

**Request for Proposal (RFP)**  
**For**  
**Establishment of Integrated and Unified Command and**  
**Control Centre (I&UCCC)**



Issued By  
**Odisha State Police Headquarters**  
**Buxibazar, Cuttack, Odisha, 753001**

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5. This report sets forth our views based on the completeness and accuracy of the facts stated and any assumptions that were included. If any of the facts and assumptions is not complete or accurate, it is imperative that we should be informed accordingly, as the inaccuracy or incompleteness thereof could have a material effect on our conclusions.

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7. We have not performed an audit and do not express an opinion or any other form of assurance. Further, comments in our report are not intended, nor should they be interpreted to be legal advice or opinion.
8. While information obtained from the external sources has not been verified for authenticity, accuracy, or completeness, we have obtained information, as far as possible, from sources generally considered to be reliable. We assume no responsibility for such information.
9. Our views are not binding on any person, entity, authority, or Court, and hence, no assurance is given that a position contrary to the opinions expressed herein will not be asserted by any person, entity, authority and/or sustained by an appellate authority or a court of law.
10. By reading our report the reader of the report shall be deemed to have accepted the terms mentioned hereinabove.

Note: This proposal views, suggestions on preliminary findings and inputs from the Odisha Police

However, it is imperative that these observations be implemented by relevant stakeholders only after appropriate assessment and due consultation.

## 1 Invitation for Proposal

Odisha State Police Headquarters , Cuttack (hereinafter referred to as “Odisha Police” or “Authority”) Director General of Police, Odisha State issues RFP for Establishment of Integrated and Integrated and Unified Command & Control Center (I&UCCC) at twin city of Odisha State of the District Police Commissionerate Headquarters from the experienced and reputed firms / agencies including Original Equipment Manufacturers (OEM), Solution Providers, and System Integrators having proven expertise in the proposed work. The bidders should be able to serve the districts and should have technical competency in using latest available technologies.

Accordingly, Bids are invited by A.I.G of Police (Provisioning), Odisha Cuttack on behalf of the Office Director General of Police, Odisha Police from the experienced and reputed firms such as Original Equipment Manufacturers (OEM), Solution Providers, and System Integrators having after sales & service facilities at Bhubaneswar and Cuttack Twin City for the design, supply, install, support, and maintenance of Integrated and Unified Command & Control Center (I&UCCC) for the Authority.

The complete bidding document has been published on <https://odishapolice.gov.in//> and <https://tendersodisha.gov.in//> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the bidding process subject to the submission of required tender/ bidding document fee and Earnest Bid Deposit (EMD). For any type of clarifications, bidder can contact Phone: 0674-2530035, E-mail : [commissioneratepolice@nic.in](mailto:commissioneratepolice@nic.in)

- (i) A three-envelope selection procedure shall be adopted as stipulated in this RFP.
- (ii) Bidder(s) (authorized signatory) shall submit their offer for preliminary qualification, technical qualification, and financial proposal. Tender processing fees and Earnest Money Deposit (EMD) should be paid as per instructions provided in the bid document.
- (iii) Bidder(s) are requested to submit the complete bid proposal, Tender fee and EMD, well advance in time so as to avoid any other unforeseen problems.
- (iv) Bidder / Agencies are advised to study this document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.



## RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)

### 1.1 Schedule of Bidding Process

Sn	Particulars	Details
1	Publication of RFP Notice	<b>06-I/UCCC-CP-2022-23</b>
2	Uploading of RFP document in Odisha Tenders website	09-01-2023
3	Last date for Bid Submission	31-01-2023, 17:00 Hrs
4	Place of submission of proposals:	To be submitted Online
5	Date and time for opening of technical bids	31-01-2023, 17:30 Hrs
6	Date and time for opening of financial bids	<b>-To be intimated-</b>

### 2 Introduction

#### 2.1 Background

Odisha State Police Headquarters, Cuttack owes its origin to the initiative of the Government of Odisha (the “Tender Issuing Authority” or “TIA”) is engaged in excellence and harmless policing as part of this endeavor, Odisha Police has decided to engage OEM for Assisting Police Commissionerate , Bhubaneswar-Cuttack for establishment of Unified Command and Control Centre for a tenure of 5 years and has, therefore, decided to carry out the bidding process for selection of to whom the Project may be awarded.

- The service area shall be amended as per notifications pertaining the expansion of Odisha Police operations as and when applicable.
- Odisha Police intends to select Bidder(s) for awarding the Project through an open competitive bidding process in accordance with the procedure set out herein.

#### 2.2 Brief Description of Bidding Process:

- Odisha Police has adopted a three Stage Bidding Process (collectively referred to as the "Bidding Process") for selection of the Bidder for award of the Project. The selection process involves 3 envelope selection procedure, Pre-qualification of interested Bidders, Technical Qualification in accordance with the provisions of this RFP and Financial Bid. Odisha Police shall only open the financial bids of the Qualified Bidder.
- The Applicant shall pay to Odisha Police a non-refundable sum of INR 10,000/- (Rupees Ten Thousand only) + GST (18%), as ‘Tender Processing Fee’.
- The details of the Bid submission are mentioned in Clause 3.7.
- The validity of Bid shall be as per Clause 3.8.
- In terms of the RFP, a Bidder will be required to deposit, along with the Bid, Tender Processing Fee & Earnest Money Deposit (EMD)

#### 2.3 Pre-Bid Conference

- Bidder requiring any clarification on the RFP may send in their queries to **commissioneratepolice@nic.in** on or before the date mentioned in the Schedule of Bidding Process specified as per the format provided in Annexure II: Request for Clarification. Bidder shall be required to submit the queries in editable format preferably .doc and .xls both. Odisha Police shall endeavor to respond to the queries within the period specified therein. All clarifications shall be published online on the website [www.odishapolice.gov.in](http://www.odishapolice.gov.in) and <https://tendersodisha.gov.in>
- Odisha Police shall endeavor to respond to the questions raised or clarifications sought by the Bidder. However, Odisha Police reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing shall be taken or read as compelling or requiring Odisha Police to respond to any

question or to provide any clarification.

- Odisha Police may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidder. All clarifications and interpretations issued by Odisha Police shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Odisha Police or its employees or representatives shall not in any way or manner be binding on Odisha Police.
- In case of any clarification/ queries, the person to be contacted is as under:  
Addl. CP of Police, Commissionerate Police,  
Bhubaneswar-Cuttack, Bidyut Marg,  
Bhubaneswar-751001

### 3 Instruction to Bidders

#### 3.1 General terms of Bidding

- A Bidder is eligible to submit only one Bid for the Project as per the formats given in Annexures.
- Bid documents are being provided only as preliminary reference document by way of assistance to the Bidder who are expected to carry out their own surveys, investigations, and other detailed examination before submitting their Bids. Nothing contained in the Bid documents shall be binding on Odisha Police nor confer any right on the Bidder, and Odisha Police shall have no liability whatsoever in relation to or arising out of any or all contents of the Bid documents.
- Notwithstanding anything to the contrary contained in Bid documents, the detailed terms specified in the Contract Agreement shall have overriding effect, provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Contract Agreement.
- The Bidder shall deposit Earnest Money Deposit (EMD) in accordance with the provisions.
- The Bidder should submit a Power of Attorney as per the format at Annexure V: Power of Attorney for signing of Bid, authorizing the signatory of the Bid.
- The Bidding Documents including this RFP and all attached documents are and shall remain the property of Odisha Police and are transmitted to the Bidder solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. Odisha Police will not return any Bid, or any information provided along therewith.
- A Bidder shall not have a conflict of interest (*the "Conflict of Interest"*) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall

be disqualified. In the event of disqualification, Odisha Police shall be entitled to forfeit and appropriate the EMD or Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by Odisha Police and not by way of penalty for, inter alia, the time, cost and effort of Odisha Police, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to Odisha Police under the Bidding Documents and/ or the Contract Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

- 3.1..1 The Bidder, or Associate (or any constituent thereof) and any other Bidder, or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder or Associate, as the case may be) in the other Bidder or Associate, is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in sub-section (72) of section 2 of the Companies Act, 2013.
- 3.1..2 For the purposes of indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary *is less than 26%* of the subscribed and paid up equity shareholding of such intermediary; or a constituent of such Bidder is also a constituent of another Bidder.
- 3.1..3 Such Bidder or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder or any Associate thereof; or
- 3.1..4 Such Bidder has the same legal representative for purposes of this Bid as

any other Bidder; or

- 3.1..5 Such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- 3.1..6 Such Bidder or any Associate thereof has participated as an OEM/Consultant to the Authority in the preparation of any documents, design, or technical specifications of the Project.
- 3.1..7 Explanation: Associate means, in relation to the Bidder a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.
- 3.1..8 Odisha Police, its employee and advisors would treat the bids and supporting information submitted by the bidder in a reciprocating confidentiality and would use it for the purpose of this or litigations, Odisha Police would do so, with an information to the Bidder and any expenses related to the same would be charged to the bidder.
- 3.1..9 This RFP is not transferable. Any award of Project pursuant to this RFP shall be subject to the terms of Bidding Documents.

### 3.2 Acknowledgement by Bidders:

It shall be deemed that by submitting a Bid, the Bidder has:

- Made a complete and careful examination of the Bidding Documents.
- Received all relevant information requested from Odisha Police.
- Accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of Odisha Police relating to any of the matters referred to in above.
- Satisfied itself about all matters, things and information including matters referred to in this clause hereinabove necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations there under.
- Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the Bidder referred to in this clause hereinabove shall not be a basis for any claim for compensation, damages, extension of time for performance of its

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obligations, loss of profits etc. from Odisha Police, or a ground for termination of the Contract Agreement by the Agency.

- Acknowledged that it does not have a Conflict of Interest; and
- Agreed to be bound by the undertakings provided by it under and in terms hereof.

### 3.3 Cost of Bidding:

- Bidder are invited to examine all information relevant to the Project in greater detail and to carry out, at their cost, such studies as may be required for submitting their respective Bids for award of the Project including implementation of the Project.
- The Bidder shall be responsible for all the costs associated with the preparation of their Bids and their participation in the Bidding Process. Odisha Police will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.
- Cost of Bid Document (in shape of DEMAND DRAFT) from any nationalized/ scheduled bank in India in favor of A.I.G. of Police (Provisioning), Odisha, Cuttack - **Rs. 500 /- (Rupees five hundred) only (exclusive of GST) for any or all the item(s)**. Document processing Fee (in shape of DEMAND DRAFT) from any nationalized/ scheduled bank in India in favor of A.I.G. of Police (Provisioning), Odisha, Cuttack - **Rs. 10,000/- (Rupees ten thousand) only (exclusive of GST) for any or all the item(s)**

### 3.4 Verification and Disqualification

- Odisha Police shall not be liable for any omission, mistake or error in proposals submitted by the bidder. Odisha Police reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents and the Bidder shall, when so required by Odisha Police, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, Odisha Police shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of Odisha Police thereunder. Odisha Police reserves the rights to decide to ask any clarification and decide to consider the same.

3.4..1 Odisha Police reserves the right to reject any Bid and forfeit the EMD if:  
At any time, a material misrepresentation is made or uncovered, or

- A. The Bidder does not provide, within the time specified by Odisha Police, the supplemental information sought by Odisha Police for evaluation of the Bid. Such misrepresentation/ improper response shall lead to the disqualification of the Bidder.

B. If such disqualification/ rejection occurs after the Bids have been opened and the lowest Bidder gets disqualified/ rejected, then Odisha Police reserves the right to: Invite the remaining Bidder to submit their Bids in accordance with the conditions of this RFP; or Take any such measure as may be deemed fit in the sole discretion of Odisha Police including annulment of the Bidding Process. In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Agency either by issue of the LOA or entering into of the Agreement, and if the Successful Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by Odisha Police, without Odisha Police being liable in any manner whatsoever. In such an event, Odisha Police shall be entitled to forfeit and appropriate the EMD or Performance Bank Guarantee as Damages, without prejudice to any other right or remedy that may be available to Odisha Police under the Bidding Documents and/ or the Agreement, or otherwise.

