

**e-TENDER CALL NOTICE****Office of the D.G & I.G. of Police, Odisha, Cuttack****Schedule of Tender:**

Sl. No.	Event	Tentative Schedule		
		Sl. No.	Name of the Items	Approximate Quantity
1	<b>Equipment / Items for Up-gradation of Legal Interception System</b>	1.	Main Server	1 No.
		2.	Processing Server	1 No.
		3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.
		4.	Client Workstations (Desktop)	15 nos.
		5.	IMS Software and Database	4 nos.
		6.	Client Software	15 nos.
		7.	Connectivity	As per Network requirements
		8.	Project Architecture	(should be modular allowing for expansion)
		9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)
2	Publication of advertisement in Newspapers (if applicable)	21.2.2022		
3	Display of Tender documents in M/s. MSTC website ( <a href="http://www.mstcecommerce.com/eproc">www.mstcecommerce.com/eproc</a> )	21.2.2022		
4	Start of registration of Bidders on MSTC website	21.2.2022		
5	Start of Download of Bidding Documents	21.2.2022		
6	EMD	Bid Security declaration to be submitted. (Annexure-H)		
7	Start date for submission of Techno commercial bid and price bid on website of MSTC	21.2.2022		
8	Last date & Time for submission of Techno commercial bid and price Bid on the website of MSTC	14.3.2022 up to 5.00 PM		
9	Opening of Techno Commercial Bids	15.3.2022 at 11.30 AM		
10	Announcement of Technically Qualified Bidders and intimation to Bidders by email	22.3.2022		
11	Opening of Financial Bids of Technically qualified bidders	23.3.2022		
12	Display of comparative statement of the Financial Bids	To be intimated later		
13	Reverse Auction date & time	To be intimated later		
14	Issue of LOA	To be intimated later		

Any change to the above schedule shall be notified on the MSTC website. Interested parties are advised to regularly check these websites.

**e-TENDER CALL NOTICE**

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

1. e-tenders are invited from the Original Equipment Manufacturers (OEM) or their Authorized Agent for up-gradation of Legal Interception system of CID, Crime Branch, Rasulgarh, Bhubaneswar under the Scheme of MPF-2019-20 as listed below.

<b>Equipment / Items for Up-gradation of Legal Interception System</b>		
Sl. No.	Name of the Items	Approximate Quantity
1.	Main Server	1 No.
2.	Processing Server	1 No.
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.
4.	Client Workstations (Desktop)	15 nos.
5.	IMS Software and Database	4 nos.
6.	Client Software	15 nos.
7.	Connectivity	As per Network requirements
8.	Project Architecture	(should be modular allowing for expansion)
9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)

2. Name of items along with detail Technical Specifications, probable requirements against each item may be seen from the Web site of MSTC LIMITED i.e. [www.mstcecommerce.com/eproc/](http://www.mstcecommerce.com/eproc/). The quantity may vary during indent of the items depending upon budgetary allocation.
3. Date of Issue of e-Tender documents from **dtd. 21.2.2022**
4. Last date for receipt of e-Tender on **dtd. 14.3.2022 up to 5.00 PM**
5. Date for opening of e-Tenders / Technical Bids on **dtd. 15.3.2022 at 11.30 AM**

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

**e-TENDER CALL NOTICE**  
**Office of the D.G & I.G. of Police, Odisha, Cuttack**

**e-Tender Call Notice No.**  
**Tender Document No. I**

1. e-tenders are invited from the Original Equipment Manufacturers (OEM) or their Authorized Agents for up-gradation of Legal Interception system of CID, Crime Branch, Rasulgarh, Bhubaneswar under Scheme of MPF 2019-20 as listed below. (List separately enclosed as Annexure-A).

<b>Equipment / Items for Up-gradation of Legal Interception System</b>		
Sl. No.	Name of the Items	Approximate Quantity
1.	Main Server	1 No.
2.	Processing Server	1 No.
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.
4.	Client Workstations (Desktop)	15 nos.
5.	IMS Software and Database	4 nos.
6.	Client Software	15 nos.
7.	Connectivity	As per Network requirements
8.	Project Architecture	(should be modular allowing for expansion)
9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)

2. Name of items along with detail technical Specifications, probable requirements against each item may be seen from MSTC LIMITED i.e. [www.mstcecommerce.com/eproc/](http://www.mstcecommerce.com/eproc/). The quantity may vary during indent of the items depending upon budgetary allocation.
3. Tender calling authority has the right to accept or reject the Tender(s) without assigning any reason thereof.
4. This tender shall remain valid for 1 year from the date of finalization of approved bidder for any of the listed items by the Purchase Committee or till the next tender floated by the indenter for same item whichever is earlier.
5. Date of Issue of Tender Documents on **dtd. 21.2.2022**
6. Last date for receipt of e-Tender on **dtd. 14.3.2022 up to 5:00 PM.**
7. Date for opening of e-Tenders / Technical Bids on **dtd. 15.3.2022 at 11.30 AM.**
8. The Tenders received after the stipulated date will not be taken into consideration and liable for rejection.
9. All disputes which may arise relating to tender are subject to judicial jurisdiction of the competent Court at Cuttack only.
10. It is to certify that this tender document **contains 35 pages.**

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

**ANNEXURE-A**

**APPROXIMATE REQUIREMENT OF EQUIPMENT / ITEMS TO BE PURCHASED FOR UP-GRADATION OF LEGAL INTERCEPTION SYSTEM OF CID, CRIME BRANCH, RASULGARH, BHUBANESWAR UNDER THE SCHEME OF MPF 2019-20.**

<b>Equipment / Items for Up-gradation of Legal Interception System</b>		
<b>Sl. No.</b>	<b>Name of the Items</b>	<b>Approximate Quantity</b>
1.	Main Server	1 No.
2.	Processing Server	1 No.
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.
4.	Client Workstations (Desktop)	15 nos.
5.	IMS Software and Database	4 nos.
6.	Client Software	15 nos.
7.	Connectivity	As per Network requirements
8.	Project Architecture	(should be modular allowing for expansion)
9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)

**E-Tender Call Notice No.\_\_\_\_\_**

**Tender Document No. II**

**GENERAL CONDITIONS OF THE CONTRACT**

1. The bidder / Supplier shall essentially be
  - a) An Original Equipment Manufacturer  
or
  - b) An Authorized Agent of the OEM having running business in the tendered item with good business track record.

The bidder in proof of he being an OEM / Authorized Agent shall submit authenticated documentary evidence in this regard. The proof submitted earlier in some other context shall not be treated as valid and sufficient.

2. The e-tenders (also called bids), not submitted in prescribed format or in the prescribed manner, shall be rejected by the Tender Committee at the risk and responsibility of the bidder.
3. All the information as called for in the tender document should be submitted truly clearly, legibly, transparently, unambiguously and without the use of abbreviations.
4. All the rates and amounts shall be quoted in Indian Rupees (IR) and shall be presumed to be in Indian Rupees unless specifically permitted to be quoted otherwise in this tender document.
5. The rates quoted shall be valid for a period of one year counted from the last date of receipt of the bids or submission of tenders.
6. Each page of this tender document should be signed by the bidder with seal in token of having read, understood and accepted the terms and conditions of this contract.
7. For the Companies and Corporations making the bids, the tender document shall be signed by the Managing Director. If it is otherwise, the authority to sign the tender paper on behalf of the Company / Corporation shall be enclosed. In case of partnership Firm, it shall be signed by the active Partner. In case of a Proprietary Firm, the tender document shall be signed by the Proprietor.
8. "Legal Status" of a bidder shall mean either proprietorship or partnership or private / public limited company or otherwise (to be specified), as the case may be.

