



**Short Tender Call**

*for*

**Upgradation & Implementation of  
Automated Multimodal Biometric Identification  
System (AMBIS)**

**Telangana State Finger Print Bureau,  
Telangana State Police**

**March 2024**

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***TSTS on behalf of Telangana State Police Department, O/o DGP-Telangana Police (User Dept: Telangana State Finger Print Bureau) issues Short Tender Call notice Identification of Service Provider for Upgradation & Implementation Automated Multimodal Biometric Identification System (AMBIS) from the Original Equipment Manufacturers (OEM) (or) its authorised channel partners having established expertise.***

**1. Tender Schedule:**

Time schedule of various Tender related events:

Issue of Tender call Notice	07.03.2024
Queries if any through email	By 13.03.2024 @ 03:00 PM
Bid Submission Due date & time	18.03.2024 @ 03:00 PM on eProcurement portal
Bid opening date & time	18.03.2024 @ 03:30 PM on eProcurement portal
Bid Document Price	Rs.15,000.00 -DD to The Managing Director-TSTS
Tender Reference No.	TSTS/CS/DGP-AMBIS/2024
Email ID	rpushpa-tsts@telangana.gov.in, jithendra-tsts@telangana.gov.in

For full details regarding Tender notification, please visit <https://tender.telangana.gov.in>, [www.tsts.telangana.gov.in](http://www.tsts.telangana.gov.in), and on eProcurement portal, the tender document shall be available under department 'TGTS'.

**2.1. Introduction & Scope of Work:**

The Finger Print Bureau(FPB)- CID, Telangana State currently operates with one Fingerprint Unit in each District/Commissionerate responsible for collecting chance prints at crime scenes. However, for an extended period, the FPB has relied on outdated and traditional methods for processing crime scenes to gather physical evidence, including chance prints.

Recent advancements in fingerprint development technology offer significantly improved standards for crime scene processing. To address this gap, the FPB requires immediate procurement of advanced equipment.

The successful implementation of the Automated Fingerprint Identification System (AFIS) Project in Telangana Police by Papillon, Russia in 2017 and later phases has resulted in equipping Police Stations with essential tools and establishing a robust AFIS network connecting all TS Police stations. However, the project's 5-year warranty has expired, coinciding with the New Criminal Procedure (Identification) (CrPI) Act, 2022, which mandates strengthening biometric collection and identification.

**TS Police is now seeking the upgradation of the existing Papillon AFIS (Automated Fingerprint Identification System) to transform into Papillon AMBIS.**

**Telangana State Police Department**

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This upgrade will involve the addition of new functionalities and supplementary plugins to ensure compliance with all the stipulations of the CrP(I)Act, 2022.

The overall data center including current and upgraded should be provided with 5 years comprehensive warranty.

The successful bidder shall supply all the ordered items as per details mentioned in RFP.

**2.2. Existing Components in AFIS Project**

**IT Infrastructure:**

#	Equipment	Make and Model	Qty available
1	SAN Storage	MSA 2040 SFF STORAGE	1
2	Blade servers	HP BL 460 G9, HP BL460C G10	10
3	AFIS Workstation	HP EliteDesk 800G3, Dell OptiPlex 7080	86
4	High performance Laptops for FP Experts	Dell	37
5	Backup Server incl. storage	HP	1
6	Tape Library	StoreEverMSL2024	1
7	DR Server servers	HPE ProLiant Servers (DL580 Gen 9)	2
8	DR Storage	HPE Store easy (1650 Storage)	1
9	AFIS expert Licenses	Papillon AFIS Expert	125
10	Mobile AFIS workstations with Kit	Papillon DS30N, Dell/HP Laptop, Web Cam	27
11	Mobile AFIS with Standalone Mini Servers	Lenovo ThinkPad, Papillon DS30N,	15
12	Palm Print Live Scanner	Papillon DS45	695
13	Single Finger Mobile Check devices	Papillon DS21c, Papillon DPP7i	1596
14	Workstation for Palm Print Live Scanner	HP EliteDesk 800G3, Dell AIO	677

**Software Applications:**

#	Item	OEM/Model
1	Automated Fingerprint Identification System of Papillon AO along with relevant server software	Papillon Version 9
2	AFIS Expert User licenses and Live scanner enrollment application	Papillon
3	Express ID check software for conduction express Identification at enrolment stations	Papillon
4	DPP7i mobile app to check the antecedents of suspect by field officers in patrolling cars, blue colts etc.	Papillon

**2.3. Scope of Proposed AMBIS Project:**

The New Criminal Procedure Identification Act (CrPI Act) of 2022 significantly expands the scope of biometric data collection, aiming to enhance identification capabilities. This mandate requires the collection and processing of additional biometric measurements like iris scans, facial images, and footprints, among others. Hence expanding the software capabilities of Papillon AFIS by adding the additional software and hardware plugins of Papillon both at client and server side are essential. The client side includes enrolment stations, mobile search terminals and Expert stations. This expanded new software and hardware system now known as the Automated Multi Modal Biometric Identification System (AMBIS).

The Finger Print Bureau, CID, TS has a proven track record of successful implementation of large-scale projects like the Automated Fingerprint Identification System (AFIS).

However, transitioning to the new AMBIS system necessitates the addition of software plugins and hardware components. This expansion addresses the gap between the existing AFIS infrastructure and the proposed AMBIS system, also referred to as the Next Generation Identification System.

**Software Plugins:** Integrate specialized software plugins of Papillon to manage and process the expanded range of biometric data within the AMBIS system, which includes the latest AI&NN based search algorithms.

**Hardware Upgrades:** Procure additional hardware components to accommodate the new biometric modalities and ensure seamless data collection and processing.

**A. Functional requirements:**

- a. Existing Mobile ID (MSCD) should be a device with silicon membrane with software for mobile ID to be worked with existing tabs in sync with TSCOP.
- b. Existing systems functionalities which have been there for the last 7 years should not be disturbed.
- c. The data acquisition, matching and report generation functions should be migrated to the new system without any data loss and functional issues.
- d. Change over should be completed overnight.
- e. 5 Police stations will be selected as Pilot and to be equipped with functionalities as per the CrPI Act,2022

Functionalities not less than

1. Face Capturing (Web camera),
2. IRIS capturing dual IRIS (IRIS Scanner),
3. Footprint & Signature Capturing (Flatbed Scanner),
4. Physical measurements capturing (other measurement tools),
5. Workstation for the operator
6. Palmprint Live scanner (Papillon DS45 will be provided by the TS Police)

- f. User Login / Authentication: All components connected with AMBIS server should work with biometric login such as face/finger along with conventional password mechanism Customization authentication type control should be there in Centralized User management.
- g. Offline login/authentication facility should be there in all connected components.
- h. In case of long term connection failure with AMBIS Server there should be a master admin password that can be unlock all features of such component work in offline. Ex: AMBIS enrollment workstation should work even though connection failed for long time/days, with local DB to enroll criminals at police station level.
- i. User description / role has to collected from HRMS application or EeCOPS v2 of TS Police. Based on such credentials user AMBIS privileges has to assigned.

**B. Functional Component Description:**

#	Component Description	Functional Requirements
<b>Server-side equipment</b>		
1	<p>Complete Server-side software consisting of Capturing, storing, indexing &amp; matching: Fingerprint, Palm Print, IRIS, FRS, Footprints, etc..</p> <p>Implementation on turnkey basis with customization as per the requirements of TS Police.</p>	<p>Server-Side Software and Hardware Requirements:</p> <p><b>IRIS Identification System:</b> Complete functionality, including storage, indexing, matching, and result dissemination to Mobile AMBIS Workstations and police tabs as the case may be. Vendor/OEM participation in NIST vendor technology evaluation.</p> <p><b>FRS (Facial Recognition System):</b> Complete functionality, including storage, indexing, matching, and result dissemination to Mobile Biometric Verification Devices and AMBIS Workstations. Vendor/OEM participation in NIST vendor technology evaluation.</p> <p><b>Footprint, Signature and Handwriting Storage:</b> Image storage solution for signatures, handwritings, and other biological samples/reports scanned copies with reference tags.</p> <p><b>Introduction of Neural Network and AI/NN-based matching system.</b> Web-based report generation tools with a suitable web application as per TS Police requirements.</p> <p><b>Biometric Data Handling:</b> Capability to collect and process biometric measurements like Voice, DNA profiles, etc., as mandated by the new CrPI Act 2022, by assigning suitable TAG values in NIST file. Design and integrate of FPB Web application and data</p>