### 3.5 Amendment of RFP:

- At any time prior to the deadline for submission of Bids, Odisha Police may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addendum or a Corrigendum. An addendum or a corrigendum thus issued will be a part of the RFP and shall be published online on the website [www.odishapolice.gov.in](http://www.odishapolice.gov.in), [www.tendersodisha.gov.in](http://www.tendersodisha.gov.in) Odisha Police will assume no responsibility for receipt of the Addendum or Corrigendum.
- To accord the Bidder a reasonable time for taking an Addendum into account, or for any other reason, Odisha Police may, at its own discretion, extend the Bid Due Date.

### 3.6 Proprietary Data

All documents and other information supplied by Odisha Police or submitted by a Bidder to Odisha Police shall remain or become the property of Odisha Police. Bidder(s) are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. Odisha Police shall not return any Bid, or any information provided therewith.

### 3.7 Language, Format, and Signing of Bid:



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- The Bid, as well as all correspondence and documents relating to the Bid, exchanged between Odisha Police and the Bidder shall be written in English Language. Any printed literature furnished by the Bidder written in another language must be accompanied by a translation in the English Language duly authenticated by the Bidder, in which case, for purposes of interpretation of the Bid, the translation shall govern.
- The Bidder shall provide all the information sought under this RFP. Odisha Police will evaluate only those Bids that are received online in the required formats and complete in all respects. The Pre- qualification and Technical proposal shall be submitted as per the check list provided in Annexures.
- The Financial bid is to be submitted as per the format given in Annexure X: Format for Financial Proposal, clearly indicating the bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of discrepancy in numeric and alphabetical manner, the lower of both shall be considered.
- The Bid shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder having a Power of Attorney as per format Annexure V: Power of Attorney for signing of Bid, as applicable and duly authenticated by affixing a Common Seal who shall also initial each page in blue ink. All the alterations, omissions, additions, or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.
- Bidder shall furnish the required information in their Bid in the enclosed formats only as per the Annexures to the RFP. Any deviations with respect to this may make their Bid liable for rejection.

### **3.7..1 As part of Pre-Qualification, the following shall form part of the proposal (Envelope I):**

- i. Tender Document Fee in the shape of Demand Draft from any Scheduled Commercial or Nationalized Bank
- ii. EMD\* fee in the shape of Demand Draft from any Scheduled Commercial or Nationalized Bank
- iii. Annexure I: Covering letter
- iv. Annexure II: Request for Clarification
- v. Annexure III: Pre-Qualification Checklist and Supporting documents.
- vi. Annexure IV: Details of Bidder
- vii. Annexure V: Power of Attorney
- viii. Annexure VI: Self-Declaration for non-Blacklisting
- ix. Annexure VII: Declaration for Non-Performance

### **3.7..2 As part of Technical-Qualification, the following shall form part of the proposal (Envelope II):**



- i. Annexure VIII: Technical Capacity of the Bidder
- ii. Annexure IX: Technical Evaluation Checklist
- iii. Annexure X: Financial Capacity of the Bidder

**3.7..3 The Financial Proposal shall be submitted in formats provided in the following annexures (Envelope III):**

- i. Annexure XI: Format for Financial Proposal

The Bidder shall submit Pre-Qualification, Technical Qualification proposal and Financial Bid in the format specified in Annexures and in accordance with this RFP. The Bidder shall submit the bid online.

- The cover Envelope IV shall clearly bear the following identification: "**Establishment of Integrated and Unified Command and Control Centre (I&UCCC)**" and shall clearly indicate the tender notice number, name, and address of the Bidder. In addition, the Bid Due Date should be indicated on the right-hand corner of the envelope. The envelope shall be addressed to:

Addl. CP of Police, Commissionerate Police,  
Bhubaneswar-Cuttack, Bidyut Marg,  
Bhubaneswar-751001

- The Bidder shall submit Pre-Qualification, Technical Qualification proposal and Financial Bid in the format specified in Annexures and in accordance with this RFP. The Bidder shall submit the hard copy of Pre-Qualification, Technical Qualification proposal and Financial Bid, Tender Processing fees and EMD in a sealed envelope.
- If the envelope is not sealed and marked as instructed above, Odisha Police assumes no responsibility for the misplacement or premature opening of the contents of the Bid and consequent losses, if any, suffered by the Bidder.
- Further, Bidder are required to submit all details only as per RFP document. In the event, any of the instructions mentioned herein have not been adhered to, Odisha Police reserves the right to reject the Bid.
- Bids submitted by fax, telex, telegram, or e-mail shall not be entertained and shall be rejected.
- Bids should be submitted before 05:00 PM on the Due Date as specified in the RFP. The cover **Envelope IV** containing Tender processing fee as per RFP & EMD along with Pre-Qualification documents (Envelope I), signed copy of the RFP, Technical Qualification proposal (Envelope II) and Financial Proposal (Envelope III) shall be submitted online provided in the manner and form as detailed in this RFP within the due date and time as specified in the RFP.
- Odisha Police may, in its sole discretion, extend the Bid Due Date by issuing an

Addendum.

- Bids received after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- Modifications/ Substitution/ Withdrawal of Bids:
  - i. The Bidder shall modify, substitute, or withdraw the bid prior to the Bid Due Date. No Bid shall be modified, substituted, or withdrawn by the Bidder on or after the Bid Due Date.
  - ii. Any alteration/ modification in the Bid or additional information supplied after the Bid Due Date, unless the same has been expressly sought for by Odisha Police, shall be disregarded.
- Odisha Police shall not be liable to pay any interest on the Earnest Money Deposit (EMD) so made and the same shall be interest free. EMD shall be non-transferable. Any Bid not accompanied by the Earnest Money Deposit (EMD) & Tender processing fee shall be rejected by Odisha Police as non- responsive.
- The Earnest Money Deposit (EMD) of unsuccessful Bidder will be returned by Odisha Police, without any interest, within 60 days from the date of opening of the financial bid or when the Bidding process is cancelled or closed by Odisha Police. Bidder may by specific instructions in writing to Odisha Police give the details for name and address of the person in whose favor the said demand draft shall be drawn by Odisha Police for refund, failing which it shall be drawn in the name of the Bidder.
- The successful Bidder's Earnest Money Deposit (EMD) will be returned, without any interest, upon such Successful Bidder signing the Agreement and furnishing the Performance Bank Guarantee in accordance with the provisions thereof.
- Odisha Police shall be entitled to forfeit and appropriate the Earnest Money Deposit (EMD) as mutually agreed genuine pre-estimated compensation/ Damages to Odisha Police in any of the events specified in. The Bidder, by submitting its Bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that Odisha Police will not suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the Bid validity period. No relaxation of any kind on Earnest Money Deposit (EMD) shall be given to any Bidder.

### 3.8 Validity of Bid:

- Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of Financial Bid.
- In exceptional circumstances, prior to expiry of the original bid validity period, Odisha Police may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting his EMD. A bidder agreeing to the request will not be required or permitted to modify his bid but will

be required to extend the validity of his EMD for the period of the extension, and in compliance all respects.

### 3.9 Confidentially

Information relating to the examination, clarification, evaluation, and recommendation for the Bidder shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising Odisha Police in relation to or matters arising out of or concerning the Bidding Process. Odisha Police will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. Odisha Police may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or Odisha Police.

### 3.10 Service Level Agreement (SLA)

- The Bidder should meet the following SLAs during the warranty period; however, a separate SLA agreement will be executed with a successful Bidder when the project is awarded and accepted.
- The SLA is designed for rapid response to mission critical service, hardware, DC and software application emergency. The time between the initial request for service and the time a technical person respond to the request should not exceed 1 hour. The Resolution for permanent solution to an emergency should be within 12 hours.
- In case of complete system breakdown, the resolution time should be less than 30min. and resolution should be less than 1 hour.
- The Service level agreement would be valid for the complete period of contract. This SLA may be reviewed and revised according to the procedure detailed in SLA Change Control Mechanism.

### 3.11 Penalty

The penalties to be imposed at any stage under this bid are:

- a) imposition of liquidated damages
  - b) forfeiture of performance security
  - c) cancelation of Purchase Order and termination of the contract
  - d) de-recognition/ debarment of the bidder/supplier
- Failure to produce the requisite certificates after claiming to possess such certificates or concealment or misrepresentation of facts will not only lead to rejection of bids in the first round itself and/or may lead to forfeiture of performance security as

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well as result in derecognition/ debarment of the bidder.

- The penalties to be imposed on the bidder, at any stage, will be decided on the basis of the violations of number of bid conditions specifically mentioned in the bid document as that leading to forfeiture of Performance Security or leading to de-recognition/debarment
- Any unexcused delay by the successful bidder in maintaining its contractual obligations towards delivery of goods and performance of services shall render the successful bidder liable to any or all of the following sanctions:

Sr. No	Service	Expected Service Level	Service Level Penalty
1.	Deployment of all requirements as per scope of work and Milestone Deliverables for project after signing the Contract with Odisha Police or any subsequent requirement from Odisha Police during the Contract period.	Within the timeline mentioned in Milestone Deliverables	1.5% of Contract value Due ,if the successful bidder not matched with Deliverable mentioned in Clause no (8.2).
2	Submission of all monthly status reports or deliverables as per the agreed timelines mentioned in Milestone Deliverables (Clause No-8.2)	Within 1st week of succeeding month or as per agreed timeline	0.5% of Contract value as mentioned in Milestone Deliverables mentioned in Clause no (8.2).

Note : For the purpose of recovery of penalty imposed, the penalty amount will be adjusted against the contract or performance security made by Service Provider.

### 3.12 Force Majeure

- For purposes of this clause, Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause).
- An FM clause in the contract frees both parties from contractual liability or

obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs (within 7 days) and it cannot be claimed ex-post facto.

- There may be a FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 60(Sixty) days, either party may at its option terminate the contract without any financial repercussion on either side. Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/ or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

### 3.13 Resolution of Disputes

- If dispute or difference of any kind shall arise between the Tender Inviting Authority and the successful bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

### 3.14 Arbitration, Applicable Law & Jurisdiction of Courts

- Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by Odisha Police.
- If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by Odisha Police. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter. It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest.

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- The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties. The venue of the arbitration shall be Bhubaneswar and language will be English. Fees of the Arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties. Subject to as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 and any statutory modifications or re- enactment in lieu thereof shall apply to the arbitration proceedings under this Clause.
- Subject to above, the Courts in Bhubaneswar alone shall have jurisdiction in this matter.
- The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
- All disputes arising out of this bid will be subject to the jurisdiction of courts of law in Bhubaneswar / High Court of Orissa.

### **3.15 General/ Miscellaneous Clauses**

- Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e. the Successful bidder on the one side and the Tender Inviting Authority on the other side, a relationship of master and servant or principal and agent.
- Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- The Successful bidder shall notify the Tender Inviting Authority of any material change that would impact on the performance of its obligations under this Contract.
- The Successful bidder shall, at all times, indemnify and keep indemnified the Tender Inviting Authority / Government of Odisha against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the successful bidder/its associate/affiliate etc.
- All claims regarding indemnity shall survive the termination or expiry of the contract.