9. All the documents and papers submitted with the bid should be either in English or in Odia and shall be authenticated under the seal and signature of the bidder unless specified otherwise in the tender document.
10. All the promotional and technical literature of the products intended to be supplied should be submitted for proper appreciation of the bid, whether or not; specifically called for in this tender document. This literature should also be in English or Odia.
11. Submission of more than one competitive bid by the same firm in response to the tender call notice is prohibited. All Such bids except one received first will be cancelled at the discretion of the authority calling the bids. A bidder may however, offer in his bid more than one product of the same Original Equipment Manufacturer (OEM), if in his opinion all such products meet the prescribed technical specifications. In that case, he should submit "technical bids" of all such products separately but in the same prescribed format, in the same sealed single cover. Separate "financial bids" should also be submitted similarly in the same sealed single cover (see below for the meaning of sealed cover).
12. The bidder may use separate piece of paper, where the space provided in the formats in this tender document for submission of information, is not sufficient. The information in the separate sheet of paper shall be in prescribed format and its page should be serially numbered and duly authenticated.
13. All the information submitted or supplied in the formats of this tender document shall be presumed to be true to the best of the knowledge of the bidder.
14. No firm/Company without valid GST Registration number and PAN shall be eligible for submitting bids. Firms blacklisted shall also not be eligible for participating in the bid.
15. Copies of Valid Registration Certificates issued by competent Authorities under the GST Acts and Copy of PAN shall be enclosed to the Tender document. In no case other certificates issued by authorities in lieu of such certificates shall be accepted.
16. Copies of income Tax return, Audited Balance Sheets, P/L a/c and Trading a/c of, previous year along with copies of CST/GST returns of previous year need also be enclosed to the Tender document.
17. At the time of opening of Tender/Financial bid the bidder will have to satisfy the competent authority that he is not only authorized as per his Registration Certificates to deal in the tendered item but he has also a running business in such items and he has the ability to supply the tendered quantity in prescribed time limit and to meet the warrantee conditions of the product.
18. The bidders of Odisha will have to submit GST Clearance Certificate in prescribed form obtained from competent authority and the bidders from outside the state shall submit an undertaking in the form of an affidavit (in enclosed format) stating that they have no business in Odisha and have no liability under the Odisha GST Act, at the time of submission of Tender.

19. The bid security (EMD), if called for, shall either be in the form of Demand Draft / FDR / Banker's Cheque of a Scheduled Bank payable at Cuttack or by pledging of NSC / FDR / Postal Savings Pass Book, all in favour of A.I.G. of Police (Provisioning), Odisha, Cuttack. EMD shall be returned immediately after the rejection of a bid. The DD/FDR/ Banker's Cheque etc. shall be returned in original with or without reverse endorsement as required for the refund. EMD of the successful bidders shall be retained till the supplies are successfully delivered as per order or adjusted against "Performance Security" (defined on condition No.10 of Special Conditions of the Contract) as per conditions of performance security agreement. If, Bid security declaration form is asked for, then the bidder have to submit bid security declaration form instead of EMD.
20. **This tender document has prescribed a two-bid format for submitting the offers. It contains the "Technical" (Tender document No.V) and "Financial" (Tender document No.VI) bid formats. Both the bids shall be submitted online in "Technical-Cover I" and "Financial-Cover II" bid. Bidder has to upload respective documents under Cover I and Cover II online., The remaining part of this tender document including General Conditions of the Contract (Tender Document No.II), Special Conditions of Contract (Tender Document No.III), General Bid (Tender Document No.IV) and all Annexure A, B, C, D , E, F,G and H.**

The e-tender will be on two bid system i.e. Techno-commercial Bid & Price Bid. The bidder shall submit the e-tender in two parts i.e. Part -I and Part – II. Part-I is Techno-commercial Bid and Part - II shall be only Price Bid. Both the bids (Techno Commercial & Price Bid) shall be uploaded in the portal of MSTC (mstc e commerce link [www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)).
21. No document as required and mentioned in the General/ Special conditions of contract shall be enclosed to the technical bid/ Financial bid documents unless otherwise specifically mentioned there in. All required documents shall be enclosed to the General bid proforma duly authenticated and serially numbered and page marked.
22. The tenders or the bids should be uploaded online only. No physical copies required to be sent offline
23. All or any of the tenders (or bids) submitted can be rejected without assigning any reason thereof. No claim, whatsoever, shall be admissible for the alleged loss/damage suffered by the bidders on account of such rejections.
24. The Tenders/bids received in the prescribed time shall be opened by the tender committee at the prescribed date time and place. Any bid found incorrect or incomplete in any manner would be summarily rejected by the said committee.
25. The "Technical" bids shall be opened and scrutinized by the Technical Committee, only in respect of the bidders who have been found to fulfill all the prescribed criteria and conditions of this tender document other than technical specifications of the products. Only branded products shall be accepted unless otherwise mentioned in special conditions of the contract.

26. All the products, failing to fulfill the prescribed technical specifications, shall be rejected. Decision of the Technical Committee in this respect shall be final and binding. The Technical Committee may examine (i) Experience and past performance on similar contract for last two years (ii) Capability with respect to personnel, equipment and manufacturing facilities (iii) Financial standing through latest ITCC, Annual Report(Balance Sheet and P/L Account) of last three years.
27. The bidder shall have to submit in separate paper mentioning complied or not complied against each column of the technical specification given in the tender document.
28. Notwithstanding an offered product meeting the prescribed technical specifications, it may be rejected, if it has not been tried and tested or used in Odisha Police with satisfaction. It may also be rejected if the bidder fails to successfully demonstrate its product before the Technical Committee.
29. "Financial bids" shall be opened only in those cases, where one or more of the offered products have fulfilled the prescribed technical specifications. All financial documents like Registration Certificate issued under GST Acts and IT Acts, GST clearance Certificate, IT and ST returns, Audited Balance sheet, Trading a/c and P/L a/c shall be verified at the time of opening of financial bids.
30. All the prices quoted shall be F.O.R., destination i.e. **Bhubaneswar** which means that prices shall include the cost of delivery at destination if nothing otherwise is mentioned in the Special condition of contract.
31. The Purchase Committee shall discuss and deliberate on the past performance, experience, production capacity, financial strength etc. of the bidders/suppliers as recommended by the Technical Committee, besides the rates quoted by them and select the L-I bid in most transparent manner, taking into consideration the relevant provisions of OGFR and Circulars and notifications issued by the Government of Odisha from time to time, so as to ensure that the purchases are effected in most prudent and economical manner, without compromising the prescribed quality, from the most eligible bidder.
32. Financial negotiations with firms other than the lowest bidder shall not be held without obtaining the prior approval of Government.
33. The authorities are not bound to accept the lowest financial bid.
34. The order for supply may be placed on the successful bidders but the technical specifications (or quality requirements) for the purpose of supply shall be those, which were offered and accepted by the Technical Committee and not those specified in the tender document. It shall not be necessary for the office of the D.G. & IG of police to place a single order for the entire requirement. Order for the same item but on identical terms and conditions may be placed by different wings of the office such that the total orders placed shall roughly correspond to the quantity mentioned in the tender document. The bills for payment shall be submitted, accordingly, on different wings placing the order.



