



## **Request for Proposal (RFP)**

### **Supply of Layered Voice Analyzer (LVA) for State FSL, Bhubaneswar**

Tender No: 29-RFP-Layered Voice Analyzer-2024-25

Date: 29/11/2024

Tender Fee: Rs.500 /-

**A.I.G. of Police (Provisioning)  
Tender Calling Authority  
At/Po- Buxibazar, Cuttack, PIN – 753001**

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## **1. Disclaimer**

RFP document is neither an agreement nor an offer by the Odisha Police (the "Authority") to the prospective Applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposals pursuant to this RFP. The Authority does not make any representation or warranty as to the accuracy, reliability, or completeness of the information in this RFP document and it is not possible for the Authority to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by Authority in relation to the consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. Each prospective Applicant should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

Authority will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that the Authority is bound to select an Applicant or to appoint the Successful Applicant, as the case may be, for the firm and the Authority reserves the right to accept / reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Authority also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Application in response to this RFP.

The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

Authority reserves the right to change/ modify/ amend any or all provisions of this RFP document. The amended RFP will be made available on the website of Authority.

### **Key Definitions:**

- i. "AUTHORITY" means Odisha Police, Office of the D.G & I.G. of Police, Odisha, Cuttack
- ii. "BIDDER" means the agencies/firms submitting proposal against this RFP
- iii. "AGENCY" means the selected bidder to carry out the assignment in accordance with the terms defined in this RFP
- iv. "Applicable Law" means the laws and any other instruments having force of law in India from time to time
- v. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by Odisha Police, Office of the D.G & I.G. of Police, Odisha, Cuttack
- vi. "Contract Value" means the price payable to the selected bidder under the Contract for the complete and proper performance of its contractual obligations.
- vii. "Day" means Working day as defined by Government of Odisha
- viii. "Services" means the work to be performed by the Agency pursuant to the selection by Odisha Police and to the contract to be signed by the AGENCY

## 2. Notice Inviting Tender



**Odisha Police**

**Office of the D.G & I.G. of Police, Odisha, Cuttack**

**Tel. :0671-2304001,**

**Website: [www.odishapolice.gov.in](http://www.odishapolice.gov.in), Email : [dirtsfsl.orpol@nic.in](mailto:dirtsfsl.orpol@nic.in)**

**RFP No. 29-RFP-Layered Voice Analyser-2024-25 Date : 29.11.2024**

Online Bids through e-Tender Portal <https://tendersodisha.gov.in> are invited from the eligible bidders for procurement of Voice Analyser along with accessories for State FSL, Bhubaneswar during the current financial year 2024-25 as per the schedule mentioned below.

<b>Events</b>	<b>Date</b>
RFP Issue Date	29.11.2024
The Prospective bidders are requested to submit their queries relating to the tender through Mail ID – <a href="mailto:dirtsfsl.orpol@nic.in">dirtsfsl.orpol@nic.in</a> & <a href="mailto:aig-prov.odpol@gov.in">aig-prov.odpol@gov.in</a> by 05.12.2024 by 05.00 PM. In this connection a pre-bid technical committee will be held in virtual mode and the link will be sent through mail for the meeting. The pre-bid date is tentatively nature and subjected to postponement which be duly informed through mail	Venue _ O/o the State FSL, Rasulgarh, Bhubaneswar - 751010
RFP Publication of corrigendum (if any) and Submission Start Date & Time	After Completion of Pre-bid query meeting
RFP Submission Due Date and time	19.12.2024
Date & Time of Opening of Technical Bids	20.12.2024
Date & Time of Opening of Financial Bids	To be intimated qualified Bidder
Tender Document fee	500/-
EMD (Earnest Money Deposit)	65,000/- (Sixty Five Thousand)

The bid document with all information relating to the bidding process including cost of bid document, Prequalification criteria and terms & conditions are available in the websites: <https://tendersodisha.gov.in> The Authority reserves the right to accept / reject any part thereof or all the bids without assigning any reason thereof.

