



ODISHA POLICE
STATE HEADQUARTERS
CUTTACK.

No. / /S Date .7.2022
To

**The Deputy Director & Deputy Secretary (Advertisement),
Government of Odisha, I & PR Department, Bhubaneswar.**

Sub: Publication of "e-Tender Call Notice" for Containerized Tubular Shooting Range for SOG, Chandaka, Bhubaneswar (Odisha Police) during the current financial year, 2022-23.

Sir,

I am directed to forward herewith the "e-Tender Call Notice" (in abridged text) in duplicate and a soft copy of the "e-Tender Call Notice" **Containerized Tubular Shooting Range for SOG, Chandaka, Bhubaneswar (Odisha Police)** published on MSTC portal (www.mstcecommerce.com/eproc) during the current financial year, 2022-23.

It is requested that the "e-Tender Call Notice" may please be published in at least two leading Odia Dailies as well as two leading National English Dailies in all editions for two consecutive days by **06.07.2022** for wide publicity for submission of e-tender to the A.I.G. of Police (Provisioning), Odisha, Cuttack (T) MSTC Portal.

Besides, the Tender Call Notice may also be published in the Indian Trade Journal (ITJ) through the Director General of Commercial Intelligence and Statistics, Kolkata for wide publicity by **06.07.2022** as pointed out by the Concurrent Audit of Ministry of Home Affairs, New Delhi.

The value of the above e-Tender is approximately Rs.2,00,00,000/- (Rupees Two Crore) only.

The editor of the concerned Newspaper may please be requested to send the relevant paper cutting to this Headquarters for record and reference.

A copy of your letter addressed to the editor concerned in this regard, may also be sent to this Headquarters together with a copy of e-Tender Call Notice for reference.

Yours faithfully,

Sd/-
**A.I.G. of Police (Provisioning)
Odisha, Cuttack**

Contd...P.g.2..

Memo No.

/S

Dt. .7.2022

Copy along with a soft copy containing the e-Tender Call Notice" (in abridged text) in duplicate forwarded to the Head of Department, State Portal Group I.T. Centre, Department of I.T., Odisha Secretariat, Bhubaneswar for information and necessary action. He is requested that the same may kindly be uploaded in the State Government website by **06.07.2022** for wide publicity.

Sd/-

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

Dt. .7.2022

Memo No.

/S

Copy along with a soft copy containing the e-tender Call forwarded to the PRO, State Police Headquarters, Odisha, Cuttack for information and necessary action. He is requested to please pursue the matter at Govt. level and get the Tender Call Notice published in time and also requested to send a copy of e-Tender Call Notice for uploading in the Govt. and Odisha Police website towards wide publication.

Sd/-

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

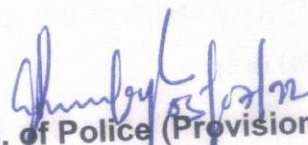
Dt. 05 .7.2022

Memo No.

25799

/S

Copy along with a soft copy containing the e-tender Call forwarded to the I.G. of Police (Hdqs) for favour of kind information and necessary uploading the same in Odisha Police website.


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

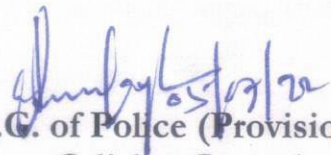
e-TENDER CALL NOTICE

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

1. Sealed Tenders are invited from the Original Equipment Manufacturers (OEMs) or their Authorized Dealer/Agent for purchase of the following equipment for Special Anti-Naxalite Force of Odisha Police under State Budget Grant during the Current Financial Year 2022-23 as listed below. (List separately enclosed as Annexure-A).

Sl.	Name of the equipment / item	Appx. Quantity
1.	Containerised Tubular Shooting Range	01

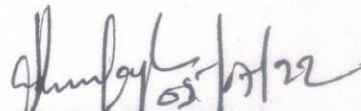
2. Name of items along with detail Technical Specifications, probable requirements against each item may be seen from the Web site of MSTC LIMITED i.e. www.mstcecommerce.com/eproc/. The quantity may vary during indent of the items depending upon budgetary allocation.
3. Date of Issue of e-Tender documents from **dtd. 6.7.2022**.
4. Last date for receipt of e-Tender on **dtd. 5.8.2022 up to 5.00 PM**
5. Date for opening of e-Tenders / Technical Bids on **dtd. 6.8.2022 at 11.00 AM**
6. For further clarification, if any, intending bidder may contact the Office of the I.G. of Police (Operations), 5th Floor, Security Wing Building, SIW Campus, Unit-V, Keshari Nagar, Bhubaneswar in his e-mail: igops.orpol@nic.in (Tel.0674-2533230/2530760).