35. On delivery, the supplies or products shall be inspected to verify the quantity and to see whether those are in accordance with the technical specifications (or quality requirements) for which the order was placed. If it turns out to be otherwise, the acceptance of delivery shall be refused at the risk and responsibility of the supplier. Further the articles found damaged shall not be counted as accepted until repaired or replaced to the satisfaction of the authorities.
36. Short/ Part deliveries may not be accepted. All the items ordered must be supplied in full, for claiming even the part payment.
37. All the transit risk shall be the responsibility of the supplier.
38. User manuals of the product shall be supplied without being asked for and without being mentioned in the supply order. Moreover, it should be in English.
39. The supplier has to supply the indent *within* the time specified in the supply order. Failure to supply the indent in full within the stipulated period as mentioned in the supply order may lead to forfeiture of EMD/Performance security and blacklisting of the suppliers. If at all the delivery is allowed to be accepted after the due date, Liquidated Damages (LD) @ 0.5 % of the total amount of order(excluding taxes) per week or part thereof shall be charged, however that the LD shall not exceed 5% of the amount of order.
40. The supplier shall submit an undertaking given by him or the OEM committing to supply spare parts for the maintenance of the supplies for a period of at least 10 years from the date of delivery.
41. The supplier shall give a "Performance Warrantee" for a minimum period as mentioned at Sl.10 in the Special Conditions of Contract. The "Performance Security" may be forfeited partly or fully for failure to fulfill the terms and conditions of supply and post sales commitments/ obligations. The Bank Guarantee if furnished towards performance security should be enforceable and payable at Cuttack and shall be valid for the period of warrantee. (Performance Security has been defined on condition No.10 of Special Conditions of the Contract.)
42. All the clarifications sought from the bidders/ suppliers on technical specifications of the products or otherwise shall be promptly submitted in a transparent and unambiguous manner.
43. Terms & Conditions of the tender documents can't be negotiated for variation without obtaining prior approval of Govt.
44. Entire tender document, duly filled in, shall be treated as part of the contract agreement for supplies in case of the successful bidders and shall be submitted in original.
45. All the disputes shall be subjected to the jurisdiction of civil Courts situated at Cuttack.
46. The bidders shall submit all required documents along with tender. Under no circumstances a bidder would be allowed to make any addition / alternation in any document related to tender or to submit required documents after receipt of tender by the tender calling authority.

47. Deduction of Tax at source shall be made at the appropriate rate in the applicable cases where the total value of supplies of taxable goods or services or both, under a contract where total values of such supplies exceeds Two lakh and fifty thousand rupees.
48. Any objection / suggestion / complaint by any bidder with regard to tender shall be intimated in writing to the tender calling authority. The Chairman / Members of Technical / Purchase Committee would not entertain any correspondence / discussion in the above matter.
49. The supplier has to supply the indent *within* the time specified in the supply order. Failure to supply the indent in full within the stipulated period as mentioned in the supply order may lead to cancellation of supply order, forfeiture of EMD/Performance security and blacklisting of suppliers. Further, Firm may be blacklisted on the following grounds.
- (a) Misbehavior/threatening of departmental and supervisory officers during execution of work/tendering process.
  - (b) Involvement in any sort of tender fixing.
  - (c) Constant non-achievement of milestone on insufficient and imaginary grounds and non-adherence to quality specifications despite being pointed out.
  - (d) Persistent and intentional violation of important conditions of contract.
  - (e) Security consideration of the State i.e., any action that jeopardizes the security of the State.
  - (f) Submission of false/ fabricated/ forged documents for consideration of a tender.
50. Restriction on public procurement for bidders of certain countries:-

I) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

II) "Bidder" (Including the term 'tenderer', 'consultant' or 'service provider' in certain contest) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial judicial person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

III) "Bidder from a country which shares a land border with India" for the purpose of this Order means:-

- a. An entity incorporated, established or registered in such a country ; or
- b. A subsidiary of an entity incorporated, established or registered in such a country ; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country ; or
- d. An entity whose beneficial owner is situated in such a country ; or

- e. An Indian (or other) agent of such an entity ; or
- f. A natural person who is a citizen of such a country ; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

IV) The beneficial owner for the purpose of (iii) (d) above will be as under:

- 1. In case of company of Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more judicial person, has a controlling ownership interest or who exercises control through other means.

Explanation-

- a. "controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company;
- b. " Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders arrangements or voting arrangements;
- 2. In case of partnership firm, the beneficial owner is the natural person(s) who, whether acting along or together, or through one or more judicial person, has ownership of entitlement to more than fifteen per cent of capital or profits of the partnership;
- 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting along or together, or through one or more judicial person, has ownership of or entitlement to more than fifteen per cent of the property or capital or profits of such association or body of individuals;
- 4. Where no natural person is identified under(1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- 5. In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V) An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

Bidder to submit certificate in prescribed format Annexed with Bid document as Annexure-F

Signature and Seal of the Bidder

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

**SPECIAL CONDITIONS OF THE CONTRACT****Short e-Tender Call Notice No. \_\_\_\_\_****Tender Document No. III**

1. The Special Conditions given here shall prevail over the General Conditions.
2. **Bid Security (E.M.D.):** No Earnest Money Deposit (EMD) required in this Bid. However the bidder have to submit a Bid Security Declaration Form duly signed (Annexure-H)
3. **QUANTITY:** online bids in this tender document have been invited for the supply of the items listed below. The approximate quantity required has been mentioned against each. Detailed technical specifications of each item are available in the Annexure of "Special Conditions of the Contract" enclosed herewith.

Sl. No.	Particulars of the Item	Approx. Quantity	Technical Specifications	EMD (In Rs.)
1.	Main Server	1 No.	Annexure - ( B )	Bid Security Declaration Form (Annexure-H)
2.	Processing Server	1 No.		
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.		
4.	Client Workstations (Desktop)	15 nos.		
5.	IMS Software and Database	4 nos.		
6.	Client Software	15 nos.		
7.	Connectivity	As per Network requirements		
8.	Project Architecture	(should be modular allowing for expansion)		
9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)		

4. The quantities mentioned above are subject to variations. The rates quoted shall continue to be valid even if the quantities of items mentioned above are varied.
5. It shall not be necessary to bid for all the items mentioned above. The firms / companies may bid for one or more of the items depending on their convenience and submit E.M.D. accordingly. The items above do not necessarily consist of a single piece of equipment. It may be composition of inter-connected or inter-related appliances. Bidding is not permitted for the components obtained by splitting an item. Bidding is also not permitted for a part of the quantity of an item indicated above.
6. If any equipment / item consist of different components, the bidder shall have to quote price for each component separately in the Financial Bid in the prescribed format enclosed in the Tender document including installation charges, if any

7. The bidder shall submit along with this tender document a list of names, complete addresses, Telephone / Fax numbers of the customers to whom, the items, for which the bid has been submitted, have been supplied and installed in the last three years, if any. A clear unambiguous statement shall be made if an item has not been sold anywhere in India so far.
8. The supplies shall be delivered to the authorities at the place indicated below.