### 3.16 Fall Clause

- The prices charged for the supplies under the contract by successful bidder shall in no event exceed the lowest price at which the successful bidder sells the items/NPPA price of identical description elsewhere in the country during the period of contract. If at any time, during the contract, the bidder reduces the price chargeable under the contract, he shall forthwith notify such reduction to the Tender Inviting Authority and the price payable under the contract of the items supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

### 4 Correspondence to Bidders:

Odisha Police shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

### 5 Earnest Money Deposit (EMD)

- a. The Bidder shall furnish as part of its Bid, Earnest Money Deposit (EMD) amount to the sum of **INR 10,00,000/- (Rupees Ten Lakhs)** in shape of Bank Guarantee to be made from any Nationalized or Scheduled Commercial Bank in favor of Accounts Officer Odisha Police, Cuttack.
- b. Odisha Police shall not be liable to pay any interest on the Earnest Money Deposit (EMD) so made and the same shall be interest free. EMD shall be non-transferable. Any Bid not accompanied by the Earnest Money Deposit (EMD) & Tender processing fee shall be rejected by Odisha Police as non-responsive\*.
- c. The Earnest Money Deposit (EMD) of unsuccessful Bidder will be returned by Odisha Police, without any interest, within 60 days from the date of opening of the financial bid or when the Bidding process is cancelled by Odisha Police. Bidder may by specific instructions in writing to Odisha Police give the details for name and address of the person in whose favor the said demand draft shall be drawn by Odisha Police for refund, failing which it shall be drawn in the name of the Bidder.
- d. The successful Bidder's Earnest Money Deposit (EMD) will be returned, without any interest, upon such Successful Bidder signing the Agreement and furnishing the Performance Bank Guarantee in accordance with the provisions thereof.
- e. Odisha Police shall be entitled to forfeit and appropriate the Earnest Money Deposit (EMD) as mutually agreed genuine pre-estimated compensation/ Damages to Odisha Police in any of the events specified in. The Bidder, by submitting its Bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that Odisha Police will not suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the Bid validity period. No relaxation of any kind on Earnest Money Deposit (EMD) shall be given to any Bidder.
- f. The Earnest Money Deposit (EMD) shall be forfeited and appropriated by Odisha



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Police as mutually agreed genuine pre-estimated compensation and Damages payable to Odisha Police for, inter alia, time, cost, and effort of Odisha Police without prejudice to any other right or remedy that may be available to Odisha Police hereunder or otherwise, under the following conditions.

- g. The Earnest Money Deposit (EMD) shall be forfeited and appropriated by Odisha Police as mutually agreed genuine pre-estimated compensation and Damages payable to Odisha Police for, inter alia, time, cost, and effort of Odisha Police without prejudice to any other right or remedy that may be available to Odisha Police hereunder or otherwise, under the following conditions.
- If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice as specified in this RFP.
  - If a Bidder withdraws its Bid during the period of Bid validity as specified in this RFP and as extended by the Bidder from time to time.
  - In the case of successful Bidder, fails within the specified time limit: –
    - i. to sign the Agreement and/or
    - ii. to furnish the Performance Bank Guarantee within the period prescribed in the Contract Agreement; or
    - iii. In case the successful Bidder, having signed the Agreement, commits any breach thereof prior to furnishing the Performance Bank Guarantee.

## **6 Evaluation of Bids**

### **6.1 Bid Evaluation Committee:**

- Odisha Police shall constitute a Bid Evaluation Committee to evaluate the responses of the bidder(s).
- The Bid Evaluation Committee shall evaluate the responses to the RFP (Pre-qualification and Technical) and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- The decision of the Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.
- The Bid Evaluation Committee may ask for meetings with the bidder to seek clarifications on their proposals. The bidder shall submit requisite supporting documents/ certificates on the credentials. The committee may visit bidder's client site to validate the credentials/ citations claimed by the bidder.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.



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- The Bid Evaluation Committee would submit its decision to Odisha Police whose decision would be final and binding upon the bidder.
- In case of a single bid, Odisha Police reserves the right to accept or reject the bid on recommendations of Bid Evaluation Committee at its discretion.
- The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.
- The Bid Evaluation Committee reserves the right to reject any or all proposals entails the basis of any deviations.

### 6.2 Overall Evaluation Process

- The evaluation of the Bids shall be done in 3 Steps where the Bidder shall be first evaluated against the Pre-Qualification Criteria mentioned in Clause 4.3.
- Only those bidders who meet the Pre-qualification criteria shall be considered for further evaluation of the Technical Proposal.
- Only those bids which are technical response shall be evaluated for financial proposal.
- Evaluation of the Technical and Financial proposals will be based on Quality cum Cost Based Selection (QCBS) mode
- To facilitate the evaluation of the Bid, Odisha Police may at its sole discretion, seek clarifications from any Bidder regarding its Bid. Such clarifications shall be provided by the Bidder within the time specified by Odisha Police for this purpose and all clarifications shall be in writing.
- If any Bidder does not provide clarifications sought as above, within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, Odisha Police may proceed to evaluate the Bid by construing the requiring clarification to the best of its understanding and the Bidder shall be barred from subsequently questioning such interpretation by Odisha Police.
- Any information contained in the Bid shall not in any way be construed as binding on Odisha Police, its agents, successors, or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it under the Bidding Process based on such information.
- Odisha Police reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any Bid without assigning any reasons.

### 6.3 Pre -Qualification Proposal Criteria

Before opening and evaluation of the technical proposals, bidder's eligibility would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the preliminary level. The bidder shall fulfill all the following Pre-Qualification criteria independently, as on date of

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submission of bid.

Sr. No	Basic Requirement	Eligibility Criteria	Documents to be submitted
1	Legal Entity	The Bidder should be a registered company in India under the Companies Act, 1956 / 2013 or LLP Act 1932 and subsequent amendments. The bidder must be in existence for at least 03 years in India as on March 31, 2019. Should have been registered with the relevant Tax Authorities .	Copy of Certificate of Incorporation/ Registration/Partnership deed Copy of PAN Card Copy of GST Registration
2	MAF from OEM	The Bidder should be an OEM/ System Integrator/ Authorized representative of an OEM with valid MAF for each item as on bid calling date.	The Manufacture Authorization Form for all the items / components / systems to be submitted in PQ Bid.  <b>Note:</b> The bidder should submit 'Single' MAF for item/items. Multiple MAFs for same item is not allowed.
3	Financial Turnover	The Sole bidder should have average annual turnover of INR 20 Crore for the last 3 audited financial years (2019-20, 2020-21, 2021-22) from the business area of bid item / ITS system integration services. Submit certificate through CA statutory format.	CA Certificate/ Audited Balance Sheet clearly stating turnover
4	Project Management Experience	The Sole bidder should have completed at least 03 Project (completed implementation as well as Maintenance OR completed implementation and satisfactory performance certificate of the completion project). The Bidder should have experience in execution of minimum 2 projects with a combined quantity of 100 Nos of IP based HD cameras federated on Central Command Center/VMS Platform in the last 3 financial years on bid Submission Date. At least one	Copy of Work order / LOI / LOA / Contract Agreement document/ Purchase Order, Completion Certificate and work satisfactory certificate.

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Sr. No	Basic Requirement	Eligibility Criteria	Documents to be submitted
		<p>project has been executed for any Public/PSU/State &amp; Central Govt. departments.</p> <p>Each of the project should be multi-site connected to the central command center through backbone network connectivity.</p> <p>Note:- The Bidder must have executed at least two project with a minimum quantity of 100 HD cameras installations in city/outdoor environment in the last 5 years as on Bid Submission Date for any Public/PSU/State &amp; Central Govt. departments.</p>	
5	Certifications:	The applicant must have ISO 9001:2015 and ISO 27001. All the certificates should be valid at the time of release of bid.	Attach copy of the valid Certificates
6	Local Presence	<p>Local presence: -</p> <p>Bidder should have local office in India operating for last 3 years as on date of bidding.</p> <p>Note: An undertaking in this regard should be submitted on the company letter head.</p>	<p>Self-certified Address on Letter head to be submitted.</p> <p>Copy of relevant Local Office Documents / Certificate issued by Competent Authority.</p>
7	Blacklisting	The Bidder must not be debarred/blacklisted by any Government body/PSU in India as on date of submission of the Bid.	A self-certified letter signed by the Authorized Signatory of the Bidder as per Annexure A.

**Note:**

- i. It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
- ii. Bidders are required to furnish compliance of all the Sections mentioned in this

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Sr. No	Basic Requirement	Eligibility Criteria	Documents to be submitted
		<p>RFP, bringing out clearly deviation if any.</p> <p>iii. Project credential of Bidding entity or Parent firm or its Member firm shall be considered. Financial Turnover of Bidding entity or its Parent firm shall be considered for evaluation for this RFP. However, the bidder should submit the valid supporting documents indicating the relation between the parent company or member firm with the bidding entity.</p> <p>iv. Bidders that are submitting projects that have contract value in currencies other than Indian Rupees (INR), the contract values shall be converted to INR as per conversion rate as on date of release of this RFP.</p>	

Odisha Police may seek clarifications from the bidder on the Pre-qualification Criteria on the submitted documents, however no additional document cannot be produced by bidder as pre-qualification clarification except the documents submitted in bid. Any of the clarifications by the bidder on the documents submitted against the Pre-qualification Criteria should not have any financial implications.

### 6.4 Selection Procedure:

**Combined Quality and Cost Based Selection (QCBS)** method will be followed during the overall selection process. Only the bidders fulfilling the Pre-qualification Criteria are allowed to further participate in this tender. The Envelope II marked "Technical Bid" shall be opened first. The Envelope III marked "Financial Bid" shall be kept sealed for opening as per date mentioned in Clause 2.

### 6.5 Evaluation of Technical Bid:

Only those Agencies who meet the Minimum Eligibility Criteria shall qualify for evaluation of their technical bid and financial bids will be opened for those who qualify for the technical bid. Evaluation of the Technical and Financial proposals will be based on **Quality cum Cost Based Selection (QCBS) mode with weightage of 70% and 30% for technical and financial proposals**, respectively.

Bids with **Technical mark below 70** shall be disqualified as technically non-responsive. Financial bid of only technically responsive bidders shall be opened.

### 6.6 Technical Evaluation Criteria

The eligible bidders shall be evaluated based on the following criteria and technical mark shall be awarded to the bidders:

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SI No	Parameters	Maximum Marks 100
	Experience/certifications	
A	Minimum Average Annual Turnover of the Bidder, during last 3 financial years should be minimum 20 crores (FY 2019-20, 2020-21, 2021-22).	10
B	Positive Net Worth of the Bidder as on 31.3.2022.	10
C	The Bidder should have experience in establishing and satisfactory functioning of I&UCCC in any state police. satisfactory Performance certificate must be enclosed.	20
D	The Bidder should have experience in Surveillance Related work for Central / State Government Department in last 5 years in India as on bid submission date. Such as <ul style="list-style-type: none"><li>• Facial Recognition System -2.5</li><li>• Video Summarization -2.5</li><li>• Quick and easy search - 2.5</li><li>• Advance Alarm / alerting – 2.5</li><li>• Cyber Security policy for Command Centre &amp; VMS-2.5</li><li>• Integration of PCR Van and in I&amp;UCCC – 2.5</li><li>• Developing of Mobile app for I&amp;UCCC – 2.5</li><li>• Integration of ANPR/ALPR Camera with VAHAN database for e-Challan system - 2.5</li></ul>	20
E	Live demonstration of overall projects for proof of concept. (POC)	40

**Note:**

- i. It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
- ii. Bidders are required to furnish compliance of all the Sections mentioned in this RFP, bringing out clearly deviation if any.
- iii. Project credential of Bidding entity or Parent firm or its Member firm shall be considered. Financial Turnover of Bidding entity or its Parent firm shall be considered for evaluation for this RFP. However, the bidder should submit the valid supporting documents indicating the relation between the parent company or

member firm with the bidding entity.

- iv. Bidders that are submitting projects that have contract value in currencies other than Indian Rupees (INR), the contract values shall be converted to INR as per conversion rate as on date of release of this RFP.
- v. International donor agencies (such as World Bank, ADB, IMF, United Nations, DFID, USAID, DFAT.) funded projects will also be considered
- vi. Supporting documents like LOA/ PO/ WO/ Agreement Copy/Completion certificate for such projects should be submitted along with project citations. Credentials of Parent Entity or Member firms shall be considered.