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

**INFORMATION FOR PUBLICATION OF SHORT TENDER CALL NOTICE
IN ODISHA GOVERNMENT WEBSITE.**

(* Fields are mandatory)

1.	Name of the Organisation *	State Police Hdqrs., Odisha, Cuttack		
2.	Type of Organisation *	State Govt. and UT		
3.	Type of Ministry	Ministry of Home Affairs		
4.	Tender Title *	"e-Tender Call Notice" for Containerized Tubular Shooting Range for SOG, Chandaka, Bhubaneswar (Odisha Police) during the current financial year, 2022-23.		
5.	Tender Ref: No. * (To be provided by I & PR Deptt. Ex..... - D)			
6.	Product Category * (To be chosen from the list of website. List enclosed)	Miscellaneous		
7.	Sub Category	Containerized Tubular Shooting Range		
8.	Tender Value * (INR if not mentioned)	Rs.2,00,00,000/-		
9.	EMD *	---		
10.	Document Cost *	---		
11.	Tender Type * (To be chosen from the website as Auction/ Buy / Empanelment / Sell / Service Contract / Work Contract)	Buy		
12.	Type of Bidding * (To be chosen from website 1. Single Bid 2. Two Bid, 3. Three Bid, 4.Four Bid)	Two Bid		
13.	Location *	State Police Hdqrs., Cuttack.		
14.	First Announcement date *	DAY	MONTH	YEAR
		06	07	2022
15.	Last date of document collection	05	08	2022
16.	Last date for submission *	05	08	2022
17.	Opening date *	06	08	2022
				UP TO TIME (Ex-10.00 AM/PM)
				-
				Upto 5.00 PM
				At 11.00 AM
18.	Work Description *	As per attached document.		
19.	Pre Qualification			
20.	Pre Bid Meet	Date: ___ Month ___ Year ___		
21.	Sector	Crime, Law & Order		
22.	For further information, Contact			
	Name	Shri A.K.Mohanty, OAPS		
	Address	AIG of Police Provisioning, Odisha, Cuttack.		
	State	Odisha		
	E-Mail	Aig-prov.odpol@gov.in		
	Phone	0671-2339517		
	Fax	0671-2304354		
	City	Cuttack		


AIG of Police (Provisioning)
Odisha, Cuttack.
Tender Calling Authority



ODISHA POLICE

E-TENDER DOCUMENT

SPECIAL ANTI-NAXALITE WING

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

Sl. No.	Event	Tentative Schedule
1.	E-tender No. (for Containerised Tubular Shooting Range)	SPHO/Cuttack/HO/1/22-23/ET/1[Tubular Shooting Range]
2.	Publication of advertisement in Newspapers (if applicable)	6.7.2022
3.	Display of Tender documents in M/s. MSTC website (www.mstcecommerce.com/eproc)	6.7.2022
4.	Start of registration of Bidders on MSTC website	6.7.2022
5.	Start of Download of Bidding Documents	6.7.2022
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	6.7.2022
8.	Last date & Time for submission of Techno commercial bid and price Bid on the website of MSTC	5.8.2022 up to 5.00 PM
9.	Opening of Techno Commercial Bids	6.8.2022 at 11.00 AM
10.	Announcement of Technically Qualified Bidders and intimation to Bidders by email	To be intimated later
11.	Opening of Financial Bids of Technically qualified bidders	To be intimated later
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. Sealed Tenders are invited from the Original Equipment Manufacturers (OEMs) or their Authorized Dealer/Agent for purchase of the following equipment for Special Anti-Naxalite Force of Odisha Police under State Budget Grant during the Current Financial Year 2022-23 as listed below. (List separately enclosed as Annexure-A).

Sl.	Name of the equipment / item	Appx. Quantity
1.	Containerised Tubular Shooting Range	01

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/. The quantity may vary during indent of the items depending upon budgetary allocation.
3. Date of Issue of e-Tender documents from **dtd. 6.7.2022**.
4. Last date for receipt of e-Tender on **dtd. 5.8.2022 up to 5.00 PM**
5. Date for opening of e-Tenders / Technical Bids on **dtd. 6.8.2022 at 11.00 AM**
6. For further clarification, if any, intending bidder may contact the Office of the I.G. of Police (Operations), 5th Floor, Security Wing Building, SIW Campus, Unit-V, Keshari Nagar, Bhubaneswar in his e-mail: igops.orpol@nic.in (Tel.0674-2533230/2530760).

**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
Tender Call Notice No.
Tender Document No.1

1. Sealed Tenders are invited from the Original Equipment Manufacturers (OEMs) or their Authorized Dealer/Agent for purchase of the following equipment for Special Force of Odisha Police under State Budget Grant during the Current Financial Year 2022-23 as listed below. (List separately enclosed as Annexure-A).