All items	Name of the Authority & his address	Quantity
	Legal Interception Unit, CID, Crime Branch at SFSL Campus, Rasulgarh, Bhubaneswar.	As per supply order

9. The working of the equipment shall be demonstrated successfully and expenses incurred on demonstration shall be borne by the supplier.
10. The supplier shall organize training to acquaint the employees of the Organization regarding operation of the equipments at their own cost.

11. **Performance Security:** The successful bidder shall have to enter into an agreement with the Tender Calling Authority for successful completion of supply / installation of the tendered items after proper inspection within stipulated period and also for performance warrantee of all the items from the date of supply / installation up to a period of **3 (three) years** as per Annexure-B of the tender document. In this regard the bidder has to furnish the security deposit at the rate of **3%** of the total amount of the order excluding all taxes in the form of NSC / Post Office Savings Bank A/c / FDR / Bank Guarantee from any Nationalized Bank duly pledged in favour of Tender Calling Authority. However, the local MSE bidder, if selected, shall be required to pay 25% of the value of performance security.

12. Notwithstanding anything contained in the General Conditions of contract a new / fresh brand of product / equipment not tried, tested and used in Odisha Police may be accepted subject to meeting the prescribed technical specification and approval of Technical Committee.

13. All the supplies made shall be subject to a minimum period of warranty of **3 (three) years from go live and AMC cost for next two years after the warranty period is over** as per Annexure-B of the tender document.

14. The supplier shall repair or replace at his cost any component of the supplies that may go out of order during the warranty period. The repair and replacement shall as far as possible be carried out within the premises, where the equipment has been installed. If, however, it is necessary to take the equipment to the workshop of the supplier, it must be repaired and re-installed successfully in its premises within 48 hours counted from the time Service Call is placed. Failing so replacement equipment in working condition shall be supplied till return of the equipment.

The penalty shall be calculated in the following manner and shall be adjusted against **"Performance Security"**.

$$\text{Penalty} = \frac{\text{Cost of the unit article / software}}{5 \text{ (years)} \times 365 \text{ (days)}} \times \text{No. of days in operational (48 hrs after reporting)}$$

15. If an equipment or supply goes out of order within the warranty period and the supplier is informed about it, it must be attended to within 48 hours counted from the time, service call is placed.

16. **Pre-delivery inspection:** Not required.

17. **PAYMENT:** No advance payment shall be made. 100% of the payment will be made on delivery of supplies, successful installation and demonstration subject to clause 10 above.

18. **SAMPLE / DEMONSTRATION / POWER POINT PRESENTATION:** With regards to following items, the firms need not submit sample along with their bid / offer but they shall demonstrate the quoted model for inspection / consideration by the Technical Committee during its meeting. Whoever does not give demonstration as per our above directions, their Tender shall be rejected.

Sl. No.	Name of items to be purchased
1.	Main Server
2.	Processing Server
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.
4.	Client Workstations (Desktop)
5.	IMS Software and Database
6.	Client Software
7.	Connectivity
8.	Project Architecture
9.	Accessories

19. Bidder intending to participate in the tender is required to submit Odisha GST clearance certificate in form no.612. The foreign companies/bidders from outside the state who intend to participate in the tender and who have not been registered under the OGST Act may be allowed to participate in the tender without having any GST clearance certificate subject to condition that they will submit undertakings in the form of an affidavit indicating there in that they are not registered under the OGST Act as they have no business in the state and they have no liability under the OGST Act.

20. The selected Tenderer will have to enter into an agreement with the Tender calling Authority. The Agreement bond form duly filled in indicating the amount of "Performance Security" at the required rate as mentioned above and signed by the Tenderer with the attestation and common seal affixed with special adhesive stamp **(Non Judicial) not less than worth of Rs.10/-(Rupees ten) only should be submitted within 15 days on receipt of information from State Police Head Quarters, Odisha, Cuttack. The first of the tender agreement should be written on the non judicial stamp paper of Rs.10/-.If stamp paper of Rs.10/-denomination is not available a number of small denomination may be used in that place.**

Signature and Seal of the Bidder

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

**ANNEXURE – B****TECHNICAL SPECIFICATIONS OF THE EQUIPMENT / ITEMS TO BE PURCHASED FOR UPGRADATION OF LEGAL INTERCEPTIO SYSTEM OF CID, CRIME BRANCH, RASULGARH, BHUBANESWAR****1. UP GRADATION OF LEGAL INTERCEPTION SYSTEM**

ITEMS	SPECIFICATIONS
Main Server	HP/IBM/DELL Processor: Dual Intel Xeon Silver 16 core Processor, RAM- 64GB HDD- 5X4 TB ,7200 RPM, SAS Hard Disks in Raid 5 configuration, Power supply : Redundant power supply, OS- Windows/Linux and MSSQL/MYSQL respectively with automatic 20 TB/more data back storage
Processing Server	HP/IBM/DELL Processor: Dual Intel Xeon Silver 16 core Processor ,RAM- 64 GB ,HDD- 5X4 TB ,7200 RPM, SAS Hard Disks in Raid 5 configuration Power supply : Redundant power supply OS- Linux/Windows, MSSQL /MYSQL respectively along with GPRS SDR and LBS data base
IMS Store and Forward Servers	HP/IBM, 18" monitor, Key Board/ Mouse (USB),Processor- Dual Intel Xeon Octa core , RAM- 32 GB HDD- 4X 1TB ,7200 RPM ,SAS Hard Disks in Raid 5 configuration ,Ethernet: Quad Port Gigabit Power Supply- redundant power supply OS- Windows/Linux, Single Port voice Logger Card (1*E1)
Ethernet Convertors	Leased line with Ethernet output from TSP to CMC ( Speed 10 mbps for Each line)
Software Up gradation	IMS Software or better
Video Decoding Software	Video decoder ( all type ie WMV,AVI,AVCHD,FLV,F4V,SWF,MKV,WEBM. HTMLS.MPEG,MP4,MOV. ETC
Switch	24 port L3 switch
LAN	Switch (32 port)
Networking Rack	Rack LCD Conole (1U) 42 U Server Rack with Accessories to have main server & processing server
Power Supply	10 KVA online UPS with 30 Mins backup along with Accessories, necessary cabling for UPS and power connection
Moveable Work Station Device	HP/Dell Core i-7, 32 GB RAM, 1TB HDD, windows 10/11 OR above with 21.5" Screen, TFT Monitor

**Description of Hardware & Software**

Sl. No.	Items	Qty.	Description / Specifications
1.	Store and Forward	4 nos.	Servers from reputed Companies (HP/IBM/Dell only) with

SPHO/Cuttack/HO/10/21-22/ET/10[Items for LI System]

