be deposited by the Contractor, otherwise recover the same by any other process of law. The Contractor shall be liable for any loss which the government may sustain on that account but the contractor shall not be entitled to any gain on purchase made against default.
9. Delivery of goods shall not be taken into stock until such goods have been inspected and considered to be fit for being accepted and taken into stock by the Inspection Committee/ Acceptance Committee of the Stores.
10. THAT the Commissioner of Police, Kolkata or any Officer authorized in that behalf shall inspect such goods delivered by the Contractor and duly taken into stock and reserves the right to reject the supply even after being taken into stock if it seems not according to the approved samples.

THIS contract shall not be sublet or assign either wholly or in part without the previous written permission of the Commissioner of Police, Kolkata or any Officer authorized in that behalf by him and on breach of this provision, the Commissioner of Police, Kolkata or any other Officer authorised in that behalf by him may determine the contract and forfeit the Security Deposit and the Contractor shall have no claim for loss thereby resulting to him on any account whatsoever.

On any breach by the Contractor of any of the terms and conditions herein on the part of the Contractor contained, the Commissioner of Police, Kolkata or any Officer authorized in that behalf by him may in addition, to recover any loss sustained, terminate the contract on "SEVEN DAYS' NOTICE" to the Contractor. The decision of the Commissioner of Police, Kolkata shall be final on any question as to extent, meaning or construction of the Schedule or any description, process or other matter contained therein mentioned.

### **SCHEDULE**

Item Nos.	Description of specification of materials and articles to be supplied.	Approximate quantity of each to be supplied	UNIT	Rate in Words & in Figures

Signed and delivered for and on behalf Of the GOVERNOR of the STATE OF WEST BENGAL, by the Commissioner of Police, Kolkata in presence of

.....

Signed and delivered for and on behalf Of the.....

In presence of .....

**ANNEXURE – VIII****DECLARATION IN RESPECT OF CONFLICT OF INTEREST**

[On Non-Judicial Stamp Paper of Rs. 100/-]

TENDER NO: No. : WBKP/CP/NIT-48/AMC NIRBHAYA PROJECT (PH-I)/TEN, Dated : 11.02.2026

Sr. No.	Particulars		
01	Name of Firm		
02	Office Address, Phone No., Email ID		
03	Type of Firm	Private Limited Company / Public Limited Company / Limited Liability Partnership (LLP) / Partnership Firm / Proprietor Firm (Tick whichever is applicable)	
04	CIN/LLPIN of Firm		
05	GST No. of Firm		
06	<b>Names of all Directors/LLP Partners/Partners/Proprietors of Bidder Firm with DIN (if any) and full address (as on the bid submission date)</b>		
	<b>Sr.No.</b>	<b>Full Name</b>	<b>DIN</b>
	1		
	2		
	3		
4			

**WE HEREBY DECLARE AND CONFIRM THAT** no bid has been submitted for the quoted item by any other Private Limited Company or Public Limited Company or Limited Liability Partnership (LLP) or Partnership Firm or Proprietor Firm in which any relative of any Director or Partner or Proprietor of Bidder Firm is a Director, Partner or Proprietor. The word “relative” is defined as under :

*The Companies Act, 2013 Sec 2(77) “relative”, with reference to any person, means anyone who is related to another, if—*

- 1) *they are members of a Hindu Undivided Family;*
- 2) *they are husband and wife; or*
- 3) *A person shall be deemed to be the relative of another, if he or she is related to another in the following manner, namely:-*
  - a) *Father–Son / Daughter,*
  - b) *Mother–Son / Daughter,*

**WE FURTHER DECLARE THAT** we have carefully read and understood the clause relating to ‘Conflict of Interest’. The detailed Clause is as under:

*“A bidder shall not have conflict of interest with other bidders for quoted item(s). Such conflict of interest can lead to anti-competitive practices to the detriment of Procuring Entity’s interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process for particular quoted item, if:*

- a) *they have proprietor/ partner(s)/ Director(s) in common; or*
- b) *they receive or have received any direct or indirect subsidy/ financial stake from any of them; or*
- c) *they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or*
- d) *bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/sub- assembly/assemblies from one bidding manufacturer in more than one bid.*
- e) *In case of a holding company having more than one independently manufacturing units or more than one unit having common business ownership / management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common business/ management units in same/ similar line of business.*
- f) *Bidder shall not act in contravention/ violation to the provisions of competition act, as amended from time to time.”*

We hereby certify that our Firm M/s. \_\_\_\_\_ do not have any conflict of interest with other bidders for particular quoted items viz. (item Name) \_\_\_\_\_.

We hereby declare and confirm that the above information and particulars are true and correct.

Signature of Director/Partner  
/Proprietor / Authorized Signatory  
Name:  
Designation:

**ANNEXURE – IX****CHECK LIST**

[ To be uploaded online after duly properly filled up ]

NIT No. ....

NAME OF THE TENDER : .....

NAME OF THE FIRM : .....

FULL ADDRESS OF THE FIRM &amp; BIDDER (FOR COMMUNICATION) .....

E-MAIL ADDRESS.....

**DETAILS TO BE GIVEN**

SL. NO.	ITEMS	PLEASE MARK		FOR USE OF THE BIDDERS (PROVIDE REGISTRATION NUMBERS WHERE APPLICABLE )	REMARKS (FOR OFFICE USE ONLY)
		YES	NO		
1	EMD AS PER NIT / EXEMPTION	YES	NO		
2	COPY OF THE LATEST TRADE LICENCE	YES	NO		
3	COPY OF THE PARTNERSHIP DEED/ INCORPORATION CERTIFICATE/ SOCIETY REGISTRATION COPY	YES	NO		
4	COPY OF LATEST PROFESSIONAL TAX CHALLAN (IF APPLICABLE)	YES	NO		
5	COPY OF PAN CARD	YES	NO		
6	COPY OF LATEST INCOME TAX RETURN	YES	NO		
7	COPY OF GSTIN	YES	NO		
8	CREDENTIALS & OTHER PAPERS, IF ANY	YES	NO		
9	BALANCE SHEET OF LAST 3 YEARS	YES	NO		
10	PROFIT AND LOSS ACCOUNT OF LAST 3 YEARS	YES	NO		
11	SOLVENCY CERTIFICATE FROM BANK/REGISTERED CHARTERED ACCOUNTANT	YES	NO		
12	TURNOVER DULY CERTIFIED BY C.A. LAST ONE YEAR	YES	NO		
13	UNDERTAKING REGARDING BLACKLISTING	YES	NO		
14	UNDERTAKING REGARDING ACCEPTANCE OF TERMS & CONDITIONS OF NIT	YES	NO		
15	TENDER SPECIFIC AUTHORIZATION (OEM) CERTIFICATE	YES	NO		
16	TECHNICAL SPECIFICATION COMPLIANCE	YES	NO		
17	BROCHURE/PRODUCT CATALOGUE	YES	NO		
18	POST AMC/CAMC COMPLIANCE	YES	NO		
19	DECLARATION IN RESPECT OF CONFLICT OF INTEREST	YES	NO		
20	TRAINING & TECHNICAL SUPPORT COMPLIANCE	YES	NO		
21	UNPRICED BOM (MENTIONING BRAND / MODEL)	YES	NO		
22	MANPOWER	YES	NO		
23	SERVICE DELIVERY CENTRE WITHIN KMDA JURISDICTION	YES	NO		

**Note:**

- i. The bidders are requested to see that all of the above columns are marked.
- ii. If any of the information furnished above are found to be false, action as per tender rule will be initiated.

Sd/-  
for **Commissioner of Police,**  
Kolkata