**A.I.G. of Police (Provisioning,  
Cuttack, Odisha  
(Tender Calling Authority)**

### **3. Instruction to the Bidders**

1. The Odisha Police –Odisha Police (Tender Inviting Authority) is a Govt. organization working under Home Department, Govt. of Odisha.
2. The bid documents published by the Bid Inviting Officer (Procurement Officer/Publisher) in the e-procurement portal <https://tendersodisha.gov.in> will appear in the "Latest Active Tender". The Bidders/ Guest Users can download the Bid documents from 29/11/2024 and submit it online by 19/12/2024 5.00 PM after which the same will be removed from the list of "Latest Active Tender".

#### **3.1 PARTICIPATION IN BID**

##### **3.1.1 PORTAL REGISTRATION:**

The bidder intending to participate in the bid is required to register in the e-procurement portal using an active personal/official e-mail ID as his/her Login ID and attach his/her valid Digital signature certificate (DSC) - Class II or III to his/her unique Login ID. He/ She has to submit the relevant information as asked for about the bidder. The portal registration of the bidder is to be authenticated by the State Procurement Cell after verification of original valid certificates/documents such as (i) PAN and (ii) Registration Certificate (RC) / GST Certificate (for Procurement of Goods) of the concerned bidder. The time period of validity in the portal is co terminus with validity of RC/ GST. Any change of information by the bidder is to be re-authenticated by the State Procurement Cell. After successful authentication, bidder can participate in the online bidding process.

##### **3.1.2 LOGGING TO THE PORTAL:**

The Bidder is required to type his/her Login ID and password. The system will again ask to select the DSC and confirm it with the password of DSC as a second stage authentication. For each login, a user's DSC will be validated against its date of validity and also against the Certificate Revocation List (CRL) of respective CAs stored in system database. The system checks the unique Login ID, password and DSC combination and authenticates the login process for use of portal.

##### **3.1.3 DOWNLOADING OF BID:**

The bidder can download the bid of his / her choice and undertake the necessary preparatory work off-line and upload the completed bid before the closing date and time of submission.

##### **3.1.4 CLARIFICATION OF BID:**

The registered bidder can ask questions related to the online bid in the e-procurement portal before the pre-bid meeting. The Odisha Police Headquarters, At-Buxi Bazar, Cuttack, Contact No. 0671-2339517 or State e-Procurement cell help desk 1800-3456765, 0674-2530998 for assistance in this regard.

##### **3.1.5 PAYMENT OF COST OF BID DOCUMENTS:**

The detail guideline for payment of Cost of Bid Document is mentioned at General Condition of contract

##### **3.1.6 SUBMISSION AND SIGNING OF BID**

The detail guideline for submission of & signing of bid is mentioned at General Condition of Contract

Note :For management of space the bidders can serially arrange their scanned documents as per Annexure 1,2(all pages should be signed by authorized signatory with seal and then to be scanned) and create two equalized PDF files and upload them to avoid any space constraint.

The **BOQ** file (Excel file) is to be uploaded in the **price bid**.

#### 4. General Definitions

##### 4.1 General Definitions

- 4.1.1 *Department* means Odisha Police under Home Department, Government of Odisha.
- 4.1.2 *Government* means Government of Odisha.
- 4.1.3 *Bid / Tender Inviting Authority* is the Odisha Police or authorized person of Odisha Police (A.I.G. of Police (Provisioning), Odisha, Cuttack, who on behalf of the User Institution/Government or the funding agencies calls and finalize bids and ensure supply, installation and after sales service of the equipment's procured under this bid document.
- 4.1.4 *Tender Evaluation Committee & Technical Committee* are Committees authorized by the D.G. & I.G. of Police, Odisha, Cuttack to decide on the purchase of the items to be procured by the Odisha Police.
- 4.1.5 *User Institutions* are the Odisha Police under Home Department, Govt. of Odisha for which the items under this bid is procured.
- 4.1.6 *De-recognition/ Debarment* – the event occurring by the operation of the conditions under which the bidders will be prevented for a period of 3 years from participating in the future bids of Tender Inviting Authority, more specifically mentioned in the Specific Conditions of Contract and General Conditions of Contract of this bid document, the period being decided on the basis of number of violations in the bid conditions and the loss/hardship caused to the Tender Inviting Authority on account of such violations.