	Server to be installed at TSPs. end with up gradation of IMS Server.		HP/IBM, 18" monitor, Key Board/ Mouse with anti virus software (USB),Processor- Dual Intel Xeon Octa core , RAM- 64 GB,HDD- 4X 1TB,7200 RPM. SAS Hard Disks in Raid 5 configuration ,Ethernet: Quad Port Gigabit ,Power Supply- redundant power supply OS- Linux ,Single Port voice Logger Card ( 1*E1) with DIP/SS7 and PRI ISDN signaling support or SIP Signaling.
2.	Client Workstations (Desktop)	15 nos.	HP/Dell Core i-7, 32 GB RAM, 1TB HDD, windows 10/11 or above with 21.5" Screen, TFT Monitor with Headphones. (smart listening technology), Anti-Virus.
3.	IMS Software and Database	4 nos.	Interception of calls on E1 with SS7 signal link / SIP signaling or both. Interception of Call Related Information (CRI) received in ETSI format on Ethernet Port including GPRS data etc. Forward intercepted information over 10 Mbps leased line to the Monitoring Centre. In case of off line, all the data will be stored. Interoperability - The IMS Software should work seamlessly with the existing Monitoring Centre database. Should have password protection facilities. Should support existing Hardware and Networking equipment.
4.	Client Software	15 nos.	The Client Software should be a Windows based Graphical User Interface(GUI) for monitoring and analysis of intercepted calls (Voice) and Call Related Information (CRI) and have below mentioned features: There will be 15 Nos. of Client Work Stations at Monitoring Center The Software should allow users to listen to the calls in real time. Allow the users to add multiple remarks. The Software should be capable to handle additional Client Workstations (up to 30) in future without any extra payment. Should allow users to monitor calls in offline with transcription feature. Comprehensive searching and sorting features to quickly access the information from the database. Built-in Analytics features with the Unified GUI. Visual Link Analysis Up to 6 degree/levels allowing users to directly view/monitor calls between any two nodes seamlessly. Dynamic filters on edge count, degree count, date, time etc. Automatic grouping of calls. Time Line Analysis with respect to a specific number. Automatic Call Categorization on the basis of pre-defined pairs of number. Support monitoring of Mobile Internet Services like GPRS packet etc. of different Service Providers in the unified



			<p>GUI.</p> <p>Integration of CRI and SRI (Session related information of GPRS data) with Call and storage of call details like called number, Calling number, IMEI, IMSI, and Cellular/Cell site etc.</p> <p>Provisioning for analyzing the pattern of calls including incoming, outgoing and SMS, MMS etc.</p> <p>The Software should allow for simultaneous online listening of calls in real time on all user terminals (Work Stations).</p> <p>Multiple query system for analysis of calls / CDRs etc. received from the store and forward system.</p> <p>Automatic decoding of SMS message received in the CRI / Store Forward system also it should be able to decode SMS in different language (Hindi, Odiya and other regional languages).</p> <p>Facility to take backups of the calls with complete data transcript and voice intercepts on CD and other storage devices.</p> <p>The system should have provision to remove old data as per requirement.</p> <p>System should be capable to analyze and mark conference calls, forwarded calls etc. and tag the CRI with voice content properly.</p> <p>Tools to define complex queries through a user friendly GUI. The administrator should also be able to distribute queries to users so that they can run queries smoothly.</p> <p>The users should be able to view the real time status of active calls while doing any other monitoring activity like transcription etc.</p> <p>The user should be able to select multiple offline calls to be played with time parameter</p> <p>The user should be able to export selected data and calls with simple formats.</p> <p>A separate tool shall also be provided to view the exported data with list, search, sort and play (with features like forward, rewind, amplify, change speed with pitch correction etc.) features.</p> <p>There should be audio-visual pop-up alerts on the user screen whenever a specific target is active in real time.</p> <p>The system Software should be capable of interception more than 2000 targets simultaneously with three months back up and 4000 hours of recordings.</p> <p>Should support existing Hardware and Networking equipment.</p> <p>The Software customization facilities detailed herewith may be modified in future by Odisha Police as per actual requirements.</p>
5.	Connectivity	As per	Each Service Provider shall be connected to Monitoring

SPHO/Cuttack/HO/10/21-22/ET/10[Items for LI System]

		Network requirements	Centre via dedicated 10Mbps and above Leased Line. The number of Service Provider can be increased hence system should be capable of adding new Service Providers in future. The Leased Lines shall be provided by user agency The vendor shall provide necessary Networking equipment for leased lines.
6.	Project Architecture	-	System architecture should be modular allowing for expansion which should be specified by the vendor.
7.	Accessories	As per Network requirements	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)
8.	Miscellaneous	-	The Vendor has to install Hardware and Software at Four Service Providers end and at Monitoring Centre. All the Operating System (OS) and Database Software with license. The Vendor shall provide on-site training to administrators and users. The Vendor shall provide a Resident Engineer for smooth functioning and 24x7 support of Legal Interception System. Administrator or its assistant of the Monitoring Centre will have to access any type of operation as well as access to the Store and Forward Server installed at TSPs. premises. They should have privilege to create as many as users and administrators, distribution of L.I. numbers, partitioning of L.I. numbers, deletion of calls, provide user name and passwords to its clients etc.
9.	Warranty	-	3 years from go live
10.	AMC	-	AMC cost for next two years after the warranty period is over.
11.	Item wise cost	-	Break up of item wise cost is to be submitted with the undertaking that individual items will be supplied at the rate quoted in the bid.
12.	<b>NB: - (1) A bidder can be allowed, on his written request, to modify his software as well as change his quoted model device of same brand having extra and better feature during the demonstration without any extra cost. But, the decision of technical committee in this regard will be the final and binding.</b> <b>(2) The place of delivery of the articles for inspection will be at Legal Interception Unit, CID, Crime Branch at SFSL Campus, Rasulgarh, Bhubaneswar for installation. The successful bidders will be informed for the installation and successful functioning of the system.</b>		

Signature and Seal of the Bidder

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

**GENERAL BID FORM**

**Tender Document No. IV**

1. Name  
Full Address.  
Fax No.  
Telephone No.  
E-mail of the firm.
2. Legal status of the firm.
3. Items for which you have submitted the bid.
4. For which of the items above you are the  
Original Equipment Manufacturer (OEM)
5. Give the location and Address of your  
factory.
6. For the items listed at (3) above and where  
you have submitted the bid but you are not  
the OEM, indicate against each of the names  
of the OEM.
7. Kindly confirm by writing ' Yes ' or ' No ' only  
that you have been authorized by the respective  
OEMs either as dealer or as sale, supply and  
Servicing agent in respect of the items you are  
not the OEM.
8. Which of the items, you have submitted the  
Bids for, will be fully or substantially imported,  
Indicate the country to be imported from.
9. Have you enclosed the EMD / Bid Security Declaration form?  
If yes, mention the amount and its identifying details.
10. Have you enclosed all the documents and  
Papers called for in this tender document?  
As per **Annexure-C** (please enclose the  
documents serially as per above Annexure).
11. If the answer to (10) above is No  
which of the documents / papers called for  
in the tender document have not been enclosed.  
(Kindly enclose a list of such documents/papers)  
(Use a separate sheet of paper if necessary)
12. Do you have a Post Sales –Servicing  
Centre in Odisha? If yes, give its Name  
Full Address, Fax and Tel. Nos.

Seal and Signature of the Bidder.