Sl. No.	Name of the equipment / item	Appx. Quantity
1.	Containerised Tubular Shooting Range	01

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/. 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. 6.7.2022**
6. Last date for receipt of e-Tender on **dtd. 5.8.2022 up to 5.00 PM.**
7. Date for opening of e-Tenders / Technical Bids on **dtd. 6.8.2022 at 11.00 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 49 pages.**

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

ANNEXURE-A

**REQUIREMENT OF EQUIPMENT TO BE PURCHASED
UNDER STATE BUDGET GRANT DURING THE
YEAR 2022-23.**

Sl.	Name of the equipment / item	Appx. Quantity
1.	Containerised Tubular Shooting Range	01

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 last 3 years 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 warranty 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 has 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).

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.Bhubaneswarwhich means that prices shall include the cost of delivery& Installation 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.11 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.11 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) Misbehaviour/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)
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SPECIAL CONDITIONS OF THE CONTRACT

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 project	Appx. Qnty.	EMD (In Rs.)	Technical Specifications
1	2	3	4	5
1.	Containerised Tubular Shooting Range	01	Bid Security declaration	Annexure-B

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. 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.

	Name of the Authority & his address	Quantity
Containerised Tubular Shooting Range	Commandant, Special Operations Group (SOG), At / P.O./ P.S - Chandaka, Bhubaneswar City, Dist - Khurda - 754005, Odisha State, e-mail: <u>odops-mod@gov.in</u>, Tel: 0674-2466013, & Nodal Officer: +91-9437783603	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 equipment 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 **as prescribed in** 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 as stipulated in the Annexure-B of this 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**”.

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, training and demonstration subject to clause 11 above.
18. **SAMPLE/DEMONSTRATION:** Bidders NEED NOT submit Sample along with their Bid / Offer. They shall demonstrate their Offered equipment as per prescribed Technical Specification for evaluation by the Technical Committee.

Whoever does not demonstrate their product as per the above directions, their Offer shall be rejected.

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 page 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.**
21. The equipment shall be conforming to the Technical Specification as per the Annexure-B.
22. Bidder must indicate the make and model of quoted item in Tender Document No. V.

**AIG of Police (Provisioning)
Odisha, Cuttack**

Seal and Signature of the bidder

Signature of the Tender Calling Authority
(With Seal)

ANNEXURE-B**SPECIAL CONDITIONS OF CONTRACT (REF SL. NO.3)****TECHNICAL SPECIFICATIONS****1. Technical Specification of Containerised Tubular Shooting Range:-**

Sl. No.	Technical Specification
General	
1.	Containerised Tubular Shooting Range should be a complete solution for quickly installable indoor substitute for live firing practice of two firers at a time.
2.	The System should encompass digitally projected target, acoustically treated individual Firing Booths with Ricochet Proofing, Lighting, Interactive Audio Interface, Shot Analysis System, Firefighting System, Ventilation System with necessary Bullet Proofing provision. Quickly attachable Bullet Containment Trap (to be attached with the Containerised Tubular Shooting Range) & Instructor Control Station should be installed by the supplier.
Containerised Tubular Shooting Range Dimensions	
3.	The Containerised Tubular Shooting Range should be designed by using standard 40 feet High cube ISO container with dimension (40' Length x 8' Width x 9'6" Height). Provision must be there for quickly attachable container of 10' Length x 8' Width x 9'6" Height which should have Bullet Containment Trap made up of AR500 armour steel plates. Provision must also be there for installing one Instructor Control Station of 10' Length x 10' Width x 10' Height separately adjacent to CTSR.
Ammunitions	
4.	Type of Weapons and Ammunition: Provisions should be there for safe live firing of 7.62 mm x 51 mm, 7.62 mm x 39 mm, 5.56 mm x 45 mm Ball ammunition of up to 0.5 calibre and any other equivalent or intermediate calibres of up to 1000 m/s muzzle velocity and also 9 mm x 19 mm, 0.38, 0.32, 0.45 calibre and equivalent hand gun or carbine ammunition in single shot and in automatic mode.