**Telangana State Police Department**

		<p>exchange with NAFIS, EeCOPS, other State AFIS, and police applications based on CrPI Act 2022 is required.</p> <p>Inbuilt conversion tool for sending and receiving biometric data with NAFIS or NCRB Systems compatible with the new CrPI Act 2022 without disturbing the existing system.</p> <p>Integration by way of data format by assigning tag values with mutually agreed upon.</p> <p><b>Security and Audit Mechanism:</b> Implementation of suitable security and audit mechanisms to ensure data integrity and confidentiality.</p> <p><b>Server-Side Hardware:</b> Consideration of hardware additions based on the vendor's system design architecture aligned with TS Police requirements.</p> <p>Biometric (face/finger) login for all components connecting with AMBIS Server, in addition to conventional login mechanisms with admin control.</p> <p>Project to be built on existing server hardware due to budget constraints, with a plan to procure complete high-end server hardware based on increased data inflow and requirements, in future.</p> <p>Vendor to propose a suitable architecture covering computation power, OS, DB, report generation module, virtualization, memory management, backup, etc., meeting NIST Standards, if any changes required in main DC.</p> <p>The system and hardware should be capable of processing up to 30 lakh criminal records, each containing various biometric measurements outlined in the CrPI Act 2022.</p>
<b>Expert/Verification Workstations</b>		
2	Expert Workstations along with software	<p>IRIS client software plugin</p> <p>FRS client software with verification and report generation features</p> <p>Footprint impression software plugin with storing and indexing</p> <p>Images of scanned Signature, Handwriting etc in addition to existing functionalities like capturing finger, palm etc for verification.</p>
<b>Measurement collection/Enrollment Units at Police Station or Prisons</b>		
3	Additional Hardware and software plugins to enrolment units.	<p>HD Web camera suitable for FRS</p> <p>IRIS Scanner for enrollment and search</p> <p>Flatbed scanner: to scan signatures, handwriting, foot impressions taken by ink</p>

**Telangana State Police Department**

		Measurement collection cardboards setup with height for photograph collection weighing scale and tube light etc.
<b>Search/Verification Mobile Terminals for Field officers/blue colts/Patrol officers</b>		
4	Mobile Biometric Verification Device with software	Single Finger Scanner with software on existing tabs to match with single finger or multiple fingers.
5	Mobile Biometric Verification Device with software	Facial Search with software on existing tab. Matching with a combination of fingers and face

**C. Measurement/Biometric Enrollment/Collection Units:**

The current enrolment software which is papillon Live scanner Software was part of Papillon AFIS which uses Palmprint live scanner and web camera to record demographic data like personal and crime related information, mug shots, SMTs along with the various types of fingerprints (roll prints, slaps, full palms and all part of palms) and generated the TP cards and sent to the central server. Each enrolment station is equipped with Express ID search software (Papillon Filter) to do the identification of criminals using fingerprints. Proposed new papillon enrolment software must contain all the above features in addition to capturing Photographs for FRS, IRIS, other biometric measurements. And new Papillon filter software must be equipped with FRS and IRIS search.

**Procurement of additional Papillon Hardware and software (Server side and Client) to meet the requirements of (for the Police Stations where existing AFIS enrolment solution is available and prisons) Criminal Procedure Identification Act, 2022.**

**The TS Police will identify 5 Police Stations (where palm live scanners already exists) as pilot which will be equipped with additional software plugins and new hardware components to capture biometrics and measurements as per the CrPI Act,2022 as below mentioned:**

#	Item Name	Description
1	Capturing of Face and Profile photos to enable FRS	Capturing High quality photographs of the criminal while enrolment, indexing, storing and matching functionality should be added to the existing server. And the photographs should be available for the patrolling vehicles MSCD. (NIST Compatibility for data exchange) 1:N Search Capability
2	IRIS	Procurement of IRIS capturing equipment. enrolment of IRIS, indexing, storing and matching. (NIST Compatibility for data exchange) 1:N Search Capability
3	Footprint	Capturing footprints, processing, indexing and storing functionalities through flatbed scanners (NIST Compatibility for data exchange, by assigning TAG value). The Flatbed scanner must be FBI Appendix F certified one.
4	Signature and Handwriting	Image storage solution: to add signature, handwritings (NIST Compatibility for data exchange, by assigning suitable TAG value), by scanning from Flatbed Scanner.



**Telangana State Police Department**

5	Physical measurements and Demographical details	Arrangement of measurement collection boards and related tools and collecting information, storing, indexing and matching. (NIST Compatibility for data exchange, as per existing data structure in TS Police. Should be modified the TAGS as and when required during warranty period)
6	Workstation for Enrolment stations	Desktop computer for enrolment stations

**Upgradation of additional hardware at data center side to increase the performance of the system**

#	Item Name	Description
1	Tape Library	The existing tape library solution should be replaced with the latest SSD based storage and backup system.

**D. Mobile Search Terminals (MSCDs):**

Add face searches to the current mobile application (DiPP7) that leverages existing fingerprint and facial recognition capabilities to enable search and comparison functions on mobile terminals to provide enhanced search capabilities for law enforcement personnel. The app should be built in way so that there is an increased efficiency and mobility in fingerprint and facial recognition tasks. Improved identification accuracy through combined biometric searches. Ensure user-friendly interface and intuitive search experience. Securely store and transmit biometric data in compliance with regulations. The search must be in combination of fingerprints, faces and both with selection of various fingerprints. The search capability should be 1:N.

**E. Expert Workstations:**

In compliance with the recently enacted Criminal Procedure (Identification) (CrPI) Act, 2022, we are seeking proposals for the enhancement of our current Papillon AFIS expert workstations. The existing workstations currently perform various search criteria, utilizing TP-TP, TP-LT, LT-LT with both fingers and palms. However, to align with the new legislation, the upgraded system should now incorporate facial recognition tools, comparison and coding functionalities, IRIS-related tools, and footprint data viewing and also signature, etc to access for viewing as a part of comprehensive TP Cards.

As per Annexure 2 of the CrPI Act, 2022, bidders are required to propose the integration of new Papillon plugins and functionalities into the system.

A significant enhancement involves the introduction of a Neural Network and AI/NN-based matching system specifically designed for Finger, Palm, photograph and IRIS identification.

**The existing hardware and software should be retained to the maximum extent possible to ensure a seamless transition.**

**Telangana State Police Department**

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- Bidders are granted the freedom to propose additional hardware components along with suitable software that aligns with their architectural designs. However, the upgrade should not disturb the current functionalities and hardware.
- Bidders must consider the existing software and hardware while quoting for the bid. The new system architecture should be designed with the current functionalities in mind.
- Bidders are required to demonstrate the performance of their proposed system compared to the existing Automated Fingerprint Identification System (AFIS) features/capabilities. Functionalities inferior to the existing system will be rejected.

**2.4. Support Services:**

- I. The bidder shall configure the supplied items with the existing network and providing training to the Department officials.
- II. Equipment installed should bear a printed sticker tag consisting of Name, Helpdesk number, email address of successful bidder which shall be referred to by the end-users for reporting any problem/ fault in the installed Hardware/ Software/ other items.
- III. Upon successful installation of all the supplied Hardware/ Software/ other items, the bidder shall submit the installation reports (in original) duly verified by the Director- Telangana State Finger Print Bureau.

**2.5. List of Equipment to be supplied.**

The perpetual license (if any) should be obtained in the name of the Director- Telangana State Fingerprint Bureau and copy of the license should be submitted as a deliverable to the department.

#	Component	Quantity
<b>1. Biometric Enrollment location - Hardware Components</b>		
1a	HD Web Cameras for FRS photographs	5
1b	IRIS Scanner for capturing IRIS	5
1c	Flatbed Scanner for capturing Inked footprints, Signatures and Handwriting	5
1d	Workstations for Enrollment Stations	5
1e	Measurement tools for Height measuring scale, weighing machine. focus lamp/tube light etc.	5 sets
<b>2. Biometric Enrollment location - Software Components</b>		
2a	<p>In addition to the current Papillon Enrollment software the new plugins to be added as per the new CrPI Act, 2022 to capture biometric measurements</p> <ul style="list-style-type: none"> <li>• IRIS Hardware Integration at Enrolment station. Processing, storing, and matching at central AFIS Server.</li> <li>• FRS-Capturing Photographs suitable for face recognition, Processing, Storing and Matching at central AFIS server.</li> <li>• Foot Prints- Integration of Flatbed Scanner at Enrolment stations software for enrolment and storing at server</li> <li>• Customization of Enrolment software for adding demographic and physical information like, height, weight, and other deformities etc.</li> </ul>	5

**Telangana State Police Department**

	<ul style="list-style-type: none"> <li>FRS and IRIS search functionality to be incorporated in the Express ID check software</li> </ul> <p>(fingerprints, palmprint, photo, IRIS, footprint and other measurements mentioned in annexure2(a) with 5 Years Comprehensive warranty/ATS with local DB of 10000 records 1:N matching capability.</p>	
<b>3. Mobile Biometric Check Device</b>		
3a	Single Finger Live Scanner Device with soft membrane (Make: Papillon; Model: DS21C) along with Papillon DPP 7 Search software (in existing android mobile/tab running TSCOPS software)	5
3b	Face Search and comparison tool Software (in existing android mobile/tab running TSCOPS software)	5
<b>4. Expert Workstation</b>		
4a	AMBIS Expert Workstation (Desktop Computer)	2
4b	<b>Expert Workstation (Papillon AFIS Client) software for</b>	2
	IRIS client software	
	FRS client software with verification and report generation features	
	Footprint impression software plugin for expert verification and report generation features	
	Fingerprint, palm print, photograph matching and verification software.	
<b>5. Server Components (Software)</b>		
5a	Upgradations of Complete Server-side software consisting of Capturing, storing, indexing & matching:	1
	Upgradations of existing Papillon AFIS with Neural Network and AI/NN-based matching system.	
	IRIS	
	FRS	
	Footprints, Biometric measurements, signature and other measurements (store and indexing tag values only)	
	Implementation on turnkey basis with customization as per the requirements of TS Police.	
<b>6. Server Components (Hardware)</b>		
6a	Backup SSD NAS Box (in place of Tape Library)	1
<b>7. Training</b>		
7a	AMBIS Administration training	2
7b	AMBIS Expert and Enrollment Training	62

**Bidder can submit bid for all the items mentioned above.**

**2.6. Training to Department Officials:**

The identified bidder/ System Integrator have to deliver the finalized items to the O/o TSFPB, Hyderabad mentioned in RFP and the **hands-on training** to the Department officials on usage of the installed items are to be provided by the bidder. The bidder should also provide a copy of ready-reckoner or technical literature on usage of the installed along with each item being delivered.