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

**ANNEXURE :-C**

**Check List of documents to be enclosed to  
General Bid Form  
(Reference Sl. 21 of General Conditions of Contract)**

Sl. No.	Reference Sl. of General Conditions of Contract	Nature and Type of document	Whether enclosed (with page reference)	
1	2	3	4	
			Yes / No	Yes / No
I	1	Proof of OEM (i.e. Certificate issued by Industries department Central excise authorities, Registrar of companies) / Authorised Agent of OEM (i.e. Certificate issued by the OEM)		
II	10	Promotional and Technical literature relating to the items tendered.		
III	15	Valid Registration certificate issued under GST Act and Income Tax Acts by competent Authorities.		
IV	16	IT Returns, Annual CST/GST Returns, Balance Sheet, P/L a/c and trading a/c (All document mentioned above must relate to the previous year i.e. 2020-21) and PAN Card.		
V	18	a) OGST Clearance certificate up to March - 2021 in case of registered suppliers of Odisha. b) Affidavit in prescribed format by the suppliers of outside Odisha declaring that they have no business in Odisha nor they have any OGST liability ( <b>Annexure-D</b> ).		
VI	19	Bid Security Declaration form (Annexure-H)		
VII	20	Technical Bid (i.e. Tender Document No.V) & Financial Bid ( i.e. Tender Document No.VI) should be separately submitted in two covers and over them it should be clearly mentioned as Technical / Financial Bid with name of the firm and Signature of the Bidder.		
VIII	31	Proof of past performance regarding supply of tendered item to Government Organisation / PSUs i.e. copies of supply order / sale invoice (as per <b>Annexure-“E”</b> in line with Special Condition of Contract Sl. No.7).		
IX	40	Undertaking to supply spare parts for maintenance of items for 10 years if selected for supplying the tendered item.		

**Signature & Seal of the bidder**

**ANNEXURE-D**

**PROFORMA FOR SUBMISSION OF AFFIDAVIT IN RUPEES OF TEN OF INDIA NON JUDICIAL STAMP PAPER BY THE FIRMS WHO ARE NOT REGISTERED UNDER ODISHA GST ACT.**

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I \_\_\_\_\_, Aged About \_\_\_\_\_ years son of

Sri \_\_\_\_\_, the Proprietor of M/S \_\_\_\_\_

do hereby solemnly affirm and declares as under:

1. That I am the deponent of this affidavit.
2. That I do hereby declares that I have not been registered under the Odisha GST Act and have not started any business in the State of Odisha till yet & we have no liability under the Odisha GST Act.
3. That I swear this affidavit to be produced before the concerned authority for future reference and record.
4. That the facts stated above are true to the best of my knowledge and belief and nothing has been concealed thereon.

Identified by me

Advocate

Deponent

(Name :- \_\_\_\_\_ )

The above named deponent being identified by Shri -----

Advocate \_\_\_\_\_ solemnly affirm and states before me that the contents of this affidavit are true to the best of his knowledge.

Dt.

Notary: \_\_\_\_\_

(With Seal Stamp)

**ANNEXURE-E**

**Checklist of documents to be submitted with General Bid form  
(as per special Conditions of Contract)**

SL No.	Reference SL of Special Condition of Contract	Nature and Type of document	Whether enclosed	
1	2	3	4	
1	7	List of names, complete address, Telephone numbers of customers to whom the tendered item had been supplied during last 3 years	Yes / No	Page Reference

Signature and Seal of Bidder.

**Annexure-F**

Restriction on public procurement for bidders of certain countries: -

“I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]”

Signature and Seal of Bidder.

**Annexure-G**

**From :-**

**The Bidder / Tenderer**

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**To**

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

**Ref :- Tender No. \_\_\_\_\_ / Dtd. \_\_\_\_\_**

**DECLARATION**

**It is unequivocally and unconditionally declared that the undersigned gives / withholds consent  
for sharing of the documents / information to the general citizenry under section 11 of the Right to  
Information Act 2005.**

**Place:**

**Date :**

**Signature with seal**

**Annexure-H**

The bidder has to submit the bid security declaration form along with the bid in the following format.

**Format - Bid Security Declaration Form**

Date: \_\_\_\_\_ Tender No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing) Corporate Seal (where appropriate)



**TECHNICAL BID FORMAT**  
e-Tender Call Notice No. \_\_\_\_\_

Tender Document No. V

**1. UP GRADATION OF LEGAL INTERCEPTION SYSTEM**

Sl. No.	Items	Specifications	Whether offered product fulfils the detailed Technical Specifications. Kindly answer, Yes or No only.	Offered specifications and details of deviations if any.
1.	Main Server	HP/IBM/DELL Processor: Dual Intel Xeon Silver 16 core Processor, RAM- 64GB HDD- 5X4 TB ,7200 RPM, SAS Hard Disks in Raid 5 configuration, Power supply : Redundant power supply, OS- Windows/Linux and MSSQL/MYSQL respectively with automatic 20 TB/more data back storage		
2.	Processing Server	HP/IBM/DELL Processor: Dual Intel Xeon Silver 16 core Processor ,RAM- 64 GB ,HDD- 5X4 TB ,7200 RPM, SAS Hard Disks in Raid 5 configuration Power supply : Redundant power supply OS- Linux/Windows, MSSQL /MYSQL respectively along with GPRS SDR and LBS data base		
3.	IMS Store and Forward Servers	HP/IBM, 18" monitor, Key Board/ Mouse (USB),Processor- Dual Intel Xeon Octa core , RAM- 32 GB HDD- 4X 1TB ,7200 RPM ,SAS Hard Disks in Raid 5 configuration ,Ethernet: Quad Port Gigabit Power Supply- redundant power supply OS- Windows/Linux, Single Port voice Logger Card (1*E1)		
4.	Ethernet Convertors	Leased line with Ethernet output from TSP to CMC ( Speed 10 mbps for Each line)		
5.	Software Up gradation	IMS Software or better		

SPHO/Cuttack/HO/10/21-22/ET/10[Items for LI System]

6.	Video Decoding Software	Video decoder ( all type ie WMV,AVI,AVCHD,FLV,F4V,SWF,MKV,WEBM. HTMLS.MPEG,MP4,MOV. ETC		
7.	Switch	24 port L3 switch		
8.	LAN	Switch (32 port)		
9.	Networking Rack	Rack LCD Conole (1U) 42 U Server Rack with Accessories to have main server & processing server		
10.	Power Supply	10 KVA online UPS with 30 Mins backup along with Accessories, necessary cabling for UPS and power connection		
11.	Moveable Work Station Device	HP/Dell Core i-7, 32 GB RAM, 1TB HDD, windows 10/11 OR above with 21.5" Screen, TFT Monitor		
12.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	Servers from reputed Companies (HP/IBM/Dell only) with HP/IBM, 18" monitor, Key Board/ Mouse with anti virus software (USB),Processor- Dual Intel Xeon Octa core , RAM- 64 GB,HDD- 4X 1TB,7200 RPM. SAS Hard Disks in Raid 5 configuration ,Ethernet: Quad Port Gigabit ,Power Supply- redundant power supply OS- Linux ,Single Port voice Logger Card ( 1*E1) with DIP/SS7 and PRI ISDN signaling support or SIP Signaling.		
13.	Client Workstations (Desktop)	HP/Dell Core i-7, 32 GB RAM, 1TB HDD, windows 10/11 or above with 21.5" Screen, TFT Monitor with Headphones. (smart listening technology), Anti-Virus.		
14.	IMS Software and Database	Interception of calls on E1 with SS7 signal link / SIP signaling or both. Interception of Call Related Information (CRI) received in ETSI format on Ethernet Port including GPRS data etc. Forward intercepted information over 10 Mbps leased line to the Monitoring Centre. In case of off line, all the data will be stored. Interoperability - The IMS Software should work seamlessly with the existing Monitoring Centre database. Should have password protection		