Target Specifications	
5.	<p>i) Smart Target System (STS) & Target Application Software: -CTSR should have a Smart Target System (STS) Where the targets will be projected on chamber target located at the Target End. Targets should be any standard scoring target like Figure 11 Target, Rubia Target, Pop-Up Targets. The robust and smart target Application software shall allow varying the Target ranges from 10 to 300 meters inside the container with different terrains. It shall also facilitate different types of exercises such as Grouping, Static, Timed Exercise and Annual Range Course or any other practices as desired by the user. It confirms displays the point of hit on the target with in an accuracy of 5 mm and its sensor must have more than 99 percent accuracy to detect the fire correctly.</p> <p>ii) Simulated Range of Targets: - The CTSR should have provision/facility for projected target that they can be simulated for ranges up to 300 meters and thus actually practice shooters in applying the range on the weapon and aiming at that range. Point of hit should be automatically and accurately adjusted by the software.</p>
Firing Booths	
6.	<p>CTSR should have two independent firing booths with facility to fire from standing, kneeling and lying positions. The firing booths are acoustically treated by using rubber tiles allowing for easy cleaning of dust and lead by dry or wet cleaning methods. Each booth shall be equipped with Firing Booth Display Unit (FBDU), Interactive audio interface to communicate with the instructor and CC Camera's to record the total firing session. Suitable fresh Laminar air flow shall be provided on each line to meet the range ventilation requirements. Each booth should have independent doors equipped with toughened glass to monitor the firing practice by instructor from outside. The same shall serve as entry, exit and emergency exit in case of any accident.</p>
Instructor Control Station and Firing Booth Display Unit	
7.	<p>Instructor Control Station: It should be a separate cabin of 10 feet length x 10 feet width x 10 feet height of standardised material to be Installed by the supplier with door and window facility & glass fitted to the window and should be adjacent to the Container. It should be equipped with all necessary components given below and shall be monitored and operated by the range instructor. It shall be comprised of CPU, monitors, printer and communication equipment. The CPU should be loaded with Master control software which enables the instructor to assign different firing practices to the firers. The software shall display real time hits and record the complete data of each</p>

	individual firer/session during firing. The instructor can monitor the live session of firers in monitors and can communicate with the firers by communication equipment to guide the firers. The Software shall instantly record all the data and enables the instructor to take the print out of the reports/documents and allows retrieving the stored data at any time to evaluate or perform any kind of analysis. It shall also provide corrective action to the trainee after firing.
8.	<p>Firing Booth Display Unit (FBDU): Each firing lane of CTSR should be equipped with FBDU which enables the firer to monitor and control the targets and exercises in that lane. The FBDU should be capable to perform the following activities:</p> <ul style="list-style-type: none"> i) Give shot location on the target. ii) Give possible score, aggregate score. iii) Indicate mean point of Impact. iv) Indicate type of exercise in progress. v) Show group size and MPI. vi) Furnishing “X” and “Y” coordinate of the shots. vii) Lane operation status. viii) Grouping and zeroing. ix) Zoom in and zoom out and panning of the target on the screen. x) Exercise replay.
Bullet Proofing	
9.	<p>Tubes: The tubes used in the CTSR should be steel rolled of thickness 12 mm joined by SEAM welding process. The tubes should be further processed to remove the dents and projected surfaces to eliminate the ricochet problem and must have provision of Bullet Proofing.</p>
10.	<p>Bullet Containment Trap (BCT): The Total containment trap should be made up of by using AR500 armour steel plates or better than this with Bullet Proofing provision and placed behind the target to collect all the bullets fired. The Deceleration Snail Trap should be manufactured in such a way to replace and reverse the primary impact plates to any position which increases the life of the system. The system should be positioned in a 10 feet acoustically treated container with provision to easily enter and carry out target maintenance activities. The container should be designed in such a way to quickly attach with the 40 feet CTSR container. The Deceleration Snail Trap shall be equipped with Ventilation system to collect the lead particles developed during the impact of bullets. There should be provision so that the bullets after contacting the angular plates are guided into a Deceleration chamber where the</p>