**2.7. Project Milestones & Time Schedules**

#	Deliverable	Timelines
1	Event: Delivery of the items to TS FPB Deliverable: Delivery, Acceptance of Delivery Challan Installation report, User Acceptance Report signed by the Competent authority and configuration details of items installed.	Within 4 weeks from Date of issue of Purchase Order.
2	Event: Installation & Commissioning of items Deliverable: Installation & commissioning report signed by the relevant authority. Satisfactory performance report signed by Director Telangana State Finger Print Bureau	Within 2 weeks from Delivery

**2.8. Payment Terms and Schedule:**

#	Milestone/ Phase	Deliverables	Payable Amount
1	Delivery of Items to TSFPB (or) Auxiliary Units	Delivery acceptance of 100% items (with duly acknowledged original delivery challan (s) & invoice(s) signed by the Competent Authority.	70% of order value
2	Installation, Commissioning, Training on the items deployed	Supply, installation, commissioning of items. Installation of 100% items (with duly acknowledged original reports signed by the Competent Authority	20% of order value
3	Completion of 1 month post deployment and completion of training	Satisfactory Performance Certificate from TSFPB	Balance 10% of Order value.

**Product Declaration:** The products quoted should be Latest & not be declared as end of life at the time of delivery and OEM should support the products quoted for at least 5 years. A letter to this extent from OEM to be attached as a confirmation. The bidder to submit the declaration letter as per format in PQ forms

**2.8. General Terms and Conditions**

- a. All Server side AFIS and AMBIS plugin software and Client software plugins must be Papillon make.
- b. The bidder must be an authorized dealer of Papillon OEM.
- c. The Bidder has to submit a certificate of their authorized dealership/channel partnership issued from the OEM specific to this tender. Bidder should submit the Manufacturer Authorization Form for each product / Item and "Not End of Life "certificate from OEM for a period of 5 years from date of supply.
- d. Furnishing of all Manuals for each appropriate unit of the supplied goods/ items/ services.

- e. The Bidder should have adequate facilities, trained manpower and staff for installation, commissioning and providing maintenance support service after the sales of the equipment in India. The Bidder will deploy their own manpower for the installation and commissioning of the equipment and should not be outsourced to any third party.
- f. The equipment to be supplied should be supported by the technical service/support engineers authorized by OEM.
- g. Conduct of Tests with various business cases as desired by the TSTS/Telangana State Police (FPB) to assess optimal performance and efficiency of complete system.
- h. Execution of SLA with client and compliance of metrics defined in SLA during warranty & maintenance period.
- i. Preparation and delivery of technical documents including technical configurations of the system.
- j. TSTS/ User department reserves the right to increase or decrease the quantity at any stage.
- k. The quality of the items being supplied by the bidder must adhere to the specifications mentioned and the bidder should submit a compliance statement declaring the matching of the specifications. For each item a quality certificate also to be enclosed along with the bid.
- l. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Authority will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the Bid Process.
- m. Bidders are advised to attach a letter from an authorized signatory of the company owning the patent of the technology being offered clearly detailing the deliverables / ownerships & rights for implementation, service, warrant and post-sales support.
- n. The Bidder at no point of time can excuse themselves from any claims by the TSTS whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation etc. as mentioned in TENDER document.
- o. The Bidder has to adhere to the time schedule of activities mentioned in the TENDER and no request to change the last date or extend period / time for submission shall be entertained by the TSTS. However, TSTS reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying in its e-procurement portal.
- p. The Bidders would/may be asked to make presentation & live demonstration on technical and operational aspect submitted in form of the Bid.
- q. Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of the Project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.
- r. The Bid should be completed with regard to specification, price, delivery period, terms of delivery, salient terms and confirm technical specification clause wise technical compliance statement should be submitted by the Bidder.
- s. Foreign OEM should follow all the mandatory protocols as per the rule of land, while executing the project by them onsite. The OEM should follow the procedure to get their visas and make their own travel arrangements.

## Section – 3 Pre-Qualification Criteria

**Pre-Qualification Criteria:**

*The Bidder must meet the minimum conditions of eligibility provided herein. Proposals of only those Bidders who satisfy the Conditions of Eligibility will be considered for evaluation and eligible for the “Technical Stage” evaluation.*

#	Pre-Qualification Criteria	Supporting Documents
1	<b>Legal Entity:</b> The bidder should be a Registered Company in India under Company Act 1956/2013 in India. Should be registered with relevant authorities.	Copy of the Company Registration certificate, GST Certificate, PAN card
2	<b>Manufacture Authorization:</b> Bidder may be an OEM/ authorized Channel Partner of OEM and in business of supply, installation & maintenance of Automated Biometric Identification Systems mentioned in the Tender document as on bid calling date. The OEM should disclose the name and full address (along with contact number) of the place where the items will be manufactured and offer for inspection (if required).	The MAF from OEM should be specific to this tender with date of issue after publication of Tender notice. The MAF should be as per the format prescribed in this tender document.  <b>Note:</b> The bidder should submit ‘Single’ MAF from an OEM for a participating item. Multiple MAFs for same item is not allowed & bid shall be rejected in such case.
3	<b>Financial Turnover:</b> The bidder should have annual financial turnover of minimum Rs.5.00 crore from Forensic item supplies/ Forensic Lab setup/ Biometric Fingerprint/IRIS based Solutions from each Financial years 2020-21, 2021-22, 2022-23.	i) Audited Balance sheet for each financial year.  ii) Certificate from the Statutory Auditor
4	<b>Past Experience:</b> The Bidder should have experience of establishment & commissioning of similar Biometric Fingerprint/IRIS based solutions including related IT Hardware to any Central/ State Department or PSUs (minimum 2 nos) from FY. 2020-21 till the date of bid submission. The minimum order value should Rs.2.00 crore & above.	Purchase order/Work Order copies & satisfactory installation reports from clients.
5	Not Debarred/Blacklisted by any State Government, Central Government, Central & State Govt. in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices.	Undertaking to this effect shall be submitted on letter head by the authorized signatory. If bidders who were black listed and subsequently revoked should also submit the revocation letter.

**Telangana State Police Department**

6	The Bidder/OEM should have Support Services Centre in Hyderabad India.	Details of support service centre and Available Technical Manpower to be submitted.
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*The participating bidders should meet the above criteria and the PQ forms, Technical Forms & Financial Forms are to be submitted separately. Relevant documents in support of above with due attestation of the competent authority should be furnished along with the bid documents.*

- Sub-contracting/Consortium Bids are not permitted for this tender.
- TSTS/ User Department reserves their right in not considering the bid of a bidder, if such bidder is a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count or they do not possess required experience in undertaking the work.
- Representations received from the bidders within 3 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected
- The bidder should upload all the required documents ink signed with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TSTS reserves its right in seeking clarification from the service provider and may disqualify the service provider for the bidding mistakes, missing documents and for the documents that are not clear.
- Deviation from this shall be treated as termination of contract and shall attract the liability as specified in the Tender.
- The Managing Director, TSTSL reserves the right to accept or reject any or all the quotations without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any notice.
- No correspondence will be entertained after the bid closure seeking tender details.
- TSTS/User Department shall not be responsible for any delays in uploading of bids on eprocurement portal. Bidders to upload their bids in time & any technical glitches will not be TSTS responsibility.

## Section 4- Other Important Conditions

This section provides important deadlines and associated activities, such as Bid Security information, Implementation cum Performance Guarantee, Warranty Period.

S.No	Item	Description
1	EMD (DD/BG)	EMD of Rs.5,00,000/- in the form of DD/BG in favour of “The Managing Director, Telangana State Technology Services Limited” from any Nationalized Bank/ Scheduled bank. Online payment is available on eProcurement portal. Note: Scanned copy of EMD document should be uploaded on e-Procurement website. The Original Copy of EMD should be submitted to TSTS
2	Bid Validity Period	180 days from the date of opening of bids.
3	Price Validity	The offered price of each item should be valid for 1 year & beyond as requested.
4	EMD Validity Period	EMD Validity Period: 3 months from the date of issue of DD/BG from any Nationalized Bank having a branch office in Hyderabad. The DD/BG issue date shall be later than bid calling date.
5	Warranty Period	5 years Comprehensive onsite warranty from date of installation of the solution.
6	Variation in quantities	+/- 25%
7	Period for furnishing performance security	Within 7 days from date of receipt of Purchase Order. (PO)
8	Performance security value	5 % of P.O Value in favor of “The Managing Director, Telangana State Technology Services Limited” from any Nationalized Bank.
9	Performance security validity period	60 days beyond warranty period
10	Payment terms	As mentioned in TENDER.
11	LD for late deliveries/installations	1% of value of item/s of the late delivered or deemed late delivered/installed goods for One week or part thereof, 1.5% of value of item/s for Two weeks or part thereof, 2% of value of item/s for Three weeks or part thereof, 2.5% of value of item/s for 4 weeks or part thereof and so on.
12	Maximum LD for late deliveries/installation	Maximum LD for late deliveries/installations: 10% on the Total value of goods for that location/site for late delivery/installation or deemed late delivered/installed goods.
13	Penalty for failure to maintain during warranty period for all items.	Failure to maintain the deployed items during the warranty period, a penalty of Rs. 2500/- per day will be levied for each item/location or part there of subject to a maximum of total equipment cost.  If during contract period, any equipment has a hardware failure of the same nature on three or more occasions in a continuous period of three months or six times in a continuous period of twelve months, it shall be replaced by equivalent or higher-level new equipment by the Successful Bidder at no cost to purchaser within fifteen days.