#### 5. Objective

The primary objective of procuring Layered Voice Analyser the Odisha Policewould likely to enhance the investigative capabilities by leveraging advanced technology for crime detection, prevention, and evidence analysis. Specifically, the objectives could include:

##### i. Enhanced Interrogation Efficiency

- Analyse voice patterns to detect stress, emotions, or deception during interrogations.
- Provide actionable insights for investigators based on vocal cues.

##### ii. Strengthening Forensic Analysis

- Aid in authenticating voice recordings used as evidence.
- Compare voice samples for suspect identification or verification.

**iii. Improved Crime Detection**

- Assist in identifying truthfulness or inconsistencies in statements.
- Support investigations involving threats, extortion calls, or ransom demands by analyzing audio samples.

**iv. Streamlining Case Resolution**

- Reduce dependency on traditional methods by using data-driven, technology-backed solutions.
- Speed up the investigation process through quick voice analysis results.

**v. Training and Skill Development**

- Train police personnel in advanced interrogation techniques and voice analysis methods.

This procurement would be a step toward adopting modern policing tools to ensure efficient law enforcement and public safety.

**6. Scope of Work:**

The purpose of this RFP is to procure **Layered Voice analyser** for Odisha State Police to enhance interrogation techniques, support forensic analysis by verifying the authenticity and stress patterns in voice samples, and improve evidence collection for court use. This technology will expedite investigations and contribute to more efficient crime-solving efforts. The layered voice analyser must meet the following specifications:

**7. Technical Specifications**

SI No.	Specification	Sub-Specification	Value
1.	Basic information	Category	Software
		Type of modes	Online mode(Real-time analysis), Offline Mode(Recorded material analysis)
		Applications	Forensic investigation
		Name of Software / Appliance	Layered Voice Analysis (LVA 6.50)
		OEM Model / Part No	LVA 6.50
		Software / appliance Description	Online Mode: Face to Face interrogation real time analysis of Vocal parameter. Online Mode through Telephone Offline Mode: Provides in-depth analysis of pre-recorded conversation. Measure Emotional level, Cognitive level, Deception, stress, Risk, thinking level, SOS, Lie Stress
		Software /Appliance Version	LVA 6.50
		DATE OF LAUNCH OF VERSION	11/12/2020
2.	Features and functionality	Complex voice processing algorithms	Yes



	parameters (golden)	Speech database	Yes
		Interrogation testing	Yes
		Detection of Deception	Yes
		Decision-supporting and investigative tool	Yes
		Microphones	Yes
		Devices	Telephone lines, microphones
		Creates a customized blueprint of the voice	Yes
		Multi-Language voice input	Yes
		Security screening	No
		Designed for multi-channel recording systems	No
		Techniques	Speech analysis
		Floating display	Yes
		Offline voice sample in real-time scenario	Yes
		Psychological parameters on the vocal input	Yes
		Identify and measure emotional activities and deception	Yes
		Absolute accuracy	80-90%
		Online pitch measurement	No
<b>3.</b>	Features and functionality parameters (generic)	Stress and Deception in Speech	Yes
		Analyzes vocal patterns	Yes
		Baseline voice pattern	Yes
		Reveal a person's emotional state	Yes
		Content independent	Yes
		Records, categorizes and analyzes incoming voice segments from any source of audio	Yes
		Open-ended questions (does not require yes-no answers)	Yes
		Quality monitoring	Yes
		Automated report generation	Yes
		Capable of screening calls	No
		Easy to learn and operate	Yes
		Bar display	Yes
		Detect excitation pattern	Yes
		Pitch tracking	Yes
		Waveform recording with real time	Yes
<b>4.</b>	Supported hardware	Minimum RAM Size required	8 GB
		CPU required	i5 or higher
		Operating Systems supported	Win 10 or higher
		Supported Devices	USB HASP, USB MICROPHONE, USB PHONE