	velocity of projectile shall be reduced to zero and collected at the tins provided at the bottom. The Deceleration Snail Trap should be capable to trap minimum 2.0 lakhs of rounds with minimum maintenance activities.
11.	The bidders have to submit Ballistic test certificates of all necessary Bullet Proofing components of CTSR from any Authorised Govt. of India Organisation during Bidding and Technical Committee Meeting for Technical Evaluation of the CTSR.
Safety	
12.	<p>Acoustic Reduction System: Proper noise abatement of CTSR should be carried out by using rubber tiles those withstands frequent cleaning and wet scrubbing with agents to remove and neutralize lead dust and un burnt propellants. The parameters like Peak impulse sound, 8 hours TWA noise level, reverberation time should be maintained as per the NIOSH and OSHA noise standard (29 CFR 1910.95 (d) (e) (g) (h)).</p> <p>The characteristics of rubber tiles used should be compliance to the following.</p> <ul style="list-style-type: none"> i) The Acoustic foam is rated to class 1 (As per ASTM E84)/Class V0 or HF1 of UL-94. ii) NOISE Reduction Coefficient (NRC) of at least 0.75 as per ASTM C423-17. iii) Resistance to Fungal and Microbial Growth as per ASTM G21. iv) The rubber tile of fire retardant Class 1 of ASTM E84 or Class B2 OF DIN 4102 or Class 3 of BS476 Part 7:1997. v) Required certificate should be submitted by the bidder during Bidding and Technical Committee Meeting. <p>Ear Muffs: Electronic ear muffs shall be provided along with CTSR which should be capable to cut off the noise levels exceeding the safe hearing limit (i.e. 85db) and amplify the sounds below 80db to audible level.</p>
13.	<p>Ventilation system: The CTSR should be equipped with suitable ventilation system to meet all the indoor firing range requirements as per NIOSH and OSHA lead standard (29 CFR 1910.1025(j)). The ventilation system of CTSR should provide 100% fresh air at firer end in laminar pattern with 10% of exceeded exhaust (As per the NIOSH, 1975). The Air flow at firing point and down the line should be maintained in between 50-75 fpm as per the NIOSH standards. Filtration of the exhaust air should be carried out by using 0.3 microns HEPA filters. A suitable mechanism should be placed in the system to indicate when filter change is required. The range shall be maintained at a negative pressure of minimum 10 Pascal to eliminate the lead dust spreading</p>

	<p>out to the range circumstances.</p> <p>Required certificate should be submitted by the bidder during Bidding and Technical Committee Meeting.</p>
14.	<p>General Safety:</p> <p>i) The system should be equipped with indication light at firing booth to display the status of the range.</p> <p>ii) Each firer cabin should be equipped with hooters to identify the position of stop butts. A warning message shall be displayed on the screen representing the status of stop butts and no target shall be displayed until all the equipment in the range positioned properly.</p> <p>iii) Necessary firefighting equipment should be equipped with the CTSR as per standard norms with required certificates.</p>
15.	<p>Maintenance: The CTSR should facilitate easy maintenance of targets, filters, consumables and other components.</p> <p>i. All Components of CTSR should be maintained by the supplier quarterly.</p> <p>ii. The Tollfree No./Escalation matrix be submitted by the Bidder during bidding and the repair of the CTSR should be attended by the Engineer/Technician of the firm within 48 hours of registration of complaint.</p> <p>iii. The supplier should provide repair and maintenance manual.</p>
16.	<p>Portability:The CTSR should be capable to be shipped from one place to other place by simply on a 40 feet trailer like any other container. It must be made functional within a short time.</p>
17.	<p>Product shall be demonstrated during the Technical Evaluation of system.</p>
18.	<p>Training: Proper onsite training for 10 days to the user, range instructors/armourer, communication staff and the maintenance staff (for maintenance) and repair training to the Technicians/armourer shall be part of the installation.</p>
19.	<p>The supplier has to submit the following accessories/documents: -</p> <p>i. List of required accessories for all the components of CTSR including rubber blocks, AR500 plates, targets, filters etc. with price chart.</p> <p>ii. Undertaking to provide spare parts for next 10 years from the date of supply.</p> <p>iii. Technical Manual, Operational Manual for all components of CTSR.</p> <p>iv. Repair and maintenance manual.</p> <p>v. Test reports from Central Govt./NABL/Accredited Laboratory covering all the parameters as per Specification.</p>

20.	<p>Maintenance and Warranty:The CTSR must be covered with Three Years complete warranty.The warranty for consumables like rubber blocks, AR500 plates of Deceleration Snail Trap, stop butt, target rubber sheets will be for three years or till 2.0 lakhs rounds successfully fired and effectively trapped, whichever is earlier.</p>
21.	<p>i. The supplier has to supply and Install the Containerised Tubular Shooting Range Bullet Containment Trap, Instructor Control Station with all components properly before inspection and field trial of the CTSR by the Inspection Committee during acceptance of final consignment.</p> <p>ii. For go live of the project the supplier has to:</p> <ol style="list-style-type: none"> Erect one shed of 75 feet length x 20 feet width x 21 feet height of standardized material for coverage of total CTSR system including ventilation system from rain and adverse weather conditions. The height of the shed should be such that maintenance of ventilation system should be done properly and the CTSR can be shifted easily from the Installation place to other location at the time of requirement, brought back& Installed at the original Installation place. Construct one RCC platform as a base to withstand the total weight of the entire CTSR system. Dimension of platform should be 75 feet length x 20 feet width and 2 feet foundation, out of which 1 feet should be below ground level. Construct one proper solid RCC concrete wall of minimum 1 feet thickness x 10 feet Width x 10 feet height or better adjacent to the Bullet Containment Trap to ensure protection from all kind of accidental bullets fired from CTSR at the time of exigency. <p>iii. Maintenance & Warranty certificate, other certificates and any other additional document/clarification sought during bidding or Technical Evaluation be submitted during acceptance of final consignment.</p>

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)	
			Yes / No	Yes / No
1	2	3	4	
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. 2021-22) and PAN Card.		
V.	18	a) OGST Clearance certificate up to March - 2022 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 (Annexure-D).		
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 Annexure-“E” 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.**

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.