**Telangana State Police Department**

		<p>*The penalty amount will be deducted from the amounts payable to the bidder by TSTS/User department. Once this amount is exhausted, penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time he recoups the Performance Security.</p> <p>Penalty for the breach of SLA shall be calculated &amp; deducted before release.</p>
14	Conditional bids	Not acceptable and liable for rejection. Also liable for forfeiture of EMD.
15	Transaction Fee	<p><b>Transaction Fee:</b> All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores &amp; service tax applicable as levied by Govt. of India on transaction fee through online in favour of MD, TSTS. The amount payable to TSTS is non-refundable.</p> <p><b>Corpus Fund:</b> 0.04% on quoted value to be paid online in favour of Managing Director, TSTS, Hyderabad towards corpus fund at the time of concluding agreement.</p>
16	Procedure for Bid Submission	<p><b>Bids shall be submitted online on</b> <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a> <b>only.</b> Bidders are requested to submit the bids after issue of Clarifications given by TSTS for Prebid queries duly considering the changes made if any, after the pre-bid queries clarifications. Bidders are totally responsible for incorporating / complying the changes/amendments issued if any after pre-bid queries in their bid.</p> <ol style="list-style-type: none"> <li>1. The participating bidders in the tender should register themselves free on e-procurement platform @<a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a>.</li> <li>2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.</li> <li>3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.</li> <li>4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed in the TENDER including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.</li> <li>5. The rates should be quoted in online only</li> </ol>
17	Other conditions	<ol style="list-style-type: none"> <li>1. Failure to furnish /uploaded documents, certificates, will entitled in rejection of the bid.</li> <li>2. TSTS shall not hold any risk on account of delay/error during bid submission on e-procurement platform. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid</li> </ol>

**Telangana State Police Department**

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		<p>Security will be forfeited.</p> <ol style="list-style-type: none"><li>3. TSTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</li><li>4. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</li><li>5. TSTS shall receive the EMD Original copy in sealed envelope at the time of bid closing.</li></ol> <p>In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</p>
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## Section 5- Technical Specifications

### 5.1. Equipment required

*The technical specifications mentioned are minimum requirement and the bidders can propose higher or better specifications meeting the functionality.*

*The equipment mentioned are minimum required and the related accessories, cables, civil, electrical works if any are in the scope of the identified bidder.*

*Note: All the specifications as mentioned are minimum only and higher specifications, if offered by any bidder, shall be considered without any price preference to the bidder.*

#### **Item No.1: HD Web camera for FRS photographs**

Make & Model << To be specified>>		Compliance (Yes/No)
Resolution(min)	720p	
digital resolution	3 MP	
focus	30fps	
digital zoom	5x	

#### **Item No.2: IRIS Scanner**

Make & Model << To be specified>>		Compliance (Yes/No)
Dimensions	219 x 161 x 58 mm (8.6 x 6.3 x 2.3 inches)	
Weight	680 g (1.5 lbs)	
MTF / spatial resolution	Exceeds 4.0 lp/mm @ > 60% contrast	
Pixel resolution	18.4 to 20 pixels/mm	
Iris image pixel resolution	640 x 480 pixels	
Image output	Meets or exceeds ISO 19794-6	
Optical path distance	350 to 380 mm	
Depth of field	30 mm (1.2 inches)	
Inter-pupillary distance covered	40 to 90mm (1.6 to 3.5 inches)	
Time of capture	Typically, around 0.5 second, from time of head placement	
IR illumination for iris imaging	Dual LED: wavelengths of 850 nm nominal (~ 60%); and 750 nm nominal (~ 40%)	
Internal LED for pupil contraction	Broadband visible (white)	
External LED indications for	Red: Device position is too high Blue:	

**Telangana State Police Department**

operator assisted positioning	Device position is too low Green: Device position is OK White: Image capture in progress	
Operating temperature range	0 to 50°C	
Humidity	10 to 90% RH, non-condensing	
Eye safety standard	IEC 62471, IEC 60825-1	
Durability	IP64 intrusion prevention standard	
Interface	USB 2.0 High Speed	
Power	USB 2.0 (500 mA at 5V) No additional power required	
OS compatibility	Windows 7, 8, 8.1 and 10, both 32- and 64-bit versions Linux Ubuntu 12.04, 14.04 and 16.04 LTS Android 4.0 and above	
Other certifications	CE, FCC, USB-IF, India STQC, RoHS, WHQL	

**Item No.3: Flatbed Scanner**

Make & Model << To be specified >>		Compliance (Yes/No)
Certification	It should comply FBI-IQS Appendix F specifications with fingerprint card scanner controlled by AFIS Scan software, at Min 500 and 1000 PPI	
Type	Flatbed	
Optical Resolution	Min 6400 dpi	
Hardware Resolution	Min 6400 x 9600 dpi	
Min Scan Area	8.5" x 11.7", TPU: 2.7" x 9.5"	
Scanning Speed	High-speed mode: 6400 dpi, Color: 21.00 m sec / line Monochrome: 21.00 m sec / line	
Bit Depth	Min 48 - bit color (true 48-bit hardware and software)	
Multiple File Formats	Bitmap, TIF, GIF, PDF, HTML, JPEG, FPX, TEXT, TIF iCompressed, PCX, RTF, PNG, WM	
Interface	USB 2.0 or higher	
Compatibility	Min Windows10 and Linux versions	

**Item No.4: Workstation for Enrollment**

Make & Model << To be specified >>		Compliance (Yes/No)
Make	HP/DELL	
Mother Board	OEM Motherboard	
Processor	Intel Core i3 or equivalent Processor @ 3.4 GHz with latest Q express Chipset with 8 MB Cache	

**Telangana State Police Department**

Memory Type	2X8 GB DDR4 1066 MHz - Synch DRAM UPGRADABLE to 32 GB Min. 1 DIMM Slot free for future upgrades	
Internal hard disk /speed	Min M.2 2280 512GB PCIe NVMe Class 40 Solid State Drive	
Display size	21" Wide LED 1024 X 768 Monitor of the same make of offered PC brand	
Display controller	Integrated (on board) graphics	
Bilingual Keyboard	Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard	
Pointing device	Optical Mouse with scroll wheel	
Certifications	TCO 08 / Energy Star 5.0 or above/ BEE star certified monitor RoHS for environmental safety UL citified Windows/Linux Certified	
Operating system	Windows 11 Pro 64 bit with required Antivirus	

**Item No.5: Expert workstation**

Make & Model << To be specified>>		Compliance (Yes/No)
Make	HP/DELL	
Mother Board	OEM Motherboard	
Processor	Intel Core i7 or equivalent Processor @ 3.4 GHz with Latest Q express Chipset with 8 MB Cache	
Memory Type	2X8 GB DDR4 1066 MHz - Synch DRAM UPGRADABLE to 32 GB Min. 1 DIMM Slot free for future upgrades	
Internal hard disk /speed	Min M.2 2280 512GB PCIe NVMe Class 40 Solid State Drive	
Display size	Min 27" Wide LED 1024 X 768 Monitor of the same make of offered PC brand	
Display controller	Integrated (on board) graphics	
Bilingual Keyboard	Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard	
Pointing device	Optical Mouse with scroll wheel	
Certifications	TCO 08 / Energy Star 5.0 or above/ BEE star certified monitor RoHS for environmental safety UL citified Windows/Linux Certified	
Operating system	Windows 11 Pro 64 bit with required Antivirus	

**Item No.6: Mobile Security Check Devices**

Make & Model	Papillon DS21C	Compliance (Yes/No)
Resolution of resulting image	Min 500 ppi (500 pixels per inch)	
Dynamic Range	8 bpp (8 bit per pixel)	
Signal-To-Noise Ratio	Minimum: 40 db	
Sensing Area	Single platen for taking a flat finger impression	
Scan Area	20 x 20 mm with silicon membrane	
Image Size (Maximum): – Flat Fingerprint	20 x 20 mm	
Time for scanning a fingerprint	<5 seconds	
Time for final results	<1 minute	
Image Compression Method	FBI Certified WSQ – compression (Maximum: 1:15)	
Image Quality	FBI FAP level 10 Personal Identity Verification (PIV) certified. NIST/ANSI compliance	
Fake Finger Detection	Yes	
Elastic Coating (Membrane)	Yes	
Moisture Discrimination	Yes	
Interface	USB 2.0 or above	
Power	Li-Ion 3.7v,1100mAh/connected with 5v (USB)	
Power Input	Maximum: 1 Watt	
Scanner Weight	Maximum 200 gms for USB Scanner	
Operating System	Android 4.1 and onwards	

## **Section 6- Instructions to Bidders & Evaluation Process**

### **5.1. Bidding Procedure:**

Bid should be made in three parts namely, “Pre-qualification bid”, “Technical bid” and “Financial bid” and in the format given in bid document, on e-Procurement website. The evaluation shall be sequential i.e. Stage-1 PQ + Technical and Stage -2 Financial.