#### 6.7 Evaluation Financial Bid

- i. For each Technical Proposal, the total points that can be awarded for each Bidder are 100, and the minimum technical score (T) that a Bidder requires to qualify for opening of the Financial Proposal is 70.
- ii. The highest evaluated Technical Proposal (Th) shall be given maximum Technical Score (St) of 100. The formula for determining the Technical Scores (St) of all other proposals is calculated as following
- iii.  $St = 100 \times T/Th$ , in which “St” is the Technical Score, “Th” is the highest Technical Score given, and “T” is the Technical Score of the proposal under consideration
- iv. FINANCIAL EVALUATION): The financial proposals of the bidders qualifying the technical evaluation only shall be opened at this stage in the presence of the bidder’s representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.
- v. The lowest evaluated financial proposal (Sf) will be given a maximum financial score (Fm) of 100 points. The formula for determining the financial scores of other proposals will be computed as follows:
- vi.  $Sf = 100 \times Fm/F$ , in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the Proposal under consideration.
- vii. Proposals shall be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal (0.7); P = the weight given to the Financial Proposal (0.3); T + P = 1) as following:  
 **$S = St \times T + Sf \times P$ ,**
- viii. The Selected Applicant shall be the First Ranked Applicant (having the highest combined score). The Second and third Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws or fails to comply with the requirements specified in the RFP document
- ix. The bidder should necessarily give the financial details in the Annexure X: Format for Financial Proposal of this RFP. All the financial details should be given in the prescribed format only and in accordance with the details and terms and conditions

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as mentioned in this RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to Odisha Police.

- x. The bidder should also provide the detailed break-up of the Tax/ Charges which bidder would be submitting to Government against every transaction separately with Financial Proposal.
- xi. The Financial Proposal shall not contain any technical information.
- xii. The technical proposal should not contain any financial information, if found same shall be considered as rejected.

### **6.8 Selection of Bidder**

- The Bidder/s whose Bid is adjudged as responsive in terms of RFP and with the highest composite score as per Clause 4.8 shall be declared as the selected Bidder/s (the “Successful Bidder/s”).
- If two or more Bidder have the highest composite score, then Odisha Police shall award the work to the bidder who would have got highest technical score.
- After selection, a Letter of Award (LOA) shall be issued, in duplicate, by Odisha Police to the Successful Bidder and the Successful Bidder shall, within 7 (seven) days of the receipt of the LOA, the bidders shall have to sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA, duly signed by the Successful Bidder is not received by the stipulated date, Odisha Police may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by Odisha Police on account of failure of the Successful Bidder to acknowledge the LOA.
- After acknowledgement of the LOA as aforesaid by the Successful Bidder, the Contract Agreement shall be executed between Odisha Police and the Successful Bidder within 30 days from the date of issue of LOA. The Date of execution of Contract Agreement between Odisha Police and Successful Bidder shall be identified as Commercial Operation Date (COD).
- The Successful Bidder shall not be entitled to seek any deviation, modification, or amendment in the Contract Agreement.

### **6.9 Contacts during Bid Evaluation**

Bids shall be deemed to be under consideration immediately after they are opened and until such time as Odisha Police makes official intimation of award/ rejection to the Bidder. While the Bids are under consideration, Bidder and/ or their representatives or other interested parties are advised to refrain from contacting by any means, Odisha Police and/ or their employees/ representatives on matters related to the Bids under



consideration.

#### 6.10 Signing of the Contract

The Agreement will be signed as per RFP, after selection of Successful Bidder. Odisha Police shall have the right to annul the award in case there is a delay of more than 30 days in signing of the Agreement from the date of issue of LOA by Odisha Police, for reasons attributable to the selected bidder.

#### 6.11 Failure to agree with the term & conditions of RFP

Failure of the successful bidder to agree with the terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event Odisha Police may call for new proposals and appropriate the Performance Bank Guarantee or EMD paid by the selected bidder.

#### 6.12 Performance Bank Guarantee:

Performance Bank Guarantee is governed for supplies and services as follows:

- The bidder shall carry out the services in conformity with the requirements of this RFP, generally accepted professional and technical norms relevant to such projects and to the satisfaction of Odisha Police.
- The Earnest Money Deposited at the time of bid submission would be given back to the selected bidder on payment of Performance Bank Guarantee.

The selected bidder shall furnish Performance Bank Guarantee as follows:

- The successful bidder shall at his own expense, which may be in form of an unconditional and irrevocable bank guarantee for 3% of the contract value. The agency shall maintain a valid and binding Performance Security for a period of 3 (three) months after the expiry of the Total Contract Period of 5 (Five) years.
- The Performance Bank Guarantee should have been issued by a Scheduled Nationalized Bank or Commercial Bank in India. For the avoidance of doubt, Scheduled Bank shall mean a bank as defined under Section 2(e) of the Reserve Bank of India Act, 1934.
- The Performance Bank Guarantee should be furnished within 15 Business Days from the date of issue of Letter of Award (LOA).
- The Performance Bank Guarantee may be discharged/ returned by Odisha Police upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract for the entire project duration. However, no interest shall be payable on the Performance Bank Guarantee.
- Odisha Police shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:
  - i. Any amount imposed as a fine by Odisha Police for irregularities Committed by the successful bidder.



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- ii. Any amount which Odisha Police becomes liable to the Government/Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.
  - iii. Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.
  - iv. Any other outstanding amount.
- Once the amount under this clause is debited, the bidder shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by Odisha Police failing which it will be treated as breach of agreement and may lead to termination of agreement with forfeiture of all amounts including interest free Performance Bank Guarantee in favor of Odisha Police.

### **6.13 Execution of Agreement:**

After acknowledgement of the Work order as aforesaid by the selected firm, it shall execute the Contract Agreement within the period of 7 days from the date of issuance of Work order. The selected Agency shall also deposit the performance security before the execution of the contract agreement. The successful bidder shall not be entitled to seek any deviation in the Agreement.

### **6.14 Commencement of Agreement:**

The selected Agency shall commence the assignment within 7 days from the date of signing of the Agreement. If the bidder fails to commence the assignment as specified herein, Odisha Police may, unless it consents to extension of time thereof may forfeit the Performance Security and appropriate the same by Odisha Police.

### **6.15 Proprietary Data**

All documents and other information provided by Odisha Police or submitted by the bidder to Odisha Police shall remain or become the property of Odisha Police. The bidders are to treat all information as strictly confidential. Odisha Police will not return any Proposal, or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Consultant to Odisha Police in relation to the Consultancy shall be the property of Odisha Police.

**7 Scope of the Project:**

The Integrated and Unified Command & Control Center (I&UCCC) envisioned to be implemented at Bhubaneswar Commissionerate of Police in the State of Odisha as part of the RFP. The objective of I&UCCC is to improve citizen service delivery through seamless integration and proactive monitoring of Information Technology (IT) intervention services.

This project includes various IT solutions on the Integrated and Unified Command & Control Center Platform at Bhubaneswar Commissionerate of Police, Odisha which includes Video Surveillance system (CCTV System), Automatic Number Plate Recognition (ANPR) system, Traffic Enforcement system such Red Light Violation Detection (RLVD) system, Speed Detection system, OD-e Challan system etc., These systems shall be converged seamlessly on Integrated and Unified Command & Control Center Platform at CP office Bhubaneswar. CC and thus to provide Common Operating Picture (COP) to the stakeholders, provide actionable intelligence, respond quickly and effectively to citizens, manage crisis situations in a collaborative manner, and improve public safety.

The I&UCCC should be able to perform various use cases are interoperable across multiple IT systems as defined in the scope of this project. CP office Bhubaneswar, I&UCCC will further seamlessly federated / integrated to the existing CCTV Control Center (CP office Bhubaneswar) to access the twin city local systems at CP office Bhubaneswar. The various disparate IT systems from multiple solution providers implemented in Bhubaneswar and Cuttack City covering two Commissionerate's were seamlessly integrated on the central Unified Command center platform includes CCTV Systems; Traffic Planning and Guidance Systems; Traffic Enforcement Systems; Emergency Response Systems etc., Any functionality not expressly stated in this document but required to meet the needs of I&UCCC as specified in the scope of this RFP and captured during assessment/requirement gathering phase of project shall essentially be under the scope of the Bidder to ensure successful operations of the system and no extra charges shall be admissible.

The Bidder shall design, procure, supply, implement, commission, operationalize, test, UAT, Go-Live, support and maintain the I&UCCC including the below systems, components and activities that are envisaged in the project with 5 years comprehensive on-site warranty from the date of commissioning including installation/commissioning and successful User Acceptance Test. The Bidder scope of work shall include but not limited to:

- a) Situation Assessment Study and Inception Report
  - I. Conduct a detailed assessment, feasibility, and connectivity within the each Commissionerate for the scope items mentioned.
  - II. Conduct site survey for finalization of detailed technical architecture, design, gap analysis and project plan.

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- III. Conduct site surveys, site preparation, obtain site clearance obligations & other relevant permissions .
- IV. It is the responsibility of the Bidder to ensure the skilled resources are deployed during entire period of execution of the project as specified in the RFP.

### **b) Implementation of Integrated and Unified Command & Control Center (I&UCCC)**

- I. Design, procure, supply, install, commission, support, and maintenance of the Integrated and Unified Command & Control Center Solution to integrate the existing video feeds of local CCTV System installed at the Data Center (CP office Bhubaneswar).
- II. Design, procure, supply, install, commission, support, and maintenance of the ANPR & enforcement (RLVD, Speed etc.,) systems on Unified Command Center Solution Platform.
- III. The Bidder shall supply and configure the Mobile Client application to access I&UCCC to the Mobile users.
- IV. The equipment, products, software, etc., supplied under this bid shall be of latest released versions and minimum life shall be at least 5 years or more from the date of supply. SI shall ensure the submission of letter from OEM (MAF) in this regard.
- V. The Bidder shall supply all of the latest versions of equipment, software and perpetual licenses, and other items for the implementation of I&UCCC.
- VI. During the post-award of the project, the Successful Bidder will be required to prepare the detailed Bill of Material for the physical equipment & components including hardware and software for the entire solution and get it approved by the Authority.

### **c) Integration of various Systems**

- I. Integration of existing video feeds of CCTV systems installed at various locations on I&UCCC platform at CP OFFICE BHUBANESWAR).
- II. Integration of various other solutions such as ANPR systems, Traffic Enforcement systems and any sensors that will be deployed in future on the I&UCCC platform.
- III. Integration of Traffic Enforcement system with state-wide OD-e Challan system on I&UCCC platform. The Bidder shall provide system integration services to customize and integrate the applications provided and also integrate with the existing application installed in other agencies.
- IV. The Bidder shall supply SDK/APIs and shall be able to integrate and fetch the data from other third-party systems already available or coming in future in consultation and approval by the Authority.

### **d) Federation / Integration of I&UCCC to Data Center (CP office Bhubaneswar).**

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- I. The I&UCCC at each of the Data Center must be interconnected / federated over an WAN network to the Twin City at Bhubaneswar and Cuttack for seamless access to I&UCCC.
- II. Ensure all the feeds are accessed either through web or mobile by the users at all Command & Control Centers, field officers and officers at Twin City and district police headquarter locations.
- III. It is the responsibility of the Bidder to integrate the field equipment of rural police stations and district jurisdictions with Data Center at CP office Bhubaneswar. Also, it is the responsibility of the Bidder to integrate / federate with the Odisha Police.
- IV. The Bidder is to assist the system integrator or operator of Odisha Police for their scope of connectivity to ensure the integration / federation of district systems with the Odisha Police for seamless operations.