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

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 years 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 he 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)

Format for Authorization Letter

Tender Call Notice No. _____, **Date:**_____

To

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

Sir,

Mr. / Ms. _____ is hereby authorized to sign relevant documents on behalf of the Firm /Organization / Company in dealing with the Tender No. _____, Dated: _____.

He / She is also authorized to attend meetings & submit the commercial information as may be required by you in the course of processing above Tendering process.

Thanking you,

Authorized Signatory

Signature of the Bidder

TECHNICAL BID FORMAT

**Tender Call Notice No.
Tender Document No.-V**

1. Technical Bid Format for Containerised Tubular Shooting Range: -

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
General			
1.	Containerised Tubular Shooting Ranges should be a complete solution for quickly installable indoor substitute for live firing practice of two firers at a time.		
2.	The System should encompass digitally projected target, acoustically treated individual Firing Booths with Ricochet Proofing, Lighting, Interactive Audio Interface, Shot Analysis System, Firefighting System, Ventilation System with necessary Bullet Proofing provision. Quickly attachable Bullet Containment Trap (to be attached with the Containerised Tubular Shooting Range) & Instructor Control Station should be installed by the supplier.		
Containerised Tubular Shooting Range Dimensions			
3.	The Containerised Tubular Shooting Ranges should be designed by using standard 40 feet High cube ISO container with dimension (40' Length x 8' Width x 9'6" Height). Provision must be there for quickly attachable container of 10' Length x 8' Width x 9'6" Height which should have Bullet Containment Trap made up of AR500 armour steel plates. Provision must also be there for installing one Instructor Control Station of 10' Length x 10' Width x 10' Height separately adjacent to CTSR.		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
Ammunitions			
4.	Type of Weapons and Ammunition: Provisions should be there for safe live firing of 7.62 mm x 51 mm, 7.62 mm x 39 mm, 5.56 mm x 45 mm Ball ammunition of up to 0.5 calibre and any other equivalent or intermediate calibres of up to 1000 m/s muzzle velocity and also 9 mm x 19 mm, 0.38, 0.32, 0.45 calibre and equivalent hand gun or carbine ammunition in single shot and in automatic mode.		
Target Specifications			
5.	<p>i) Smart Target System (STS) & Target Application Software: -CTSR should have a Smart Target System (STS) Where the targets will be projected on chamber target located at the Target End. Targets should be any standard scoring target like Figure 11 Target, Rubia Target, Pop-Up Targets. The robust and smart target Application software shall allow varying the Target ranges from 10 to 300 meters inside the container with different terrains. It shall also facilitate different types of exercises such as Grouping, Static, Timed Exercise and Annual Range Course or any other practices as desired by the user. It confirms displays the point of hit on the target with in an accuracy of 5 mm and its sensor must have more than 99 percent accuracy to detect the fire correctly.</p> <p>ii) Simulated Range of Targets: - The CTSR should have provision/facility for projected target that they can be simulated for ranges up to 300 meters and thus actually practice shooters in applying the range on the weapon and aiming at that range. Point of hit should be automatically and accurately adjusted by the software.</p>		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
Firing Booths			
6.	<p>CTSR should have two independent firing booths with facility to fire from standing, kneeling and lying positions. The firing booths are acoustically treated by using rubber tiles allowing for easy cleaning of dust and lead by dry or wet cleaning methods. Each booth shall be equipped with Firing Booth Display Unit (FBDU), Interactive audio interface to communicate with the instructor and CC Camera's to record the total firing session. Suitable fresh Laminar air flow shall be provided on each line to meet the range ventilation requirements. Each booth should have independent doors equipped with toughened glass to monitor the firing practice by instructor from outside. The same shall serve as entry, exit and emergency exit in case of any accident.</p>		
Instructor Control Station and Firing Booth Display Unit			
7.	<p>Instructor Control Station: It should be a separate cabin of 10 feet length x 10 feet width x 10 feet height of standardised material to be Installed by the supplier with door and window facility & glass fitted to the window and should be adjacent to the Container. It should be equipped with all necessary components given below and shall be monitored and operated by the range instructor. It shall be comprised of CPU, monitors, printer and communication equipment. The CPU should be loaded with Master control software which enables the instructor to assign different firing practices to the firers. The software shall display real time hits and record the complete data of each individual firer/session during firing.</p> <p style="text-align: right;">Contd....</p>		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
7.	The instructor can monitor the live session of firers in monitors and can communicate with the firers by communication equipment to guide the firers. The Software shall instantly record all the data and enables the instructor to take the print out of the reports/documents and allows retrieving the stored data at any time to evaluate or perform any kind of analysis. It shall also provide corrective action to the trainee after firing.		
8.	<p>Firing Booth Display Unit (FBDU): Each firing lane of CTSR should be equipped with FBDU which enables the firer to monitor and control the targets and exercises in that lane. The FBDU should be capable to perform the following activities:</p> <ul style="list-style-type: none"> i) Give shot location on the target. ii) Give possible score, aggregate score. iii) Indicate mean point of Impact. iv) Indicate type of exercise in progress. v) Show group size and MPI. vi) Furnishing “X” and “Y” coordinate of the shots. vii) Lane operation status. viii) Grouping and zeroing. ix) Zoom in and zoom out and panning of the target on the screen. x) Exercise replay. 		
Bullet Proofing			
9.	Tubes: The tubes used in the CTSR should be steel rolled of thickness 12 mm joined by SEAM welding process. The tubes should be further processed to remove the dents and projected surfaces to eliminate the ricochet problem and must have provision of Bullet Proofing.		