Bids should be submitted on e-procurement website only.

1. EMD copy should be uploaded on e-procurement website.
2. Tenders will be accepted only from those who have purchased the Bid Document.
3. All correspondence should be with email ids mentioned in tender.

### **5.2. Completeness of Response**

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

### **5.3. Proposal preparation costs & related issues**

- i) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by facilitating the evaluation process.
- ii) This TENDER does not commit to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this TENDER.

### **5.4. Responses to Queries and Issue of Corrigendum**

- i) The Project Committee will endeavor to provide timely response to all queries. However, TSTS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does TSTS undertake to answer all the queries that have been posed by the bidders.
- ii) At any time prior to the last date for receipt of bids, TSTS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the TENDER Document by a corrigendum.

- iii) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on eProcurement portal. Such corrigendum shall be deemed to be incorporated into the TENDER.

#### **5.5. Preparation of Proposals**

- i) The Proposal as well as all related correspondence exchanged by the bidders and TSTS shall be written in English language, unless specified otherwise.
- ii) In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the TENDER. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- iii) The Technical Proposals shall contain an Executive summary giving a brief overview of the manner in which the bidder proposes to achieve the outcomes and the assessment of resources required.
- iv) The bidder is expected to submit the Technical Proposal as per the format given in TENDER. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.
- v) The Financial Proposal shall be prepared as per the format given in Appendix.

#### **5.6. Submission of Responses**

- i) The bidder shall submit the bid through e-Procurement platform only.
- ii) **The bidder shall submit (2) proposals – Pre-Qualification + Technical Proposal and Financial Proposal as per format given in Appendixes on e-procurement portal.**
- iii) The original proposals shall contain no interlineations or overwriting, except as necessary to correct the errors made by the bidders themselves. The same authorized representative who has signed the proposal shall initial the corrections.
- iv) The bidders should take care of uploading their bids & supporting documents well in advance to avoid last-minute rush & failures. TSTS will not entertain any such complaints of failure on the e-procurement portal.
- v) An authorized representative of the bidders shall initial all the pages of the original Proposals. The authorization shall be in the form of written power of attorney accompanying the proposal and supported by any evidence that the representative has been duly authorized to sign.
- vi) One copy of the documents necessary for Pre-Qualification as per the format given in TENDER shall be submitted if asked by the tender agency-TSTS. An authorized representative of the bidders shall initial all pages of Pre-Qualification documents submitted.
- vii) The bidder shall ensure that the proposal cost is quoted only in the Cost Break-up form (Form-C2) and it matches with the total cost (inclusive of taxes) quoted in the Commercial Proposal form (Form-C1).



### 5.7. **Bid Submission Format**

- i) The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the TENDER proposal.
- ii) The documents to be submitted for **Pre-Qualification** bid are:
  - a) General Information of the Bidder – Form PQ#1
  - b) Financial Turnover – Form PQ#2
  - c) Past experience – Form PQ#3
  - d) Non Blacklisting Self Declaration Certificate – Form PQ#4
  - e) Manufacturer Authorization Form (MAF) & Undertaking from OEM for product declaration – Form PQ#5
  - f) Bid Security.
- iii) The documents to be submitted for **Technical Proposal** are:
  - a) Understanding of the Project & Implementation Plan- Form TQ#1
  - b) Technical Compliance Statement for Required Items – Form TQ#2
  - c) Product Brochures, Approach & Implementation Plan, AMC/ O&M Strategy.
- iv) The documents to be submitted for **Commercial Proposal** are:
  - a) Commercial Proposal submission - Form C#1.
  - b) Commercial Cost detail breaks-up - Form C#2.  
AMC Costing for 2years after warranty period

### 5.8. **Authentication of Bid**

The original and all copies of the bid shall be typed or written in indelible ink. The original/copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be signed and stamped by the person or persons signing the bid.

### 5.9. **Disqualification of bids**

The evaluation Committee/ TSTS may at its sole discretion and at any time during the processing of tender, disqualify any BIDDER from the tendering process if the BIDDER has

- i. Late Bids -- submitted after the prescribed time of submission of bids.
- ii. False representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- iii. Record of poor performance.
- iv. Bid not accompanied by required documentation and Earnest Money Deposit (EMD) or non-responsiveness.
- v. If the technical offer contains any price information the offer will be summarily rejected.
- vi. Conditional bids.
- vii. Any attempt by a Bidder to influence the bid evaluation Process may result in the rejection of its TENDER Proposal.

**5.10. Bid Submission Format**

- The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.
- Bidder should provide Technical details with part numbers of the proposed items with make & model for technical verification in TQ bid.
- The bidder should quote in commercial bid for all the items as per the technical specifications furnished in Technical bid, otherwise the bid will be rejected.

**5.11. Clarification of Bids during Evaluation**

During evaluation of the bids, TSTS/User Department may, at its discretion, ask the BIDDER for clarification of its bid content and seek information.

**Preliminary Examination of the Bids**

- Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished,
- whether the documents have been properly signed, and whether the bids are generally in order.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the BIDDER does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- TSTS may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any BIDDER.
- Prior to the detailed evaluation, TSTS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- If a bid is not substantially responsive, it will be rejected by TSTS and may not subsequently be made responsive by the BIDDER by correction of the nonconformity.
- Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user department.
- Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
  - The projected costs for the entire contract period;
  - Past track record of bidder in supply/ services and
  - Any other specific criteria indicated in the tender call and/or in the specifications.

### **5.12. Overall Evaluation Process**

A Committee comprising officials from the Telangana State Police Dept, TSTS shall be members for evaluating the proposals/bids received for this TENDER. The decision of this Committee shall be final in evaluation of bids. The subject shall be placed before the Spl.CS - ITE&C Dept for final approval and decision:

- i) The evaluation will be **2 stages i.e., Pre-qualification + Technical (Stage 1) & Commercial** evaluation (Stage 2) of the proposal submitted by the bidders.
- ii) The bids received will be evaluated based on the Pre-qualification Criteria & Technical Criteria of the tender. Only bidders who qualify in Stage 1 will be considered for next stage evaluation.
- iii) In Technical Bid evaluation, the specifications of the offered items will be verified with the specifications mentioned in the TENDER for compliance.

The bidders may be asked to provide live-demonstration of the products using samples on the technical features & functioning of the proposed items. For demonstration purpose, the bidder should have valid demo license issued by OEM.

- iv) The Financial Proposals of TQ qualified bidders will only be opened. However, during the technical evaluation, considering the additional technical features / specifications of the proposed items by the bidders, the Committee shall have the choice to finalise the required items for consideration to next stage of evaluation. The decision of the evaluation Committee shall be final and no clarifications queries shall be entertained on the same.
- v) **The Financial Bid evaluation shall be on Least Cost method on Grand Total i.e., L1 cost method.**
- vi) The proposals will be ranked in terms of the low cost to high cost. The bidder with the overall least quote item wise will be considered for issue of Purchase Order.

### **6.18 Contract Finalization and Award**

- After opening of the Commercial bids, the Committee shall finalize the quantities to be procured in this tender based on the commercial quotes received and availability of the budget. However, it is the discretion of the Committee to drop one or more items from the scope during the evaluation.
- Based on the approval of the Evaluation Committee, TSTS will issue Purchase Order the item wise identified BIDDERS whose bid has been determined to be substantially responsive and has been determined as the best value bid (as per Overall Evaluation Process), provided further that the BIDDER has demonstrated that it is qualified to perform services required for the project satisfactorily.
- After issue of Purchase Order, the Telangana State Police Department will sign a Contract Agreement with identified bidders.

**6.19 Rights to Accept / Reject any or all Proposals**

The Evaluation Committee reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Solution Provider or Bidder or any obligation to inform the affected Solution Provider or Bidder of the grounds for Committee's action.

**6.20 ORDER CANCELLATION :**

- If the bidder fails to deliver the equipment within the stipulated time schedule or the extended date communicated by TSTS, it will be a breach of contract.
- TSTS reserves its right to cancel the order in the event of delay in delivery of equipment after giving a 2 days' notice to the vendor.

**6.21 Right to Terminate the Bid Process**

- i) TSTS & User Department may terminate the TENDER process at any time and without assigning any reason. TSTS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii) This TENDER does not constitute an offer by TSTS/User Department. The bidder's participation in this process may result in short listing of the bidder.

**6.21 Additional Instructions to Bidders**

- i) Bidder should provide all prices as per the prescribed format in this document.
- ii) All the prices are to be entered in INR only.
- iii) Prices indicated shall be inclusive of all taxes, levies, duties etc.
- iv) It is mandatory to provide breakup of all Taxes, duties and levies wherever asked for.
- v) The User Dept, reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties and levies indicated.
- vi) User Dept shall take into account all taxes, duties and levies for the purpose of evaluation.
- vii) Line items mentioned in the commercial formats are for representation purpose and Bidder may suitably add line items / merge the cost components depending upon their proposed solution.
- viii) No escalation of prices will be considered under any circumstances.

## **SECTION – 7. IMPORTANT CONDITIONS & GENERAL CONDITIONS**

### **7.1 Project Period & Contract Agreement:**

Warranty period is for **5 Years comprehensive** (including free updates/Spares-Parts/Service/Labour /On-site) from the date of commissioning for all the components.