### **e) Network Connectivity and Bandwidth**

- I. The Bidder will design and install communications backhaul paths with ample bandwidth for all systems scoped in this project for Live viewing, recorded and stored for 30 days retention period. However, Traffic enforcement data should be stored beyond 30 days and maximum up to 90 days wherever required.
- II. The Bidder intends to procure network bandwidth-as service for connecting devices and locations for implementation of the solution as defined in this RFP for the 5 years period. However, the Authority would provide assistance where required to get the ISP services for the same.
- III. Establishment of LAN and WAN connectivity at CP office Bhubaneswar. Prepare a detailed connectivity map in consultation with the Authority for Bhubaneswar locations.
- IV. It is the responsibility of the Bidder to provide the network bandwidth for connecting the various devices at all locations. The Bidder shall suggest the bandwidth requirements as per the finalized design in consultation with the Authority. Aggregation of nodes/switches from ISP to be reconfirmed with configuration for high level performance speed and proposed and seek the approval of Authority prior to implementation.
- V. The Bidder shall collaborate with an ISP and procure the bandwidth as per the needs for 5 years, which could be extended at the discretion of the Authority. The Authority may assist the SI in the procurement process of bandwidth from ISP where necessary.

### **f) Operations and Maintenance (O&M)**

- I. The Bidder will also be responsible for support and maintenance of above IT solution and management of hardware and application software, networking that were supplied under this project.

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- II. The Bidder is also responsible to provide training, maintenance, and operations of the solution for 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system.
- III. Providing regular technology upgrades for all the software components and reconfiguring the software for a smooth uninterrupted transition.
- IV. Providing technical support and warranty for all components including repair, replacement etc., if any.
- V. Training the police staff, other stake holders and operators on operationalization of the systems that are put in place at twin city police Commissionerate wherever required.
- VI. Provide required support during execution and acceptance test.
- VII. Preparation of system documents, user manuals, performance manuals, Operation manual etc. if any.

### **7.1 Unified Command Control Center (I&UCCC):**

The Integrated and Unified Command & Control Center (I&UCCC) is capable of communicating with other systems as aforesaid such as CCTV system, ANPR, RLVD, Speed, OD-e Challan etc. To improve citizen service delivery through seamless integration and proactive monitoring of policing services, and to provide Common Operating Picture (COP) to the stakeholders and other agencies, respond effectively to disasters, manage crisis situations in a collaborative manner, improve public safety and smart mobility.

#### **Components & Services Scope Overview**

The following key tasks shall be covered under this initiative:

1. Integrated and Unified Command Control Centre is based on unification of technology wherein all types of IP enabled hardware sensors, database connected to a single platform which will be integrated, operated and correlated on single intuitive screen to give maximum information for a better decision-making process.
  - The I&UCCC can Manage, operate and control everything from a single screen.
  - Due to Open & unified architecture any type of hardware software can be unified and integrated.
  - Single operator can manage the total application.
  - Easy to scale-up with multiple sensors, database and Mission Critical applications for incident management.
  - Productivity and efficiency can be enhanced by limiting the training, time, infrastructure and lifecycle management.
2. To create an Integrated and Unified Command & Control Centre (I&UCCC) system (I&UCCC) as a part of the IT solution for faster decision making in traffic

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emergency such as accidents, terrorist attack, VVIP movements, theft, fire accidents, Traffic congestion etc.

3. To provide an integrated traffic management platform for viewing, controlling, and managing all the traffic components installed across the city.
4. To monitor the ongoing activities of the key traffic junctions from the I&UCCC.
5. To provide real time information and services, such as traffic related, journey planners and accident reporting.
8. To operate, manage and train the administrative staff and offer back-end support on the operations of the I&UCCC using the departmental manpower.
9. System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard so that the Field Responder handheld the situation responsibly and promptly.
10. All system messages (notifications, alerts and alarms) should always be visible from the Notifications view, which provides controls that operator can use to sort and filter the messages that it displays.
11. The system must have capability to integrate existing video wall variable messaging board, VHF communication, tracking PCR vehicle through AVL (Automatic Vehicle Locator), IP based Body Worn Camera, Vehicle Dash board Camera, ERSS 112 application to a single unified platform.
12. The system must have capability to integrate Various 3rd party applications, Databases like CCTNS, Crime record, social Media Platform, different mobile app etc. for data correlation and quick response.
13. The system must have capability to bring the feeds of community cameras to the I&UCCC in a secured manner to avoid Cyber threat.
14. The I&UCCC / VMS platform must have Cyber Security certification from any reputed international / national organization.
15. The video data extraction from the recording should have the operator or user marking of the details of the computer from which it is taken from.
16. Advanced AI platform to be provided for Video Synopsis, Image enhancement, real time alert, Health monitoring of Camera / sensors / IOT / Network.
17. Required analytics will be added after satisfactory demonstration of products in POC.
18. The solution must provide forensic tools to be applied on various audio/video files/outputs.

- **Scope to the Bidder**

The broad scope of servicers will include but not limited to the following:

- Design, Procure, Supply, Installation testing and commissioning of Integrated and Unified Command & Control Center including site preparation of I&UCCC at data center (CP office Bhubaneswar).
- Establishment of LAN and WAN connectivity at I&UCCC, and connectivity of field devices/systems and solutions with I&UCCC.



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- Integration Services as per the scope documented in the RFP.
- Should have provision for Command-and-Control center over a Mobile platform. The Bidder should provision for Mobile Client application. Minimum number of Mobile users accessing the I&UCCC application should be five (5). However, if required more based on the need, the Bidder should be provided on mutually agreed terms between Bidder and Authority.
- All the hardware and software issues will be the responsibility of the Bidder.
- Networking & Security Infrastructure and other associated IT Components.
- Procurement and supply of the Server and storage for I&UCCC platform to accommodate maximum of around 125 CCTV cameras and other Traffic Enforcement violation images and videos. However, if the server compute and storage space required more based on the increase of CCTV cameras and Traffic Enforcement need, the Bidder should supply and install on mutually agreed terms between the Bidder and Authority including financial impact.
- No Products supplied under this bid shall be nearing their date of “end of life”.
- All IT equipment models offered shall be latest released with bundled version update.
- Procurement and supply of requisite licenses (Commercial off the shelf - COTS), Installation and implementation (including configuration /customization and Testing) of proposed I&UCCC.
- All documentation generated inclusive of IT architecture, functional specifications, design, and user manuals of the I&UCCC solution and documentation of other systems during design, installation and commissioning phase shall always be submitted and approved by the Authority.
- Shall provide system integration services to customize and integrate the applications provided and also integrate with existing application installed in other agencies on mutually agreed terms. The I&UCCC application proposed by the bidder shall have open SDK / APIs and shall be able to integrate and fetch the data from other third-party systems already available or coming up in the near future in consultation and approval by the Authority on mutually agreed terms including financial impact.

### 7.2 Automatic Recognition Numbering System (ANPR)

The objective of the ANPR System to enhance public safety and has proved to assist in serving as a deterrent to crime and serves as a forensic tool to solve crimes after they occur. It also serves as the detection of hot-listed vehicles.

- **Scope to the Bidder**

The Bidder shall be responsible for procurement, supply, design, installation, commissioning and testing, support, and Maintenance for 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system. The broad scope of services will include but not limited to the following.

- Conduct surveys and collect data of existing operating conditions, traffic volumes across various time periods, etc. for the purpose of installation and calibration of ANPR system at all critical locations.
- These critical locations will be identified by the Authority with the Successful Bidder.
- These critical locations are basically vantage points such as Entry/Exit of the city, crime sensitive areas, accident prone areas, etc.,
- The Authority may increase or decrease the locations as per requirements, field conditions and feasibility to install such system.
- It is the responsibility of the Bidder to design, procure, supply, install, commission, support, and maintenance of ANPR system at all vantage locations as identified by the Authority. Supply of required sensors, required hardware, and other accessories as per the approved design which include not limited to cameras, detectors, sensors etc.,
- Design, supply and implement ANPR software application meeting the functional and nonfunctional requirements and must be accessible remotely through web or mobile interface.
- Integrate the solution with I&UCCC.
- Maintain entire solution for 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system.

### 7.3 Traffic Enforcement System

#### **Objective**

Objectives The objectives of the Traffic Enforcement System are:

- To improve compliance with traffic rules at signalized junctions.
- Automatically detect violations along with all relevant vehicle information.
- Automatically recognize the number plate of the violating vehicle.



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- Integrate with vehicle databases such as VAHAN etc., to get the vehicle details.
- Provide an option of selecting the violated vehicles based on some parameters like Vehicle number, type of violation, date of registration, or other parameters based on the requirement to generate challans.
- Integrate with OD-e Challan system to plan and generate challans.

### **Scope to the Bidder**

The Bidder shall be responsible for procurement, supply, design, installation, commissioning and testing, support, and Maintenance for 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system. The broad scope of servicers will include but not limited to the following:

- Conduct surveys and collect data of existing operating conditions, traffic volumes across various time periods, violation rate at various time periods, etc. for the purpose of installation and calibration of traffic enforcement.
- Estimated junctions for RLVD, ANPR, Speed implementation is provided in the RFP. The Authority may increase or decrease the junctions / locations as per field conditions and feasibility to install such system.
- Detection and violation of Red-Light Violation, Stop Line and Speed through sensors along with video and image evidence for each of the violation. Supply of required sensors, controller interface card and other required hardware, accessories as per the approved design which include not limited to cameras, detectors, sensors etc.,
- Design, supply and implement Traffic Enforcement software application meeting the functional and non-functional requirements of all types of violations.
- Integrate the solution with I&UCCC.
- Maintain entire solution for 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system.

### **Scope to the Authority**

The Authority shall be responsible for providing the following components, systems to integrate Traffic Enforcement Systems without which the detection and violation systems may not be complete.

- Availability of operational/working Traffic Signals at the traffic junctions preferably all arms of the junction.
- Traffic Signals consists of the “Controller with input & output relays” or any other PCB Based controllers where the enforcement systems such as RLVD, Speed, Stop Line etc., may need to be integrated seamlessly for traffic detection and violations.
- Availability of operational/working Traffic OD-e Challan system APIs to integrate the

Traffic Enforcement system.

- Availability of Technical Experts of Traffic Signal and OD-e Challan systems to involve in the process of Integrations and respective system changes may be required for seamless integration with other systems.
- It is the responsibility of the Authority to provide stable uninterrupted power supply source at all internal and external locations for connecting the systems and field components.
- The objective of the ANPR System to enhance public safety and has proved to assist in serving as a deterrent to crime and serves as a forensic tool to solve crimes after they occur. It also serves as the detection of hot-listed vehicles.

### 7.4 Project Scope to Bidders

The following is the scope of work to enable the deployment of Integrated and Unified Command & Control Center (I&UCCC) at twin city Police Commissionerate locations as per the tender document.

- The scope of the project involves Design, Supply, Install, Commission, Test, Deploy and Warranty support & maintenance of Integrated and Unified Command & Control Center Solution at all Locations with 5 years comprehensive on-site warranty as defined in this document. The locations at the time of installation may change based on the site requirement at the discretion of Authority.
- The Bidder is responsible to supply and install the I&UCCC equipment with an appropriate accessories and fixtures where required with a 30-day storage retention & beyond where required. The scope also includes installation and configuration of I&UCCC system at each of the District Police Commissionerate. The system should be able to connect the local systems such as CCTV, ANPR, etc., where necessary and to the central command center (Odisha Police) at Data Center (CP Office Bhubaneswar). However, it will be connected to the backbone to access from central command center (CP office Bhubaneswar) or any other centers from any locations.
- It is in the scope of the Bidder and OEM jointly to provide an integrated workable solution at Data Center (CP office Bhubaneswar). If required, the Bidder & OEM should provide integration tools, scripts, APIs, SDK kits and any other modules that are required for successful seamless integration of multiple systems or command center applications in collaboration with other OEMs under the guidance of the Authority.
- The Authority will provide the network source for bandwidth connectivity wherever possible. However, in case the connectivity is not possible, it is the responsibility of the Bidder to provide the bandwidth connectivity from 3rd party N(I)SP at (CP office Bhubaneswar). to access the system from any remote locations. Accordingly, the bandwidth connectivity should be planned for the first 12 months from the date of commissioning including installation/commissioning and successful User

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Acceptance Test of the system subject to renewal for every subsequent 12 months with no major cost escalation.