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10.	<p>Bullet Containment Trap (BCT): The Total containment trap should be made up of by using AR500 armour steel plates or better than this with Bullet Proofing provision and placed behind the target to collect all the bullets fired. The Deceleration Snail Trap should be manufactured in such a way to replace and reverse the primary impact plates to any position which increases the life of the system. The system should be positioned in a 10 feet acoustically treated container with provision to easily enter and carry out target maintenance activities. The container should be designed in such a way to quickly attach with the 40 feet CTSR container. The Deceleration Snail Trap shall be equipped with Ventilation system to collect the lead particles developed during the impact of bullets. There should be provision so that the bullets after contacting the angular plates are guided into a Deceleration chamber where the velocity of projectile shall be reduced to zero and collected at the tins provided at the bottom. The Deceleration Snail Trap should be capable to trap minimum 2.0 lakhs of rounds with minimum maintenance activities.</p>		
11.	<p>The bidders have to submit Ballistic test certificates of all necessary Bullet Proofing components of CTSR from any Authorised Govt. of India Organisation during Bidding and Technical Committee Meeting for Technical Evaluation of the CTSR.</p>		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
Safety			
12.	<p>Acoustic Reduction System: Proper noise abatement of CTSRs should be carried out by using rubber tiles those withstands frequent cleaning and wet scrubbing with agents to remove and neutralize lead dust and un burnt propellants. The parameters like Peak impulse sound, 8 hours TWA noise level, reverberation time should be maintained as per the NIOSH and OSHA noise standard (29 CFR 1910.95 (d) (e) (g) (h)).</p> <p>The characteristics of rubber tiles used should be compliance to the following.</p> <ul style="list-style-type: none"> i) The Acoustic foam is rated to class 1 (As per ASTM E84)/Class V0 or HF1 of UL-94. ii) NOISE Reduction Coefficient (NRC) of at least 0.75 as per ASTM C423-17. iii) Resistance to Fungal and Microbial Growth as per ASTM G21. iv) The rubber tile of fire retardant Class 1 of ASTM E84 or Class B2 OF DIN 4102 or Class 3 of BS476 Part 7:1997. v) Required certificate should be submitted by the bidder during Bidding and Technical Committee Meeting. <p>Ear Muffs: Electronic ear muffs shall be provided along with CTSR which should be capable to cut off the noise levels exceeding the safe hearing limit (i.e. 85db) and amplify the sounds below 80db to audible level.</p>		
13.	<p>Ventilation system: The CTSR should be equipped with suitable ventilation system to meet all the indoor firing range requirements as per NIOSH and OSHA lead standard (29 CFR 1910.1025(j)).</p> <p style="text-align: right;">Contd....</p>		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
13.	<p>The ventilation system of CTSR should provide 100% fresh air at firer end in laminar pattern with 10% of exceeded exhaust (As per the NIOSH, 1975). The Air flow at firing point and down the line should be maintained in between 50-75 fpm as per the NIOSH standards. Filtration of the exhaust air should be carried out by using 0.3 microns HEPA filters. A suitable mechanism should be placed in the system to indicate when filter change is required. The range shall be maintained at a negative pressure of minimum 10 Pascal to eliminate the lead dust spreading out to the range circumstances.</p> <p>Required certificate should be submitted by the bidder during Bidding and Technical Committee Meeting.</p>		
14.	<p>General Safety:</p> <ul style="list-style-type: none"> i) The system should be equipped with indication light at firing booth to display the status of the range. ii) Each firer cabin should be equipped with hooters to identify the position of stop butts. A warning message shall be displayed on the screen representing the status of stop butts and no target shall be displayed until all the equipment in the range positioned properly. iii) Necessary firefighting equipment should be equipped with the CTSR as per standard norms with required certificates. 		
15.	<p>Maintenance: The CTSR should facilitate easy maintenance of targets, filters, consumables and other components.</p> <ul style="list-style-type: none"> i. All Components of CTSR should be maintained by the supplier quarterly. <p style="text-align: right;">Contd....</p>		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
15.	<p>ii. The Tollfree No./Escalation matrix be submitted by the Bidder during bidding and the repair of the CTSR should be attended by the Engineer/Technician of the firm within 48 hours of registration of complaint.</p> <p>iii. The supplier should provide repair and maintenance manual.</p>		
16.	Portability: The CTSR should be capable to be shipped from one place to other place by simply on a 40 feet trailer like any other container. It must be made functional within a short time.		
17.	Product shall be demonstrated during the Technical Evaluation of system.		
18.	Training: Proper onsite training for 10 days to the user, range instructors/armourer, communication staff and the maintenance staff (for maintenance) and repair training to the Technicians/armourer shall be part of the installation.		
19.	<p>The supplier has to submit the following accessories/documents: -</p> <p>i. List of required accessories for all the components of CTSR including rubber blocks, AR500 plates, targets, filters etc. with price chart.</p> <p>ii. Undertaking to provide spare parts for next 10 years from the date of supply.</p> <p>iii. Technical Manual, Operational Manual for all components of CTSR.</p> <p>iv. Repair and maintenance manual.</p> <p>v. Test reports from Central Govt./NABL/Accredited Laboratory covering all the parameters as per Specification.</p>		
20.	Maintenance and Warranty: The CTSR must be covered with Three Years complete warranty.The warranty for consumables like rubber blocks, AR500 plates of Deceleration Snail Trap, stop butt, target rubber sheets will be for three years or till 2.0 lakhs rounds successfully fired and effectively trapped, whichever is earlier.		