		<p>facilities.</p> <p>Should support existing Hardware and Networking equipment.</p>		
15.	Client Software	<p>The Client Software should be a Windows based Graphical User Interface(GUI) for monitoring and analysis of intercepted calls (Voice) and Call Related Information (CRI) and have below mentioned features:</p> <p>There will be 15 Nos. of Client Work Stations at Monitoring Center</p> <p>The Software should allow users to listen to the calls in real time. Allow the users to add multiple remarks.</p> <p>The Software should be capable to handle additional Client Workstations (up to 30) in future without any extra payment.</p> <p>Should allow users to monitor calls in offline with transcription feature.</p> <p>Comprehensive searching and sorting features to quickly access the information from the database.</p> <p>Built-in Analytics features with the Unified GUI.</p> <p>Visual Link Analysis</p> <p>Up to 6 degree/levels allowing users to directly view/monitor calls between any two nodes seamlessly.</p> <p>Dynamic filters on edge count, degree count, date, time etc.</p> <p>Automatic grouping of calls.</p> <p>Time Line Analysis with respect to a specific number.</p> <p>Automatic Call Categorization on the basis of pre-defined pairs of number.</p> <p>Support monitoring of Mobile Internet Services like GPRS packet etc. of different Service Providers in the unified GUI.</p> <p>Integration of CRI and SRI ( Session related information of GPRS data) with Call and storage of call details like called number, Calling number, IMEI, IMSI, and Cellular/Cell site etc.</p> <p>Provisioning for analyzing the pattern of calls including incoming, outgoing and SMS, MMS etc.</p> <p>The Software should allow for simultaneous online listening of calls</p>		

		<p>in real time on all user terminals (Work Stations).</p> <p>Multiple query system for analysis of calls / CDRs etc. received from the store and forward system.</p> <p>Automatic decoding of SMS message received in the CRI / Store Forward system also it should be able to decode SMS in different language (Hindi, Odiya and other regional languages).</p> <p>Facility to take backups of the calls with complete data transcript and voice intercepts on CD and other storage devices.</p> <p>The system should have provision to remove old data as per requirement.</p> <p>System should be capable to analyze and mark conference calls, forwarded calls etc. and tag the CRI with voice content properly.</p> <p>Tools to define complex queries through a user friendly GUI. The administrator should also be able to distribute queries to users so that they can run queries smoothly.</p> <p>The users should be able to view the real time status of active calls while doing any other monitoring activity like transcription etc.</p> <p>The user should be able to select multiple offline calls to be played with time parameter</p> <p>The user should be able to export selected data and calls with simple formats.</p> <p>A separate tool shall also be provided to view the exported data with list, search, sort and play (with features like forward, rewind, amplify, change speed with pitch correction etc.) features.</p> <p>There should be audio-visual pop-up alerts on the user screen whenever a specific target is active in real time.</p> <p>The system Software should be capable of interception more than 2000 targets simultaneously with three months back up and 4000</p>		
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		<p>hours of recordings.</p> <p>Should support existing Hardware and Networking equipment.</p> <p>The Software customization facilities detailed herewith may be modified in future by Odisha Police as per actual requirements.</p>		
16.	Connectivity	<p>Each Service Provider shall be connected to Monitoring Centre via dedicated 10Mbps and above Leased Line. The number of Service Provider can be increased hence system should be capable of adding new Service Providers in future.</p> <p>The Leased Lines shall be provided by user agency</p> <p>The vendor shall provide necessary Networking equipment for leased lines.</p>		
17.	Project Architecture	<p>System architecture should be modular allowing for expansion which should be specified by the vendor.</p>		
18.	Accessories	<p>(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)</p>		
19.	Miscellaneous	<p>The Vendor has to install Hardware and Software at Four Service Providers end and at Monitoring Centre.</p> <p>All the Operating System (OS) and Database Software with license.</p> <p>The Vendor shall provide on-site training to administrators and users.</p> <p>The Vendor shall provide a Resident Engineer for smooth functioning and 24x7 support of Legal Interception System.</p> <p>Administrator or its assistant of the Monitoring Centre will have to access any type of operation as well as access to the Store and Forward Server installed at TSPs. premises.</p> <p>They should have privilege to create as many as users and administrators, distribution of L.I. numbers, partitioning of L.I. numbers, deletion of calls, provide user name and passwords to its clients etc.</p>		

SPHO/Cuttack/HO/10/21-22/ET/10[Items for LI System]

20.	Warranty	3 years from go live		
	AMC	AMC cost for next two years after the warranty period is over.		
	Item wise cost	Break up of item wise cost is to be submitted with the undertaking that individual items will be supplied at the rate quoted in the bid.		

**Seal and Signature of the Bidder**

**FINANCIAL BID FORMAT****e-Tender Call Notice No.-----****Tender Document No. VI****(TO BE SUBMITTED ONLINE ON MSTC WEBSITE ONLY)**

Sl. No	Item description	Quantity	Make and Model	Basic unit price (in Rs.)	Any other Charges including installation and freight charges	GST Percent	Total unit cost in Rs.	Total Cost
1.	Main Server	1 No.						
2.	Processing Server	1 No.						
3.	Store and Forward Server to be installed at TSPs. end with up gradation of IMS Server.	4 nos.						
4.	Client Workstations (Desktop)	15 nos.						
5.	IMS Software and Database	4 nos.						
6.	Client Software	15 nos.						
7.	Connectivity	As per Network requirements						
8.	Project Architecture	(should be modular allowing for expansion)						
9.	Accessories	(Convertors, Cabling, Fibre cat-6, Patch Cords and Panels, Networking Rack, 10 KVA online UPS etc.) (as per network requirement)						

Seal and Signature of the Bidder

**ANNEXURE-I**

**Online Submission of Techno-Commercial Bid and the Price Bid**

1. The e-tender will be on two bid system i.e. Techno-commercial Bid & Price Bid. The bidder shall submit the e-tender in two parts i.e. Part -I and Part – II.
2. Part-I is Techno-commercial Bid and Part - II shall be only Price Bid. Both the bids (Techno Commercial & Price Bid) shall be uploaded in the portal of MSTC (mstc e commerce link [www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)).
3. The detail e-tender documents will be made available in MSTC web-site:[www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)
4. The e-tender documents for the above work duly filled in should be submitted by the bidder online **before the closing date and time in the mstc e-commerce link [www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)**. The date of opening of price bid of the qualified in technical bidding will be intimated to the bidders latter. The intending bidder should visit the site before quoting the rate.
5. The entire information in the e-tender schedule including the price bid shall be followed as per the online instructions.
6. In case of any **technical difficulties or bidding process or registration**, bidders are requested to contact M/s. MSTC as per the clause no C (Contact Person from MSTC) of annexure-G.
7. The Office of the D.G & I.G. of Police, Odisha, Cuttack reserves the right to accept or reject in full or part of any or all e- tender without assigning any reason whatsoever.

**A. MSTC Transaction fees :**

8. MSTC shall collect non-refundable transaction fees @ 0.03% of the estimated value of Supply/ Works/Services per event from all the participating vendors subject to maximum of Rs. 10,000/- per event per vendor. GST to be paid extra as applicable on the transaction fees by the vendors through e-payment link.
9. The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.
10. The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.
11. A vendor will not have the access to online e-tender without making the payment towards transaction fee.
12. Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.



13. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

14. E-tender cannot be accessed after the due date and time mentioned in NIT.

**B. Instructions on E-tendering on MSTC Website**

15. The entire process shall be held on the website of MSTC ([www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)).

16. Bidders are requested to read these instructions and terms and conditions before submitting their Bids.

**C. Contact Persons from MSTC**

Sl. No.	Name of Contact Person	e-Mail ID	Land Line No.	Mobile No.
1	TDMV Satya Sai	tsatyasai@mstcindia.co.in	0674-2950091	9441487624
2.	Keshav Arora	karora@mstcindia.co.in	0674-2950091	9830430434
3.	Ramavath Mahesh	rmahesh@mstcindia.co.in	0674-2544199	8801281004

**D. Configuration**

- a. The Bidder may note that the following configurations will be required to be undertaken in their Internet Explorer browsers for smooth functioning of the website and the e-auction portal.
- b. The system requirements are as follows:
  - i) Operating System- Windows XP Service Pack 3 or above
  - ii) Web Browser- IE 7 and above
  - iii) Active-X Controls Should be enabled as follows:  
Tools =>Internet Options =>Security =>Custom Level =>Enable all Active-X Controls  
=>Disable "Use Pop-up Blocker"
  - iv) Java (JRE7 and above)
- c. To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied:
  - i) Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode".
  - ii) Other Settings:  
Tools => Internet Options => General => Click On Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage"
- d. For systems settings relate dvideo, bidders may watch video (<https://drive.google.com/drive/folders/1sMADqaghca2WACm1lo4laH7tEthIK72W>)

**E. Vendor Registration on MSTC portal:**

- a. All intending Bidders are required to register their firms/ companies as vendors on website of MSTC ([www.mstcecommerce.com/eproc](http://www.mstcecommerce.com/eproc)). For online registration, the Bidder is required to click on the link 'Register as Vendor' provided on the above webpage. The Bidder needs to fill up the online form with appropriate details and submit. The Bidder should note that it is required to create its own user id and password during the process of filling up this form and no separate communication will be send for user id and password. The Bidder shall itself remain responsible for maintaining the secrecy of its user id and password.

- b. Upon successful submission of the online registration form, the Bidder shall receive an e-mail in its registered e-mail address confirming the registration.
- c. The Bidder can then login in the same website as mentioned above through the 'Vendor Login' section. The Bidder shall need a valid Digital Signature Certificate (DSC) along with user id and password to login. The DSC which shall be used during the first login shall get mapped with the user id and the same DSC shall have to be used for all subsequent logins and bidding. Hence the DSC should be in the name of the authorized signatory of the Bidder.
- d. A Bidder needs to register only once with the above website. The same registration can be used for bidding in various e-tender being processed in the above website.
- e. In case of any technical difficulties or bidding process or registration, bidders are requested to contact M/s. MSTC as per the clause no C (Contact Person from MSTC ) of annexure-G tender schedule.

**F. Submission of EMD:**

- a. There shall be no provision for earnest money deposit. However, the bidder will have to execute the bid security declaration in lieu of bid security with stipulation that if they withdraw, re- modify their bills during the period of validity, they will be suspended for 2 years.

**G. Digital Signature**

- b. A Bidder shall be required to possess a valid Digital Signature Certificate (DSC) of signing & encryption type to be able to submit its Bid and to participate in the Reverse Auction on MSTC's website. For this purpose, Bidders shall be required to authorize its authorized signatory to procure a class III DSC of signing & Encryption type from any certifying authority or their authorized agencies in India.
- c. Bidders may kindly note that only one User ID will be mapped with a given DSC for the authorized signatory. DSC once mapped with a particular User ID of a Bidder will normally not be changed and therefore, the Bidders are advised to carefully select the DSC before forwarding the same to MSTC Limited for mapping. However in case of un-avoidable circumstances where it is required to change the DSC mapping with a particular ID, it might be considered.
- d. The Digital Signature Certificate will be used to digitally sign the Bids that the Bidder shall submit online.
- e. It will be the sole responsibility of the Bidder and its respective authorized signatory to maintain the secrecy of the password for the Digital Signature Certificate (DSC). The Bidder and its contact person shall be solely responsible for any misuse of the DSC and no complain / representation in this regard shall be entertained at any stage by MSTC Limited / OMC

**F. Online Submission of Techno-Commercial Bid and the Price Bid**

Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard.

**G. Uploading Documents**

Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard

**H. Deletion / Modification/ Withdrawal of Bid.**

Please refer to Vendor's guidelines available under "Download Guides" in vendor's dashboard

**I. e-Reverse Auction**

- a. After opening of the Price Bid Online, the Bidders who shall become eligible to participate in the Reverse Auction as per conditions of the e-tender call notice shall be known as the Qualified Bidders for e-reverse auction who will be intimated about their qualification for electronic auction through email. It shall be the sole responsibility of the Bidder to regularly check the email regarding the same. AIG Office or MSTC will not be responsible for non-receipt of email by the Bidder and its consequences.
- b. The Reverse Auction is the process of inviting binding Final Price Offer from Qualified Bidders through internet for the purpose of determination of the Selected Bidder (i.e. the Bidder who submits the lowest Final Price Offer at the conclusion of the Reverse Auction and issued LOA). During this process, the Technically Qualified Bidders shall be able to submit its Final Price Offer as many times as it wishes. The Qualified Bidders will remain anonymous to other Qualified Bidders participating in the Reverse Auction process as well as to MSTC. The Technically Qualified Bidders shall be able to see the prevailing lowest Final Price Offer against the mine, but the name of the lowest Qualified Bidder at any point of time will not be displayed. A Qualified Bidder shall have to put its Final Price Offer below the displayed lowest bid by a decrement of at least INR 1000.00 or multiples thereof to become the lowest Qualified Bidder. The Reverse Auction process will have a scheduled start and close time which will be displayed on screen. A Qualified Bidder will be able to put its Final Price Offer after the start of bid time and till the close time of the Reverse Auction. The current server time (IST) will also be displayed on the screen. In the event a bid is received during the last 8 (eight) minutes before the scheduled close time of Reverse Auction, the close time of the Reverse Auction will be automatically extended by 8 (eight) minutes from the last received bid time to give equal opportunity to all other Technically Qualified Bidders. This process of auto extension will continue till there is a period of 8 (eight) minutes during which no Final Price Offer are received.
- c. For example, assuming that the initial scheduled close time for a particular Reverse Auction is 1:00 pm and a Final Price Offer is received at 12:55 pm, the scheduled close time shall be revised to 1:03 pm. Again if a Final Price Offer is received at 1:01 pm, the scheduled close time shall be revised to 1:09 pm and so on. In the event that there is no further Final Price Offer received till 1:09 pm, the electronic auction will close at 1:09 pm. The revised close time will be displayed on screen and the Qualified Bidders should keep refreshing its webpage to get the latest information.
- d. The above example is only illustrative and meant for guidance only.
- e. During the tender process for e auction, the Bidder shall be required to sign their Bids with their respective digital signature certificate (DSC) which has been used to login. Any digital signature certificate other than the above shall not be acceptable for Bid submission by the system.
- f. Bidders in their own interest are advised to get themselves acquainted with the Reverse Auction process of MSTC using manual/guides available in their login.