### **7.2 Warranty Terms**

- i) All goods or materials shall be supplied strictly in accordance with the specifications, drawings, datasheets, other attachments and conditions stated in the Bid / Purchase Order.
- ii) All materials supplied by the Bidder shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and material.
- iii) In event of default originating with the design, material arising at any time during the Warranty period of 36 months from the date of Go-Live, the Bidder shall replace as may be necessary to ensure the material should function in accordance with the specification and to fulfill the foregoing Warranty without any delay.
- iv) The Bidder shall warrant that every work executed under the contract shall be free from all defects and faults in material, workmanship etc. for a period of 60 months for from the date of Acceptance test.

### **7.3 Service Level Agreement (SLA)**

- i) The Bidder should meet the SLAs during the warranty period.
- ii) The SLA is designed for rapid response to mission critical service, hardware and software application emergency. The time between the initial request for service and the time a technical person respond to the request should not exceed 2 hour. The Resolution for permanent solution to an emergency should be within 4 hours.
- iii) In case of complete system breakdown, the resolution time should be less than 2hour.

### **7.4 Clarification of bidding documents**

- i) A prospective bidder requiring any clarification of the bidding documents may notify TSTS through email. TSTS will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice.
- ii) Amendment to bidding document shall be issued if required.

### **7.5 Period of validity of bids**

- i) Bids shall remain valid for the days or duration specified in the bid document, after the date of the financial bid opening prescribed by TSTS. A bid valid for a shorter period shall be rejected as non-responsive.

- ii) In exceptional circumstances, the TSTS may solicit the bidders' consent to an extension of the period of bid & EMD validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

#### **7.6 Modification and withdrawal of bids**

- i) No bid can be modified subsequent to the deadline for submission of bids.
- ii) No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

#### **7.7 Overview of Financial bid**

The financial bid should provide cost calculations corresponding to each component of the project.

##### **Bid prices**

- i) The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
- ii) The bidder shall indicate Basic Prices and taxes, duties etc. (If required) in the form prescribed.
- iii) Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by User Department and will not in any way limit the purchaser's right to contract on any of the terms offered.
- iv) Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- v) The price quoted should be valid for a period of one year and the price quote should not be higher than the prevailing market price or the price at which sold for the previous order. If found to be higher, the bidder is liable for penalties.

#### **7.8 Force Majeure**

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder shall promptly notify the TSTS in writing of such condition and the cause thereof. Unless otherwise directed by the TSTS / User Dept. 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.

### **7.9 Termination of the Contract**

- i) In case of termination of Contract, such amounts from the payment due and payable by TSTS/ User Dept to the Bidder as may be required to offset any losses caused to User Dept as a result of such event of default shall be retained and the Bidder shall compensate User Dept for any such loss, damages or other costs, incurred by User Dept in this regard. Nothing herein shall effect the continued obligation of the Bidder / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- ii) Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder may have resulted from such default and pursue such other rights and/or remedies that may be available to User Dept under law.

### **7.10 Termination**

- i) User Dept may terminate this contract in whole or in part by giving the Bidder prior and written notice indicating its intention to terminate the Contract under the following circumstances.
- ii) Where it comes to User Dept attention that the Bidder (or bidders team) is in a position of actual conflict of interest with the interests of User Dept in relation to any of terms of the implementation agency's bid, the tender or this Contract
- iii) Where the Bidder ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the implementation agency, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, User Dept shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/Bidder, and to ensure business continuity.
- iv) **Termination for Default:** User Dept may at any time terminate the Contract by giving 30 days written notice to the implementation agency without compensation to the implementation agency in the event of default on the part of the Bidder which may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its bid, the tender or under this contract.

### **7.11 Termination for Insolvency**

The User dept/TSTS may at any time terminate the contract by giving 30 days written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder/bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the User Dept./TSTS.

### **7.12 Termination for Convenience**

- i) The User dept/TSTS may at any time by giving 30 days written notice to the Bidder/bidder, terminate the Contract, in whole or in part, for its convenience. The notice of termination

shall specify that termination is for the User dept/TSTS /Purchaser's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

- ii) The entire software infrastructure procured & used for the project will be taken over by the User Department from the date of service termination & any delay in handing over these equipment's will not be acceptable & will be viewed severely for appropriate action.
- iii) The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Bidder:-
  - If the value of the penalty for different services together exceeds 10% of the contract amount for 1 year.
  - If the Bidder becomes Bankrupt or financially insolvent during currency of the contract.
  - If it is found that the bidder has been convicted for any unlawful activities.
  - If it is found that bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

**7.13 Liquidated Damages:**

If the identified Bidder fails to deliver Services or install any or all of the systems or if any of the services fail to gain Acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in TENDER. Once the maximum is reached, the Client may consider termination of the Contract. If delivered or installed goods and/or Services cannot be put to use without the undelivered goods/Services, the damages will be calculated using the total price of the goods/services that cannot be put to use.

**7.14 Application of LD**

Liquidated damages shall be assessed as per the millstones as per schedule, submission of deliverables and its acceptance”.

**7.15 Risk Management**

Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this TENDER. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this project and take all essential steps to reduce and mitigate the risk. User dept / TSTS will have no liability on this account.

**7.16 Testing of Software & Acceptance Certificate:**

As the discretion of Telangana State FPB, acceptance tests will be conducted by the Bidder at the site in the presence of the Dept officials and / or its nominated consultants. The tests will check for trouble free operation, apart from physical verification and complete functional test of deployed System. On successful completion of acceptability test and after the Telangana State FPB officials are satisfied with the performance of the components



provided , the acceptance certificate will be issued by User Department. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the components provided.

**7.17 Delivery and Documents**

Delivery of the goods/services shall be made by the Bidder in accordance with the terms specified in the Schedule of requirements. The details of shipping and / or other documents to be furnished and submitted by the Bidder are specified below.

**For Goods supplied from abroad:**

- i) Within 24 hours of shipment, the bidder shall notify the TSTS and the Insurance Company by cable or telex or fax full details of the shipment including contract number, description of goods, quantity, the vessel, the bill of lading number and date, port of loading, date of shipment, port of discharge, etc. The bidder shall mail the following documents to the TSTS, with a copy to the Insurance Company.
- ii) Four copies of supplier's invoice showing goods description, quantity, unit price and total amount;
- iii) 4 copies of packing list identifying contents of each package;
- iv) Insurance certificate; Manufacturer's/Supplier's warranty certificate;
- v) Inspection certificate, issued by the nominated inspection agency and the
- vi) Supplier's factory inspection report; and Certificate of origin.

The above documents shall be received by the User Department at least one week before arrival of Goods at the port or place of arrival and, if not received, the Bidder will be responsible for any consequent expenses.

**For Goods from within India:**

Upon delivery of the goods to the user, the bidder shall notify the TSTS/User Department and mail the following documents to the TSTS/User Department:

- i) Four copies of the bidder invoice showing goods description, quantity, unit price total amount;
- ii) Delivery note, or acknowledgement of receipt of goods from the user;
- iii) Manufacturer's or Supplier's warranty certificate;
- iv) Inspection Certificate issued by the nominated inspection agency, and the Supplier's factory inspection report.
- v) Certificate of Origin;
- vi) Insurance policy;
- vii) Excise gate pass Octroi receipts wherever applicable duly sealed indicating payments made; and
- viii) Any of the documents evidencing payment of statutory taxes.

The above documents shall be received by the TSTS/User Department before arrival of the Goods (except deliver note and where it is handed over to the user with all documents) and if not received, the Bidder will be responsible for any consequent expenses.

**7.18 Insurance**

- i) It is suggested that the goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery up to user site.
- ii) The insurance should be for replacement value from “Warehouse to warehouse (final destination)” on “All Risks” valid upto 3 months till completion of delivery, installation and commissioning.

**7.19 Transportation**

Transport of the goods to the project site(s) shall be arranged by the bidder at his cost.

**7.20 Hardware & Software Installation:**

The bidder is responsible for all unpacking, assemblies, wiring, installations, cabling between computer units and connecting to power supplies. The Bidder will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the computer hardware at all installation sites.

**7.21 Incidental services:**

The Bidder may be required to provide any or all the following services, including additional services:

- i) Performance or supervision or maintenance and/or repair of the supplied goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Bidder of any warranty obligations under this Contract, and
- ii) Training of TSTS and/or its user organization personnel, at the Bidder’s site and / or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied goods and services.
- iii) Prices charged by the Bidder for the preceding incidental services, if any, should be indicated separately (if required), and same will be mutually negotiated separately.

**7.22 Spare parts**

- i) The Bidder may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Bidder.
- ii) Such spare parts as the TSTS may elect to purchase from the Bidder, provided that this election shall not relieve the Bidder of any warranty obligations under the contract and
- iii) In the event of termination of production of the spare parts, an advance notification to the TSTS of the pending termination, in sufficient time to permit the TSTS to procure needed requirements and
- iv) The Bidder shall ensure availability of spares in stock at his nearest service centre for immediate delivery such spare parts as: (a) are necessary for a minimum of 5years of operation after installation at the Purchaser’s sites (b) are necessary to comply with specifications.

**7.23 Packing**

1. The Bidder shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
2. The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the TSTS.