Sl. No.	Technical Specification	Whether offered product fulfils the detailed Technical Specs, Kindly answer. Yes or No. only.	Offered Specifications and details of deviations if any. (Separate paper indicating details in case of major deviations to be attached)
21.	<p>i. The supplier has to supply and Install the Containerised Tubular Shooting Range Bullet Containment Trap, Instructor Control Station with all components properly before inspection and field trial of the CTSR by the Inspection Committee during acceptance of final consignment.</p> <p>ii. For go live of the project the supplier has to:</p> <ol style="list-style-type: none"> Erect one shed of 75 feet length x 20 feet width x 21 feet height of standardized material for coverage of total CTSR system including ventilation system from rain and adverse weather conditions. The height of the shed should be such that maintenance of ventilation system should be done properly and the CTSR can be shifted easily from the Installation place to other location at the time of requirement, brought back& Installed at the original Installation place. Construct one RCC platform as a base to withstand the total weight of the entire CTSR system. Dimension of platform should be 75 feet length x 20 feet width and 2 feet foundation, out of which 1 feet should be below ground level. Construct one proper solid RCC concrete wall of minimum 1 feet thickness x 10 feet Width x 10 feet height or better adjacent to the Bullet Containment Trap to ensure protection from all kind of accidental bullets fired from CTSR at the time of exigency. <p>iii. Maintenance & Warranty certificate, other certificates and any other additional document/clarification sought during bidding or Technical Evaluation be submitted during acceptance of final consignment.</p>		

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	Containerised Tubular Shooting Range							

Seal & 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).
3. The detail e-Tender documents will be made available in MSTC web-site: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**. The date of opening of price bid of the qualifiedBidder 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).
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.	Keshav Arora	karora@mstcindia.co.in	0674-2950091	9830430434
2.	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 video, Bidders may watch video (<https://drive.google.com/drive/folders/1sMADqaghca2WACm1lo4IaH7tEthlK72W>)

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). 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 sent 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

- a. 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.
- b. 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.
- c. The Digital Signature Certificate will be used to digitally sign the Bids that the Bidder shall submit online.
- d. 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

H. Online Submission of Techno-Commercial Bid and the Price Bid

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

I. Uploading Documents

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

J. Deletion / Modification/ Withdrawal of Bid.

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

K. 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.