- The Bidder should work with the 3rd party Network Service Provider and provide the technical support for the successful bandwidth connectivity. It is the Bidder responsibility to ensure the said I&UCCC system is performing to the satisfaction within each of the location/site. In case of any connectivity issues arise, the Bidder should jointly work with the third-party network service provider for resolution.
- The Bidder is responsible for all the work that is required to be done at the (CP office Bhubaneswar) and connecting the video feeds of (DCP Office Cuttack, DCP office Bhubaneswar) to Data Center (CP office Bhubaneswar). that includes installation & commissioning of the said I&UCCC system; works such as civil, electrical, and mechanical at no additional costs to the Authority.
- It is in the scope of the Bidder to route all cable connections where necessary concealed in indoor& outdoor locations particularly it should be laid underground for outdoor environment where required.
- The stable uninterrupted power sources at (CP office Bhubaneswar) would be provided by the Authority. In case of field locations, it is the user responsibility to get the power connection from the electrical department by applying through proper procedure, the Authority may provide any assistance where required to expedite the process.
- The Bidder is allowed to utilize any underground ducts, power sources, network switches and other equipment such as rack space, firewalls etc., already installed & commissioned in indoor environment subject to free ports/sockets available as part of other projects to route the cables where available. It is in the scope of Bidder to seek approval from the Authority on the availability of such provision after their due diligence performed. However, it is the responsibility of the Bidder to resolve any conflicting issues or requests on such utilization of common infrastructure in consultation with the other party routed such issues / requests through the Authority.
- The successful bidder has to supply all the items strictly in accordance with a specification as mentioned in this document.
- The Bidder shall act as a single point of contact to organize and manage the entire scope and phases as per the project requirement.
- The system is meant for day/night viewing and recording, it should capture the live video stream, store, retrieve and analyse video images to enable surveillance & monitoring thus increase operational efficiency. The system should support minimum functional features as specified in the tender.
- The technical specifications of equipment and I&UCCC mentioned in this document are the minimum suggestive specifications. The Bidder not meeting these minimum suggestive technical specifications are liable to be rejected.

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- The Bidder should supply the Bill of Quantity at the Authority site within 6 weeks from the date of order released by the Authority. All the equipment should be latest and of the prevailing/current standard production of the manufacturer at the time of the proposal. The shelf life of this equipment should be at least 6 years from the date of supply to the Authority.
- The Bidder is required to supply the latest version of licensed software, providing all the features enumerated in this specification as per tender document, at the time of award of contract. Equipment must be compatible with other Network vendor equipment. The software stack provided by the Bidder must be able to be integrate seamlessly with other system provided they are open standards. The scope includes all necessary software that is needed to the system for its completeness and functional working the system at each of the location.
- All the items including spare parts if any carry on-site comprehensive warranty of 5 years from the date of commissioning including installation/commissioning and successful User Acceptance Test of the system.
- The Bidder shall meet the SLAs during the support & maintenance period as mentioned in this document. The calculation for penalties for not meeting the SLA requirement during warranty period is defined in this document.
- Successful Bidder shall carry out the optimal performance test run the complete system with various business cases under the guidance of the Authority to ensure its effectivity and efficiency.
- The Bidder should provide the necessary documentation including the design and technical configurations of the system.
- Successful Bidder should provide training to the team identified by the Authority for operation of the complete system and handhold on-job for a minimum of two weeks where required.

### **7.5 Project Implementation**

- The Bidder shall install and implement the proposed system at such locations/sites as mentioned by the Authority within a period of 60 days from the date of signing of the contract by the Bidder. The Authority will appoint Technical-in-Charge of the Project where all inspection, installation, commissioning, and acceptance of work will be undertaken. All Invoices, Vouchers, Bills for supplied goods and services by the Bidder under the scope of the work will be verified measured and accepted by the Technical-In-Charge, Committee to The Authority for release of payment.
- As part of implementation, the Bidder shall provide details of equipment that will be incorporated in the proposed system, material and manpower as required. The location for storing spare parts and quantity there on should also be clearly indicated.
- The Bidder will have to work during Holidays and Sundays, according to the urgency of work. The Authority will assist in all necessary & legal permissions, NOC

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(No Objection Certificate) from various departments to execute the project where required/applicable. However, Bidder should provide & manage all necessary paperwork to grant said permission from respective authorities where required/applicable.

- In case of the material/solution supplied and installed is rejected owing to its non-conformity to the specification or due to the poor quality of workmanship, the same shall be replaced promptly. The Bidder shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from The Authority.
- Any damage caused to the property of The Authority while executing the job shall be solely Bidder's responsibility. The appropriate costs shall be recovered from the Bidder in lieu of the damages.
- It is a turnkey project. The Bidder shall be fully responsible for implementing the Project in totality and should include the items and their prices, if not included in Schedule of Requirement to complete the project on turnkey basis. Any claim whatsoever in this regard will not be entertained later on.
- In the event of the delay in delivery of contracted services or services are not satisfactory, the Authority may procure goods from else-where as prescribed in bid and Bidder shall be liable without limitations for the difference between the cost of such substitution and the price set forth in the contract for the goods involved i.e., at the risk and cost of the Bidder.
- The Authority reserves the right to visit any working site of the Bidder with prior intimation. The concerned Bidder has to make necessary arrangement for the same.
- The Bidder shall be responsible and take required insurance for equipment and all of their representatives / manpower working on the site at their own cost. The Authority will not be responsible for any loss or damage to any of the equipment or representatives / manpower of the Bidder during the said contract.
- All the work shall be performed and executed by the Bidder in strict conformity with the Technical-in charge / Committee of the Authority and any relative instruction issued to the Bidder by the Technical in-Charge time to time.

### **7.6 Acceptance Test**

Acceptance Test will be conducted as follows

- The Authority (Odisha Police) reserves the right to inspect equipment prior to dispatch. The Bidder should submit the Factory Acceptance Test reports for approval of the Authority. The cost of all such tests shall be borne by the Bidder. If any of the inspected goods fail to conform to the specifications after installation, the Authority may reject them and the Bidder shall have to replace the rejected goods or cancellation of the project and costs incurred by the Authority will be recovered

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from PBG. In case of inspection waiver, the same shall be obtained before the dispatch of goods. Inspection of rest of material shall be done at site by the Technical-in-Charge/ Committee. Material approval should be obtained before installation.

- The first step will involve successful installation of all sites. The provisional acceptance of these sites will be defined as Partial Acceptance.
- Final Acceptance Test (FAT): After successful installation of the System in accordance with the requirements as mentioned in Schedule of Requirement, Final Acceptance Test will be conducted. The details of FAT will be jointly decided by the Bidder & the Committee.
- The date on which Acceptance certificate is issued shall be deemed to be the date of successful commissioning of the System.
- Any delay by the Bidder in the Final Acceptance Testing shall render the Bidder liable to the imposition of appropriate penalties.

### 7.7 Schedule of Items to be Supplied

Schedule of Items to be Supplied for I&UCCC System			
SL NO	Item Name	Qty	UOM
<b>I&amp; UCCC Software Component</b>			
1.	Integrated and Unified Command & Control Centre platform with GIS engine, reporting, real time, dashboard, user interface, alarm / alert management with unrestricted, threat level engine. Software and perpetual licenses include. (As per Technical specification) Unlimited client licenses for Mobile, Web & other modes of access.	1	Nos
2.	VMS Channel Licenses for IP Camera (Bhubaneswar Location -As per Technical specification)	800	Nos
3.	VMS Channel Licenses for IP Camera (Cuttack Location -As per Technical specification)	400	Nos
4.	VMS Channel Licenses for IP Camera (For Community Camera -As per Technical specification)	300	Nos
5.	AVL (Automatic Vehicle Locator) Licenses for PCR/ERSS/Ambulance	200	Nos
6.	VHF/SIP Connection Licenses	200	Nos
7.	Federation Licenses for Cuttack location	1	Nos



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8.	Plugin Licenses for Video Analytics	1	Nos
9.	Videowall Plugin Licenses (Existing)	1	Nos
10.	Incident management, rules engine, decision management and collaboration tool license.	6	Nos
<b>Hardware Component</b>			
11.	Management, Recording, VHF, Mobile, ALPR, SQL Data base, Failover & plugin Server for Bhubaneswar and Cuttack location.(As per Technical specification)-Microsoft server licenses must be include	28	Nos
12.	Workstation for operator. (As per Technical specification)Microsoft windows licenses must be include	12	Nos
13.	Storage Device (SAN/NAS/DAS) with all accessories. (As per Technical specification)	2	Nos
14.	TOR Switch (As per Technical specification)	4	Nos
15.	Hardware Device to connect community camera feeds (support Min. 150 Camera )	4	Nos
16.	Advance Layer 3 Switch with Min 10G 16 copper port and 8 SFP+/QSFP Port.	3	Nos
17.	SFP+ Transceiver single Mode	36	Nos
18.	CP Office Bhubaneswar control room & LAN network Renovation setup	1	LS
<b>Video Summarization / synopsis</b>			
19.	Video Summarization / synopsis	50	Nos
20.	Sever with high end GPU for video Analytics (Microsoft server licenses must be included, As per Technical specification)	2	Nos
<b>Forensic Tool</b>			
21.	Video & Image enhancement and analysis software tools	1	Set
<b>SDK integration of E-Challan</b>			
22.	Integration services OD-e Challan through SDK / API of Vahan database (Bhubaneswar & Cuttack)	2	District
<b>DCP Office Bhubaneswar for view</b>			
23.	Network Connectivity from CP Office Bhubaneswar to DCP Office Bhubaneswar	1	Set
<b>Connectivity (MPLS/VPN/ILL)</b>			
24.	Yearly recurring charges for bandwidth port speed will be defined by the bidder as per the requirement	5	Year
<b>Service Component</b>			



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25.	Project Planning, Designing and user signup	1	Lot
26.	Installation, commissioning, Integration & Testing all hardware or software component	1	Lot
27.	Operator Training and hand holding	1	Lot
	<b>Operation &amp; maintenance with dedicated manpower as per RFP</b>		
28.	1st Year charges	1	Year
29.	2nd Year charges	1	Year
30.	3rd Year charges	1	Year
31.	4th Year charges	1	Year
32.	5th Year charges	1	Year

**Note:** The equipment / items mentioned in the list may change or the number of equipment / item may increase or decrease as desired by the authority through written communication.