**7.24 Maintenance service**

1. Free maintenance services including spares shall be provided by the Bidder during the period of warranty. User, at its discretion may ask the Bidder to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the Bidder shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter.
2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 48 hours.
3. The Bidder will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.
4. In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the Bidder.
5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be.

**7.25 Resolution of Disputes:**

- i) The User Department and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- ii) If, after thirty (30) days from the commencement of such informal negotiations, the User Department and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- iii) The dispute resolution mechanism shall be as follows:

*In case of a dispute or difference arising between the User department and the bidder relating to any matter arising out of or connected with this agreement, such disputes or difference*

*shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at Hyderabad, Telangana State only.*

**7.26 Governing Language**

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

**7.27 Applicable law**

The contract shall be interpreted in accordance with appropriate Indian Laws.

**7.28 No Interest for Performance Guarantee**

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

**7.29 Notices**

- i) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- ii) A notice shall be effective when delivered or tendered to other party whichever is earlier.

**7.30 Arbitration (As per the State Government rules)**

- i) The selected bidder shall indemnify state against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark / copy right arising from the use of the supplied services or any part thereof.
- ii) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Spl.CS Information Technology & Communications, Government of Telangana for final decision and the same shall be binding on all parties.
- iii) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the selected implementing firm.
- iv) The Selected Bidder, User dept and TSTS shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or

reenactment, thereof. The arbitration proceedings shall be held in Hyderabad, Telangana, India.

**7.31 User License and Patent Rights**

- i) The bidder shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and Telangana State Police (FPB) is required to pay compensation to a third party resulting from such software piracy, the Bidder shall be responsible for compensation including all expenses, court costs and lawyer fees. The Telangana State Police -FPB will give notice to the Bidder of such claim, if it is made, without delay.
  
- ii) The bidder shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

**7.32 Confidentiality**

Please note that the software related activities as specified in the Tender are confidential. It shall be the repository of the Bidder to take all necessary precautions and measures to maintain utmost confidentiality with regard to each and every stage of work.

The Bidder's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.

**7.33 ADDITIONAL CONDITIONS OF CONTRACT-**

1. Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- I. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
  
- II. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  
- III. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above
  
- IV. If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

3. Procuring Entity's Right to Vary Quantities (i) If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
  
4. Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
  - a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
  - b. 50% of the value of goods or services of the original contract.

**Formats for Bidding**

**Bid Letter Form**

From:

(Registered name and address of the bidder)

To:

**The Managing Director,**

Telangana State Technology Services (TSTS),

2nd Floor, HACA Bhavan

Hyderabad-Pin-500004

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated..... Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum as mentioned in commercial bid which may vary in accordance with the schedule of prices attached herewith and coverage options made by TSTS or its user organization.

If our bid is accepted, we undertake to:

1. Provide services/ execute the work according to the time schedule specified in the bid document and I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons; and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
4. We do hereby undertake that in the event of acceptance of our bid, and the work shall be started at designated places within as per the time lines from the date of Award of Contract.
5. We enclose the complete Bid enclosing all documents / information as required in the tender document

**Telangana State Police Department**

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6. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders 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 a tender and the conditions of the Contract applicable to the tender and we do hereby undertake to the project as per these terms and conditions. The deviations from the above Technical specifications, Services and Terms & Conditions are only those mentioned in TENDER.
  
8. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statement or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
  
9. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Date:

Bidder's signature  
and seal.



**Tender Ref. No.....**

**Bid Security (EMD) Format**

*(To be issued by a bank scheduled in India and having at least one branch in Hyderabad incase bidder is submitting EMD in the form BG)*

Whereas..... (Here in after called "the Bidder") has submitted its bid dated.....(Date). For the execution of.....(Here in after called "the Bid") KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at..... (Here in after called the "Bank") are bound unto the (hereinafter called "Managing Director, TSTS, HYDERABAD") in the sum of ..... for which payment well and truly to be made to the said TSTS itself, its successors and assignees by these presents.

The conditions of this obligation are:

- a. If the bidder withdraws its bid during the period of bid validity or
- b. If the bidder , having been notified of the acceptance of its bid by the TSTS during the period of bid validity:
  - 1) fails or refuses to execute the contract form if required; or
  - 2) fails or refuses to furnish the performance security, in accordance with the bid requirement;
- c. bidder submits fabricated documents

We undertake to pay the above amount upon receipt of its first written demand, without the TSTS having to substantiate its demand, provided that in its demand the will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee of Rs. -----will remain in force up to..... and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Date:

Signature of the Bank  
and seal.

**TenderRef. No.....**

**Performance Security Form (PBG)**

*(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)*

To: ..... (Address of TSTS)

WHEREAS..... (Name of Vendor) hereinafter called “the Vendor” has undertaken, in pursuance of Contract No..... Dated ... (Date), to supply..... called “the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs. .... and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs..... . (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ..... day of..... (Date)

Place:

Date:

Signature and seal of Guarantors

**CONTRACT FORM**

**(Sample Only—Not to be filled up)**

Contract Ref No: \_\_\_\_\_

THIS AGREEMENT is made on \_\_\_\_\_ day of \_\_\_\_\_

BETWEEN

(1) The Managing Director, Telangana State Technology Services Limited, 2<sup>nd</sup> floor, HACA Bhavan, Opp. Assembly, Hyderabad, Telangana., India, (hereinafter called “the Purchaser”), on behalf of Commissioner of Police, Hyderabad and

(2) \_\_\_\_\_ a company incorporated under the laws of India and having its registered office at \_\_\_\_\_. (Here in after called “the Supplier”).

WHEREAS the Purchaser invited bid for certain goods and ancillary services viz., Supply and Installation of \_\_\_\_\_ for supply at \_\_\_\_\_ and has accepted a bid by the Supplier for the supply of those goods and services in the sum of Rs. \_\_\_\_\_ (\_\_\_\_\_.) including all taxes and duties (hereinafter called as “the Contract Price”)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of bid document referred to

1. Scope of the Work

Brief outline of the work: To Supply & Installation of \_\_\_\_\_ at \_\_\_\_\_ . The detailed scope is as covered in TENDER and subsequent clarifications.

2. Contract Documents

2.1. Contract Documents

The following documents shall constitute the Contract between the User and the Supplier, and each shall be read and construed as an integral part of the Contract:

- i) This Contract Agreement and the Annexures attached to the Contract Agreement
- ii) Notification of award
- iii) Minutes of TCPC meeting held on \_\_\_\_\_
- iv) Pre – bid conference minutes
- v) Bid document Ref No. \_\_\_\_\_ Dt. \_\_\_\_\_

3. Order of Precedence

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in 2.1 (Contract Documents) above, provided that Schedule of Amendments shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in 2.1 above.

4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5. Brief particulars of the goods and services which shall be supplied /provided by the Supplier are as under:

#	EQUIPMENT SUPPLIED	QTY	UNIT PRICE	TOTAL PRICE
GRAND TOTAL				

- 5.1. TOTAL VALUE : : \_\_\_\_\_
- 5.2. DELIVERY SCHEDULE : \_\_\_\_\_
- 5.3. WARRANTY: : \_\_\_\_\_
- 5.4. SUPPLIERS RESPONSIBILITY : \_\_\_\_\_
- 5.5. UP TIME % : : \_\_\_\_\_
- 5.6. EXIT CLAUSE : : \_\_\_\_\_
- 5.7. PAYMENT TERMS : \_\_\_\_\_

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:  
in the capacity of Managing Director, TSTS  
in the presence of

For and on behalf of the Supplier

Signed:  
in the capacity of-----, M/s. \_\_\_\_\_

in the presence of \_\_\_\_\_

**Telangana State Police Department**

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**Form – PQ#1-General Information of Bidder**

Name of the Bidder:

#	Description	Supporting Documents with page nos.
1	Name of the Company	
2	Date of Incorporation (Registration Number & Registering Authority) PAN No. and GST	ROC, PAN & GST.
3	Legal Status of the Company in India & Nature of Business in India	Public Ltd Company/ Private
4	Address of the Registered Office in India	
5	Name & e-mail id, Mobile number, fax of the Contact Person	Name & Designation Mobile: Email:
6	Web-Site	
7	Certification Details (if any)	
8	EMD details	Amount: DD No. & Date Name of the Bank: Valid up to :
9	Proof of purchase of bid document	Receipt No: Date of purchase:

Place:

Bidder's signature & seal

Date :

**Form P2- Financial Details of the Bidder**

*(To be submitted on bidders letter head)*

<b>Sno</b>	<b>Financial Year</b>	<b>Total Turnover</b>	<b>Net Worth of Company</b>
1			
2			
3			

1. *Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years shall be submitted as supporting evidence by the CAs.*
2. *The bidder should submit certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.*
3. *Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor).*

Place:

Bidder's signature& seal

Date :

***Form P3- Past Experience Details of the Bidder***  
***(To be submitted on bidders letter head along with supporting documents)***

Description of Item	Details
Name of the Client Department	
Contact address & details of the department	
Value of the Item supplied/ Project Rs.	
Items supplied in the project	
Date of Start of Work (DD/MM/YY)	
Date of Completion of Work (DD/MM/YY)	
Identified bidder should submit any of the following: i. PO / Work order from Client ii. Work completion certificates / Performance Certificate from client dept. duly signed by the authorized signatory from the Client end. iii. Work satisfactory certificate from the client dept.	
<b>Enclosures submitted: Yes / No</b>	