	requirements		CONNECTOR
		Supported Servers	NA
		Maximum user operating capability	Up to 25
5.	Generic Parameters	Free Up-gradation to Higher Version	Yes
		Valid Licence copy to be provided	Yes
		Software supplied through	Media, Pre-loaded
		Certifications/Benchmarking of Software Products	Customer satisfactory certificate
		Installation and Demonstration	Yes
		No of days Training to be Provided at Site	Upto 5
		List of items included in the package	LVA 6.50 SOFTWARE, LAPTOP, USB HASP (USB DONGLE), USB PHONE CONNECTOR, MICRO PHONE, HEADPHONE, USB SPEAKER

## 8. Qualification Criteria

The bidder must meet the below eligibility criteria to be considered for further short listing purpose

Sr. No.	Basic Requirement	Specific Requirement	Documents Required
1	Entity Type	Bidder must be Company registered under Companies Act, 1956 or any of its amendments thereafter or Partnership registered under Indian Partnership Act, 1932 or any of its amendments thereafter or Proprietor registered under Shops and Establishment Act.	<ul style="list-style-type: none"> <li>• Copy of Certificate of incorporation / Registration certificate with relevant authority</li> <li>• PAN Card</li> <li>• GST Registration certificate and GST Clearance certificate upto March 2023</li> </ul>
2	Existence of Firm	The Bidder should be in business in the supply installation, maintenance and providing training for DNA Consumable Kit to govt agencies for at least last Five (5) years as on date of bid submission	<ul style="list-style-type: none"> <li>• Work order or Agreement</li> <li><b>Or</b></li> <li>• Payment Proof</li> <li><b>Or</b></li> <li>• Completion Certificates or Satisfactory Certificate</li> </ul>
3	Turnover	I. The <b>Bidder</b> shall have average annual turnover of not less than 66 Lakhs in last three consecutive financial years out of last four financial years (Financial years 2020-21, 2021-22, 2022-23,2023-24) II. The OEM shall have average annual Turnover of not less than 132 Lakhs in last three consecutive financial years out of last four financial years (Financial years	CA Certificate/ Audited Balance Sheet clearly stating turnover

		2020-21, 2021-22, 2022-23,2023-24)	
4	Relevant Experience	The bidder must have supplied same/similar products to any Govt Agencies in last 3 years as on date of bid submission.	Work order copy from the client stating the quantity of quantification kits.
5	Quality Credential	The Bidder Should have valid ISO 9001 & 27001 Certification.	Copy of ISO certificates
6	OEM Authorisation	The bidder has to submit the tender specific valid authorization certificate(s) from the Original Equipment Manufacturers (OEMs) for the entire product which is mentioned in Technical Specification	OEM Certification.
7	Blacklisting And Pending Petitions	Bidder shall not have been debarred / blacklisted till bidding period by Central Govt. /State Govt. / Public Sector Undertaking / any other Local Body or body established under or in the control of the Central or state Government on the date of submission of their Bid.	Self-certification on furnished with 20 rupees stamp paper

The bidder meeting the criteria mentioned above shall be eligible for financial bid opening.

#### 9. Evaluation of Bid

Selection may be made on LCS Least Cost Selection method, which mean the bidder quoting the lowest rate shall be identified as preferred bidder.

#### 10. Deliverables

Vendors need to supply the layered voice analyser **within 30 days** from date of issuance of Purchase order.

#### Location of Delivery of Project

Name of Office : O/o Director State FSL  
 Address : Rasulgarh, Bhubaneswar, 751010  
 Contact Details : [difsfl.orpol@nic.in](mailto:difsfl.orpol@nic.in)

#### 11. Payment Terms

100% payment on successful supply, installation and training of layered voice analyser.

#### 12. Performance Security

The Bidder shall be submitting the Performance Security equivalent to 5% of the agreement value in the form of a Bank Guarantee

**13. Conflict of Interest**

Conflict of interest exists in the event of conflicting assignments, typically monitoring and evaluation of the mandate being executed by the selected bidder in the future.