### 7.8 Locations

SI No	Location Description	Latitude	Longitude
1	CP Office Bhubaneswar	20.274846178616606 N	85.82602627053102 E

### 7.9 Requirement of Technical Specifications

#### I. Technical Specification of Integrated and Unified Command Control Centre (I&UCCC).

Sr. No.	Technical Specifications
1	General

## RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)

	<p>The Integrated and Unified Command Control Platform (I&amp;UCCC) shall be an enterprise class IP-enabled Cloud ready application. The I&amp;UCCC shall support the seamless unification of various Public Safety elements like IP video management system (VMS), IP automatic number plate recognition system (ANPR/ALPR), Incident management, Emergency response system. Criminal tracking, record management, Traffic management solutions under a single platform with scope for future scalability. The I&amp;UCCC user interface (UI) applications shall present a unified user interface for the management, configuration, monitoring, co - relation, intelligence and reporting of various embedded systems and associated edge devices.</p>
2	<p>The platform must be Cloud ready from day 1 and must have the ability to host either in total or some of the modules in a private cloud environment approved by "MEITY".</p>
3	<p>The platform must have native failover. The failover must support both local &amp; over geographical redundancy for all the modules outlined under the I&amp;UCCC platform. The OEM must ensure scalability and high availability.</p>
4	<p>The I&amp;UCCC platform must be a true unified management experience for critical infrastructure, simplifying control room operation and system integration, minimizing total cost of ownership, and increasing operational efficiency critical to rapid decision-making.</p>
5	<p>The I&amp;UCCC Platform shall maximize real-time monitoring and control efficiency from one workstation through the synchronized control of high-resolution blueprints, images, streaming camera data, and system alerts which allows for interaction between all relevant data</p>
6	<p>It shall allow simple and accessible Integration with other independent control systems through a single Unification point with consistent user interface and better operational efficiency.</p>
7	<p>I&amp;UCCC shall be open architecture based, highly scalable and able to integrate multiple disparate systems seamlessly on a common platform</p>
8	<p>I&amp;UCCC system shall provide a real time Common Operating Picture (I&amp;UCCC) of the area involving all agencies using a simple Operator / User friendly interface.</p>
9	<p>The system shall support various sensors like Cameras, GPS, Voice devices, Storage devices, Sensor inputs from other Utility applications/ systems</p>

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10	The I&UCCC platform shall provide a dashboard functionality to manage workflows by integrating information from different agencies and systems to facilitate responsive decision making in City.
11	The I&UCCC platform should provide a cross-agency collaboration tool to support instant communication between various user groups and authorities.
	<b>I&amp;UCCC Architecture:</b>
1.	The Application shall be an IP enabled solution. All communication between the servers and other clients shall be based on standard TCP/IP protocol and shall use TLS encryption with digital certificates to secure the communication channel.
2.	The Application shall protect against potential database server failure and continue to run through standard off-the-shelf solutions.
3.	The Application shall support up to one thousand instances of Clients connected at the same time. However, an unrestricted number of Clients can be installed at any time
4.	The Application shall support an unrestricted number of logs and historical transactions (events and alarms) with the maximum allowed being limited by the amount of hard disk space available.
5.	The I&UCCC Application shall support native and off-the-shelf failover options without any dependency on external application for both Hardware and Application.
	<b>Native Map module (Both GIS and Offline Maps):</b>
1.	The GIS MAP shall support the standard file formats defined by the Open Geospatial Consortium (OGC) and feature to export these maps in PDF, JPG and PNG should be available.
2.	It shall be possible to configure a mixed set of maps made of GIS, online providers and private imported files and link them together.
3.	The I&UCCC shall provide a map centric interface with the ability to Command & Control all the system capabilities from a full screen map interface.

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4.	It shall be possible to span the map over all screens of the I&UCCC client station. In the scenario where the map is spanned over all the screens of the I&UCCC client station it shall be possible to navigate the map including pan and zoom, and the map's moves shall be synchronized between all screens. Spanning the map over multiple screens must provide the same Command & Control capabilities than in a single screen display.
5.	The GIS MAP shall provide the ability to display layer of information in Keyhole Mark-up Language (KML) format.
6.	It shall be possible to monitor the state of entities on the map. It shall be possible to customize the icons of any entities represented on the map.
7.	It shall be possible to select a location by drawing a zone of interest on the GIS MAP, and to display all the entities that are part of that zone of interest at once.
8.	The user shall be able to select and display the content of multiple I&UCCC entities on the map in popup windows.
9.	The GIS MAP shall provide the following search capabilities but not limited to these only:
•	Search within the map by entity name, street name, or point of interest.
	Drag and drop entities from the I&UCCC to the map to centre their location.
	Map to support event-based response actions for decision making in case of any emergency / critical situation
	CCTV feeds to be viewed on the Map in case of any event triggers
	<b>Alarm management:</b>
1.	The I&UCCC shall support the following Alarm Management functionality:
i.	Create and modify user-defined alarms. An unrestricted number of user-defined alarms shall be supported.
ii.	Assign a time schedule or a coverage period to an alarm. An alarm shall be triggered only if it is a valid alarm for the current period.
iii.	Set the priority level of an alarm and its reactivation threshold.
iv.	User should have capability to define whether to display live or recorded video, still frames / create snapshot or a mix once the alarm is triggered.

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v.	Provide the ability to group alarms by source and by type.
vii.	Define the recipients of an alarm. Alarm notifications shall be routed to one or more recipients. Recipients shall be assigned a priority level that prioritizes the order of reception of an alarm.
viii.	The workflows to create, modify, add instructions and procedures, and acknowledge an alarm shall be consistent for various systems.
ix.	The I&UCCC shall also support alarm notification to an email address or any device using the SMTP protocol.
x.	The ability to create alarm-related instructions shall be supported through the display of an alarm event.
xi.	The user can acknowledge alarms, create an incident upon alarm acknowledgement, and put an alarm to snooze.
xii.	The user shall able to spontaneously trigger alarms based on something he or she sees in the I&UCCC system Dashboard.
xiii.	I&UCCC platform should generate Notification, Alert and Alarm messages as per the incidences / events that are received, that should be visible within the Dashboard and the Field Responder Mobile App or web services/portal if required.
xiv.	All system messages (notifications, alerts and alarms) should always be available from the Notifications View, which provides controls that operator can use to sort and filter the messages that it displays
	<b>Incident management (IM) module:</b>
i.	The IM MODULE shall be seamlessly embedded and must be a native module in the I&UCCC Platform.
ii.	The I&UCCC and IM MODULE shall be forward compatible so upgrade of one does not prevent from using the other.
iii.	The IM MODULE shall be seamlessly compatible with the I&UCCC and any of its sub-components including VMS, ANPR/ALPR, FRS, Video Analytics, Big Data Co relation tool and external SDK / API integrations with 3rd party systems

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iv.	<p>The IM MODULE shall offer the following operational tools:</p> <ul style="list-style-type: none"><li>a. Incident management</li><li>b. Document management</li><li>c. Rules Engine</li><li>d. Workflow automation</li><li>e. Standard operating procedures</li><li>f. Incident monitoring operator interface</li><li>g. Incident reports</li></ul>
v.	<p>The IM MODULE shall provide situational intelligence to the operator with a map-centric approach and detailed overview of incident data, combining incident history, operator comments, workflow and operator action logs, standard operating procedures, relevant live and playback video, and an aggregated events sequence of the incident.</p>
vi.	<p>The IM MODULE shall log all configuration changes in an audit trail with before and after configurations.</p>
vii.	<p>The IM MODULE shall log all the user activities that are executed during the time that an incident is active.</p>
viii.	<p>The IM MODULE shall provide the ability to configure incidents in a test mode that would allow user with the appropriate privilege to validate different parameters before activating the incident configuration.</p>
ix.	<p>The IM MODULE shall be the interface that displays all situations as incidents.</p>
x.	<p>The IM MODULE shall provide the ability to trigger incidents manually or automatically, based on a correlation of events.</p>

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<p>xi.</p>	<p>a. An incident shall be the holistic description of the situation and support the following attributes: Visual:</p> <ul style="list-style-type: none"> <li>· Colour</li> <li>· Icon.</li> </ul> <p>b. Incident management shall provide the ability to customize incident types using a set of imported icons.</p> <p>c. Incident category shall allow an operator to organize incident types in a logical tree</p> <p>d. The location can be an entity (camera, door, zone, area) or a geographical coordinate.</p> <p>e. A priority level</p> <p>f. A description</p> <p>g. States</p> <p>h. Standard operating procedures.</p> <p>i. History of activities.</p> <p>j. Attached Entities, entities related to the source of events triggering the incident shall be automatically associated to the incident.</p> <p>k. Attached documents. Documents and URLs providing more information or guidance on the incident and its management.</p>
<p>1.</p>	<p>The Incident management shall provide management of incident ownership. It shall be possible to explicitly request or release the ownership of an incident. Ownership of an incident shall be provided immediately to an operator who starts working on an incident.</p>
<p>2.</p>	<p>A supervisor shall be able to view all incidents that are under his supervision and see the ownership of each incident. In the same view, the supervisor shall also be provided with real-time information about who is currently monitoring an incident.</p>
<p>3.</p>	<p>The IM MODULE shall notify the supervisor when an operator skips a step in the standard operating procedure (SOP).</p>



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4.	<p>For each incident, it shall be possible to open the incident details. The incident details will open on a configurable screen and provide, based on the incident type configuration, the following information:</p> <ol style="list-style-type: none"><li>1. A layout of all live and playback video related to the incident, including the camera associated to the source and location of the incident, as well as the local map centred on the incident location.</li><li>2. History of the incident including:<ol style="list-style-type: none"><li>a. All events related to the incident</li><li>b. System workflow activities</li><li>c. Operator actions for the incident</li><li>d. Comments about the incident</li></ol></li></ol>
5.	<p>Operators shall be able to perform the following actions:</p> <ol style="list-style-type: none"><li>1. Change the incident state.</li><li>2. Forward the incident.</li><li>3. Transfer the incident.</li><li>4. Edit the incident:<ol style="list-style-type: none"><li>a. Change the description</li><li>b. Change the priority level</li><li>c. Release the ownership</li></ol></li><li>5. Attach additional entities to the incident.</li><li>6. Link related incidents.</li><li>7. Attach a document as a URL link to the incident.</li></ol>
6.	<p>The IM MODULE shall provide the ability to dispatch an incident to a user or group of users. Dispatching an incident to a restricted number of users will secure the access to information.</p>
7.	<p>Incident supervisors shall be able to see all sub-incidents associated with a main incident.</p>
8.	<p>The IM MODULE shall offer a task to manage and generate reports. The ability to run a report is a user privilege.</p>
9.	<p>It shall be possible to query the incident history filtering by:</p> <ol style="list-style-type: none"><li>a. Incident type</li><li>b. Incident state</li><li>c. Location</li><li>d. Priority</li><li>e. Trigger time range</li><li>f. Incident owner</li><li>g. Description</li><li>h. Combination of any of the above mentioned filters.</li></ol> <p>Over and above if more parameters are captured the facility to search on those parameters should be provided.</p>

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10.	The result of a report query shall provide a list of incidents as well as a visual of these incident locations on the map. When more than one incident is reported at the location, the GUI will cluster these incidents on the map.
11.	For closed incidents, the incident shall be in read-only mode with the exception of adding links to related incidents.
12.	The Report task shall also report the user activity log of the I&UCCC for the time in which the operator was owner of the incident and was monitoring it, in order to provide a view of all actions taken towards the resolution of this incident.
13.	The IM MODULE shall offer all reports in a visual presentation format (such as pie charts, lines, columns, and rows) native within the platform with no necessary for additional external tools or software modules.
14.	The IM MODULE shall support the following report formats: a.HTML b.PDF c.XML d. XLS/CSV
15.	A document shall be automatically attached to an incident if the document properties match the incident properties. The following properties shall be available: a. Incident type b. Schedule c. Location. Location can be an entity or an area. d. User or user group of the operator monitoring the incident.
16.	The IM MODULE shall offer the ability to automatically link a document to a step in a standard operating procedure.
17.	Document Management shall provide a file system to store all documents as well as the document URLs for the use of third-party file systems.
18.	The Incident Management module should have facility to configure a sequence of events using logical AND /OR /NOT operators to trigger and incident.
19.	Configuring the Rules Engine shall be graphical /the rules could be imported.
20.	It shall be possible to configure a complex sequence of rules by applying the occurrence, the interval, and event filtering.