**NOTE:**

- *Separate sheets may be attached to elaborate the projects undertaken*
- *Necessary project completion certificate / satisfactory progress certificate must be provided as documentary evidence of the projects executed*
- *Please submit supporting documents to support the claim and the certificates must be signed by Senior Executive/ Deputy GM of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.*
- *Bidder should submit installation certifications/ delivery challan, Work order copies from the client certified by the Statutory Auditor).*

Place:

Bidder's signature& seal

Date :

**Form P4 - Declaration Regarding Clean Track Record**  
***(To be submitted bidders letter head)***

To,

The Managing Director  
Telangana State Technology Services Limited  
HACA Bhavan,  
Hyderabad 500004, India

Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER Document [No. \_\_\_\_\_]. I hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, World Bank and any other major Enterprise/Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. Further, declaring that no cases pending against the firm/organization either in Government (State or Union) or as mentioned above for involvement in cases for supply of sub-standard goods/material or track record of supply of inferior quality or no enquiries on past supplies are being conducted or underway. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



**Form P5 - Details of Service Centres in Southern Region/Telangana**  
**(To be submitted on bidders letter head)**

<b>S.No</b>	<b>Full Address of service center</b>	<b>Contact person with phone No./ email address</b>	<b>No. of Support Engineers</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Form – PQ #6**

**Format for the Manufacturer Authorization Form & Undertaking**

(TO BE SUBMITTED BY THE OEM ON ITS LETTER HEAD & TO BE ENCLOSED IN THE BID DOCUMENT)

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

To,  
The Managing Director,  
Telangana State Technology Services,  
HACA Bhavan, Hyderabad, India

**Sir,**

Reference No.: \_\_\_\_\_ Dated \_\_\_\_\_ for

- A. We \_\_\_\_\_, (name and address of the OEM) who are the original manufacturers of items \_\_\_\_\_ hereby authorize \_\_\_\_\_ to bid and conclude the contract with you against Tender No \_\_\_\_\_ for the following goods & services viz---(item & model number to be mentioned) which are manufactured by us . As an OEM we assure & honor to undertake timely supply and back to back support with services and spares for the offered product for a period of 5 years as applicable by the comprehensive warranty terms of this tender directly through us or our channel partners, distributors, authorized service centers.
- B. We also certify that \_\_\_\_\_ are latest & not in End of Life & we authorize to provide technical service support, warranty and upgrade support for the items being bidded by us as OEM/channel partner.
- C. The goods being supplied under this tender are not at the end of their life period and can survive for a period of 3 years.
- D. We also undertake to provide or make available the required spares for the products manufactured/supplied for the said tender for the warranty period of 5 years as mentioned in the TENDER.
- E. We undertake to provide necessary software, software updates/patches for the supplied goods for free of cost.
- F. We assure that regular updates/information shall be provided to the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis and the OEM representatives shall be available for any support services requested from time to time.
- G. We also certify that our company--\_\_\_\_\_ is not blacklisted by any State/Central Government department/agencies, Public/Private Sector Units.

Name of the OEM Authorised signatory  
signature  
Signature, Seal & Date

Name of the Bidders Authorised  
signature  
Signature, Seal & Date

**Form T -1**  
**Technical Compliance Sheet**

Item wise technical compliance statement as per technical specifications mentioned in TENDER of this document (taking in to consideration all the amendments issued to this document, if any) is to be submitted in the following format:

**Schedule:**

**Item Name:**

**Make & Model:**

Sl. No.	Parameter/ Feature	Specification of proposed item along with Part Code, Qty. & Description if any (Partcode details must be provided if available)  (Only one make and model)	Compliance (Complied/Higher/Lower) &  Detailed Technical Specification	OEM Details (Name, Address, E-Mail, Mobile Nos.)	Reference for proof of compliance (Required docs to be uploaded along with technical bid)	Quality Certificate for the item if any
A	B	C	D	E	F	G
					(Detailed reference such as doc name, para no. page no. etc. should be provided)	

Please attach Technical specifications compliance sheet (only on OEM's letter-head) and provide reference number in this column. (Deviations, if any, should be appropriately mentioned & highlighted in the compliance/ deviation column.

**Note:** The Specifications of Hardware & System Software indicated by the most responsive bidder shall be arranged by the department. Software version numbers and Hardware Model, Part and Sub-part numbers of items are to be clearly stated by the Bidder in Technical bid.

All the participating bidders are required to fill up & submit the table for each participating item along with detailed technical specifications sheet/ brochures.

**Place & Date:**

**Bidder's signature and seal**

**Form T -2**  
**Understanding of the Project**

A Brief technical proposal by the bidder on Project Scope, Understanding of the project, technologies proposed covering the following and other issues related to project:

- a) Technical Approach and Methodology to supply the Equipments
- b) Features of the offered Product and its use cases/applicability
- c) Training methodology & plan
- d) Key staff to Install & handle the technical support
- e) Maintenance during the warranty period
- f) Any other details

*Place:*

*Date:*

*Bidder's Signature  
with Seal*

**Form –T3- Check List**

*Compliance/Agreed/Enclosed/ Deviation Statement*

*The following are the particulars of compliance/deviations from the requirements of the tender specifications.*

<b><i>Bid document reference</i></b>	<b>Remarks</b>
1.Delivery period	
2. Form P-1	
3. Form P-2	
5. Form P-3	
6. Form P-4	
7. Form P-5	
8. Form P-6	
9. Form T-1	
10. Form T-2	
11. Commercial Bid	
12. Pre-qualification criteria	
13. Technical specifications	
14. General instruction to bidders	
15. Bid evaluation Process	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:

Bidder's signature

Date :

and seal

NOTE: For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

**FORM T4 : CERTIFICATE OF CONFORMITY/ NO DEVIATION**  
{to be filled by the bidder}

To,  
{Procuring Entity},

\_\_\_\_\_

**CERTIFICATE**

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum technical specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations and assumptions.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization

Date:

Place:

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**Form C #1-Commercial Proposal Forms**

[Location, Date]

To: [Addressed to MD TSTS]

Dear Sirs:

We, the undersigned, offer to provide for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].

This amount is inclusive of the Domestic taxes such as ----- (*Indicate the amounts against each*). We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

**Form C#2-Detailed Commercial Proposal Forms**

#	Component	Qty nos	Unit Cost Rs.	Tax	Total Cost Rs.
a	b	c	d	e	f=cX(d+(d x e))
<b>1. Biometric Enrollment location - Hardware Components</b>					
1a	HD Web Cameras for FRS photographs	5			
1b	IRIS Scanner for capturing IRIS	5			
1c	Flatbed Scanner	5			
1d	Workstations for Enrollment Stations	5			
1e	Measurement tools for Height measuring scale, weighing machine. focus lamp/tube light etc.	5 sets			
<b>2. Biometric Enrollment location - Software Components</b>					
2a	New plugins to be added as per the new CrPI Act, 2022 to capture biometric measurement as mentioned in the scope of work.	5 sets			
<b>3. Mobile Biometric Check Device</b>					
3a	Single Finger Live Scanner Device with soft membrane	5 nos			
3b	Face Search and comparison tool Software (in existing android mobile/tab running TSCOPS software)	5 nos			
<b>4. Expert Workstation</b>					
4a	AMBIS Expert Workstation (Desktop Computer)	2 nos			
4b	<b>Expert Workstation (Papillon AFIS Client) software for</b>	2 sets			
	IRIS client software				
	FRS client software with verification and report generation features				
	Footprint impression software plugin for expert verification and report generation features				
	Fingerprint, palm print, photograph matching and verification software.				
<b>5. Server Components (Software)</b>					
5a	Upgradations of Complete Server-side software consisting of Capturing, storing, indexing & matching:	1 set			
	Upgradation of existing Papillon AFIS with Neural Network and AI/NN-based matching system				
	IRIS,				
	FRS,				
	Footprints, Biometric measurements, signature and other measurements (store and indexing tag values only)				
Implementation on turnkey basis with customization as per the requirements of TS Police.					
<b>6. Server Components (Hardware)</b>					
6a	Backup SSD NAS Box (in place of Tape Library)	1 no			
<b>7. Training</b>					
7a	AMBIS Administration training	2 no			
7b	AMBIS Expert and Enrollment Training	62 no			
<b>Grand Total</b>					

**In Words** \_\_\_\_\_



**Telangana State Police Department**

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**Form F3- Annual Maintenance Cost**

#	Component	AMC Cost for 6 <sup>th</sup> Year (1 <sup>st</sup> year after Warranty) Rs. (incl.all)	AMC Cost for 7 <sup>th</sup> Year (2 <sup>nd</sup> year after Warranty) Rs. (incl.all)
	<b>1. Biometric Enrollment location - Hardware Components</b>		
	<b>2. Biometric Enrollment location - Software Components</b>		
	<b>3. Mobile Biometric Check Device</b>		
	<b>4. Expert Workstation with software</b>		
	<b>5. Server Components (Software)</b>		
	<b>6. Server Components (Hardware)- Backup SSD NAS Box</b>		
	<b>Grand Total</b>		

**Note:**

1. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.
2. The Commercial evaluation shall be arrived on Grand Total.
3. AMC costing is being obtained for information only and shall not be considered for arriving L1 bidder. However, the L1 bidder should match the AMC –L1 value.

***Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of User Department.***

***Place & Date***

***Bidder's signature and Seal***

**--END OF DOCUMENT--**