**14. Anti-corruption Measure**

- a) Any effort by Bidder(s) to influence the Authority in the evaluation and ranking of commercial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- b) A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- c) In such cases, the Authority shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

**15. Legal Jurisdiction**

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

## **Annexures**

## 16. Annexure 1 : Technical Bid Format

### Technical Bid Format

#### (To be submitted in Technical Bid Envelope)

The documents must be arranged serially as per order mentioned below:

1	Name of the Firm/Company	
2	Name of the Authorized Signatory and Designation	
3	Address & Contact Details	
4	E-mail ID	
5	Registration Details: Company/ Firm	Certificate of Incorporation/ Registration PAN Card GST Registration Certificate Bank Account & RTGS details
6	Experience in similar field	Work order/ Contract Agreement Copy Filled up for per Annexure-2
7	Annual average turnover of Rs.65 Lakhs for Bidder and 130 Lakhs for OEM in the last three financial years (i.e. 2021-22, 22-23 and 23-24)	Annual Turnover Statement certified by Chartered Accountant as per Annexure-3 Filed IT return of last 3years
8	The Firm/ Agency should not have been blacklisted/banned by Central/State Govt.& PSU/	Self-certification on furnished with 20 rupees stamp paper
9	Submission of undertakings for Bid terms & conditions acceptance.	To be submitted on the Letter Head
10	The bidder has to submit the tender specific valid authorization certificate(s) from the Original Equipment Manufacturers (OEMs) for the entire product which is mentioned in Technical Specification	To be submitted on the Letter Head of OEM
11	Technical Specification Compliance sheet/form	Should be on Bidder letterhead with for Each Equipment separately
12	Non-refundable RFP Document Fee of Rs.-500/-	Demand Draft
13	Earnest Money Deposit (EMD) of Rs.65,000/- along with Offer Document.	Demand Draft

**Place:**

**Date:**

**Bidder's Signature**

**17. Annexure 2: Summary of Technical Capability**

**(To be submitted in Technical Bid Envelope)**

<b>Name of the Assignment</b>	<b>Name/ Address of the Organization</b>	<b>Date of Award of Assignment</b>	<b>Value of Work Order In Rs.</b>

**Note:** Please furnish the Work order/Contract Agreement copy only in support of the information mentioned above.

**Place:**

**Date:**

**Bidder's Signature**

**18. Annexure 3: Financial Capability of Bidder/Agency Annual**

**Turnover Statement (To be signed by Certified Chartered Accountants)**

**(To be part of Technical Bid Envelope)**

The Average Annual Turnover for the last three financial years of M/s \_\_\_\_\_ Are given below and certified that the statement is true and correct.

<b>Year</b>	<b>Annual Turnover in Rs.</b>	<b>Average Annual Turnover</b>
<b>2021-22</b>		
<b>2022-23</b>		
<b>2023-24</b>		

**Average annual turnover for the above three years in Rs. (In words \_\_\_\_\_**

**Date:**

**Signature of Auditor/**

**Chartered Accountant**

**Place:**

**Name:**

**Seal:**



**19. Annexure 4: Template of financial bid**

**(To be submitted in Financial Bid Envelope)**

<b>SI No.</b>	<b>Description of Item</b>	<b>Qty</b>	<b>Total Amount Quoted by the bidder (Inclusive Of All Taxes) (INR in Lakhs)</b>
1	<b>Layered Voice Analyzer</b>	<b>1</b>	
	<b>Total</b>		

**Note:**

1. The quoted rates shall be inclusive of Logistics, training etc.
2. All Quoted rate are inclusive GST.

**Date:**

**Place:**

**Bidder's Signature**

**20. Annexure 5 : Format for Pre-Bid Queries**

<b>Name of the Bidder</b>				
<b>Name of the Sender</b>				
<b>Designation</b>				
<b>Sr. No.</b>	<b>Page no.</b>	<b>Clause Reference</b>	<b>Clause Description</b>	<b>Modification/ Clarification required</b>