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21.	It shall also be possible to script the rules in advance and import them into the system later.
22.	The IM Module shall provide a native Workflow Engine to automate the response to an incident type.
23.	The IM Module shall provide a graphical workflow designer. No scripting competence shall be required to implement a workflow.
24.	It shall be possible to define a workflow for each incident type. The workflow shall be a series of activities that are sequentially executed.
25.	The IM Module shall provide guidance for operators in the form of a standard operating procedure (SOP) for the response to an incident type.
26.	The SOP shall be interactive and offer an operator-acknowledgement- audit for each SOP step.
27.	The SOP shall be dynamic and provide the ability to adapt the next steps in a procedure based on the responses to previous steps in the procedure.
28.	The IM Module shall provide the ability to skip a step of the SOP and request a justification for skipping the step.
29.	Each step shall be optionally associated to a document in the form of a URL, or a document in a supported format (such as Word, PDF, or HTML).
30.	The tool shall track the elapsed time for each step of the SOP, as well as the total elapsed time from the initial response to resolution and enable the authorities to determine the steps which are getting delayed and plan the training needs for the crime analysts and I&UCCC operators.
31.	The IM MODULE shall provide the ability to configure standard options when defining dynamic steps of the SOP.
32.	A maximum delay shall be allowed for a user to initiate the procedure. Automated actions associated with this time to response threshold shall be configurable.
33.	A minimum configurable time as per SOPs shall be allocated for a user to complete the procedure. Closing the incident before passing this time to resolution threshold shall trigger actions as per defined SOPs.

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34.	A visual indicator shall be displayed when maximum time to response or the maximum time to resolution for the incident is exceeded.
	<b>Big Data and Co Relation Tool</b>
1.	Big Data and Co Relation Tool (BDCR)- Must have experience of successful implementation in a city with more than 10000 cameras deployment.
2.	The I&UCCC platform either native or through external module must have the below big data mining and Co Relation tools.
i.	The BDCR must have a native Correlation engine which can assesses both temporal and geospatial data from multiple data sets like CCTNS, Court management, Dial 112 / emergency call system, Video Analytics, VMS, ANPR/ANPR/ALPR systems, GIS, Vehicle location systems, FRS and any other public safety. Additional license shall be procured as per the requirement.
ii.	The crime analyst or the operator in the Command Centre through the UC & C module should be able to query data specific to incidents and gather all the meaningful information related to incident from discreet data sets through the native Correlation tool.
iii.	The tool must generate correlation data for specific incident based on specific Query or Geospatial location-based analysis.
iv	The tool must provide relevant information during any incident Based on geospatial and temporal criteria, by detecting and displaying all relevant information from cameras, people, vehicles, and events that would be interest to specific incident or crime and also needs immediate attention.
	Reporting:
1.	The I&UCCC shall support report generation (database reporting) for various systems Unified into the platform .
2.	The workflows to create, modify, and run a report shall be consistent for all systems.
3.	The I&UCCC shall support the following types of reports:
i.	Alarm reports.
ii.	Video-specific reports (archive, bookmark, motion etc.)
iii.	Configuration reports

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iv	ANPR/ALPR-specific reports (mobile ANPR/ALPR / ANPR/ANPR/ALPR playback, hits, plate reads, reads/hits per day, reads/hits per ANPR/ALPR zone, and more).
v	Generic Reports, Custom Reports and Report Templates
4.	The user shall be able to customize the predefined reports and save them as new report templates. There shall be no need for an external reporting tool to create custom reports and report templates. Customization options shall include setting filters, report lengths, and timeout period. The user shall also be able to set which columns shall be visible in a report. The sorting of reported data shall be available by clicking on the appropriate column and selecting a sort order (ascending or descending).
5.	The I&UCCC shall support comprehensive data filtering for most reports based on entity type, event type, event timestamp, custom fields, and more.
6.	The user shall be able to click on an entity within an existing report to generate additional reports from the Monitoring UI.
7.	The I&UCCC shall support the following actions on a report: print report, export report to a PDF/Microsoft Excel/CSV file, and automatically email a report based on a schedule and a list of one or more recipients.
	<b>Real Time Dashboard:</b>
1.	Real time dashboard should provide the real-time information about the security situation so called Situational Awareness for the Authorities and senior officials in a single go.
2.	The Monitoring UI shall dynamically adapt to what the operator is doing. This shall be accomplished through the concept of widgets that are grouped in the Monitoring UI dashboard.
3.	Widgets shall be mini-applications or mini-groupings in the Monitoring UI dashboard that let the operator perform common tasks and provide them with fast access to information and actions. I&UCCC software should have drag and drop facility for all widgets for user to move the required alerts and other windows on priority basis.
4.	Analysts / Operators shall be allowed to view dashboards if they are granted the appropriate privilege. Modification to the dashboards should also be allowed to users granted the appropriate privilege.

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5.	<p>Dashboard widget types shall be:</p> <p>Image: provides the ability to display an image (JPG, PNG, GIF, and BMP) on a dashboard.</p> <p>Text: provides the ability to display a text on a dashboard. The text style shall be configurable, so font, size, colour, and alignment can be specified by the user.</p> <p>Tile: provides the ability to display any entity of the USP inside of a tile.</p> <p>Web page: provides the ability to display a URL on a dashboard.</p> <p>Entity Count: provides the ability to display the total number of a specific entity type in the I&amp;UCCC.</p>
6.	<p>Reports: provides the ability to display the results of any saved reports in the system. The results shall be displayed either by showing the total number of results in the report, a set of top results from the report, or a visual graph from the data returned by the report.</p>
	<p><b>Threat Level Indication:</b></p>
1.	<p>I&amp;UCCC should display the threat level based on the number of alerts and criticality of the alerts using color coded display. It should also follow a pre-defined system to alert different users on different hierarchy based on the criticality of alerts. It should be possible to activate various threat situations from Web / Mobile client application for those users with appropriate privileges.</p>
	<p><b>Incident Management &amp; Reporting:</b></p>
1.	<p>The I&amp;UCCC shall support the configuration and management of events. A user shall be able to add, delete, or modify an action tied to an event if he has the appropriate privileges.</p>
2.	<p>The I&amp;UCCC shall receive all incoming events from one or more Unified Systems. The I&amp;UCCC shall take the appropriate actions based on user-define event/action relationships.</p>
3.	<p>Incident reports shall allow the security operator to create reports on incidents that occurred during a shift. Both video-related and other Unified Systems related incident reports shall be supported.</p>
4.	<p>The operator shall be able to create standalone incident reports or incident reports tied to alarms.</p>
5.	<p>The operator shall be able to link multiple video sequences to an incident, access them in an incident report.</p>
6.	<p>It shall be possible to create a list of Incident categories, tag a category to an incident, and filter the search with the category as a</p>

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	parameter.
7.	Incident reports shall allow the creation of a custom form on which to input information on an incident.
8.	Incident reports shall allow entities, events, and alarms to be added to support at the report's conclusions.
9.	Reporting function is part of Command & Control dashboard visualization tool. It shall provide information about status of the Command & Control on managing the security incidents across the locations. Reporting function should enable operator to create reports in either graphical format or flat tabular format. Reports shall be created automatically or manually by operator whenever required. The reports should be generated and exported as a Microsoft word excel format or an acrobat format by operator.
10.	It shall be possible to generate a report from I&UCCC interface based on the profiles defined for the Incident management and associated tools defined with in IM Module. a. The profile report shall be exportable and printable. b. Profile reports shall allow filtering on profile identifier, initiators, recipient, and modification time. c. Columns for the profile reports shall be configurable
	<b>Configuration User Interface:</b>
1.	The Configuration UI application shall allow the administrator or users with appropriate privileges to change the system configuration.
2.	The configuration of all embedded systems shall be integrated and accessible via the Configuration UI as per the authorizations of the user.
3.	The Configuration UI shall have a home page with single-click access to various tasks.
4.	The Configuration UI shall include a variety of tools such as troubleshooting utilities, import tools, and a unit discover tool, amongst many more.
	The Configuration UI shall include a static reporting interface to:
1.	View historical events based on entity activity. The user shall be able to perform such actions as printing a report and troubleshooting a specific access event from the reporting view.
2.	View audit trails that show a history of user/administrator changes to an entity.



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3.	Common entities such as users, schedules, alarms and many more, can be reused by all embedded systems in platform.
4.	The application must have single user unified interface for configurations of all the systems of Video, ANPR/ALPR and Emergency response.
<b>Smartphone and Tablet App General Requirements:</b>	
1.	The I&UCCC shall support mobile apps for various off-the-shelf smartphones and tablets. The mobile apps shall communicate with I&UCCC over any WIFI or mobile network connection
2.	All the communication between the mobile apps and I&UCCC platform will be on HTTP and by adding TLS encryption.
<b>Mobile app Functionalities:</b>	
1.	<ol style="list-style-type: none"> <li>1. Ability to change the password of the user of the mobile app.</li> <li>2. Ability to execute assigned tasks/ actions configured in the user profile.</li> <li>3. Ability to view below minimum edge devices Unified with the I&amp;UCCC platform: <ol style="list-style-type: none"> <li>i. Cameras</li> <li>ii. Cameras Alerts</li> <li>iii. GIS and Offline Maps</li> <li>iv. Ability to navigate the system hierarchical view of the edge devices &amp; entities with ability to search entities in the system.</li> </ol> </li> <li>4. Ability to have GIS maps on the app and access the live, recorded video feeds and alarms directly on mobile app.</li> <li>5. Ability to view live and recorded video from the cameras.</li> <li>6. Ability to use the camera of the smartphone and stream a live video feed to Command centre from field operators.</li> <li>7. Ability to receive push notifications to notify mobile operators that an alarm was received.</li> <li>8. Ability to view all active alarms assigned to the mobile operator</li> <li>9. Ability to perform action on an alarm such as acknowledge, forward, or alternate-acknowledge an active alarm.</li> <li>10. Ability to search for devices like cameras or locations on the integrated GIS map.</li> <li>11. Any other features required / customization in existing facility should be made available.</li> </ol>

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	<b>System Health Monitor:</b>
1.	The I&UCCC shall monitor the health of the system, log health-related events, and calculate statistics.
	<b>I&amp;UCCC Audit and User Activity Trails:</b>
1.	The I&UCCC shall support the generation of audit trails. Audit trails shall consist of logs of operator/administrator additions, deletions, and modifications.
2.	Audit trails shall be generated as reports. They shall be able to track changes made within specific time periods. Querying on specific users, changes, affected entities, and time periods shall also be possible.
3.	For entity configuration changes, the audit trail report shall include detailed information of the value before and after the changes.
4.	The I&UCCC shall support the generation of user activity trails. User activity trails shall consist of logs of operator activity on the I&UCCC such as login, camera viewed, badge printing, video export, and more.
5.	The I&UCCC shall support the following actions on an audit and activity trail report: print report and export report to a PDF/Microsoft Excel/CSV file.
	<b>Third Party System Unification:</b>
1.	Directory service like MS – AD or Similar integration shall permit the central user management of the I&UCCC users, user groups and other Access control groups.
2.	The I&UCCC shall support multiple approaches to integrating third party systems and other Safe City application. These shall include: Software Development Kits (SDKs), Driver Development Kits (DDKs), REST-based Web Service SDK and RTSP Service SDKs, Application Programming Interface (API)
3.	There should be provision in I&UCCC to support custom development for the platform.
4.	The SDK/APIs shall provide an extensive list of programming functions to view and/or configure core entities such as: users and user groups, alarms, custom events, and schedules, and more.
	<b>Cyber Security Requirements:</b>

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1.	The I&UCCC Application shall be an IP enabled solution. All communication between the Servers, Clients and external systems shall be based on standard TCP/IP protocol and shall use TLS encryption with digital certificates to secure the communication channel.
2.	The Application shall limit the IP ports in use and shall provide the Administrator with the ability to configure these ports.
3.	The VMS system Unified with the I&UCCC application shall support only secured media stream requests, unless explicitly configured otherwise. Secured media stream requests shall be secured with strong certificate-based authentication leveraging RTSPS (aka RTSP over TLS). Client authentication for media stream requests is claims-based and may use a limited lifetime security token.
4.	All other needed best practices for best Cyber Security Standards must be followed and adopted in the development, deployment and adoption phases of the project.

II. Technical Specification of Video Analytics

AI based Integrated Security and Traffic Management

Platform - Overall System Specifications

**Note:** Required Video Analytics software will be procured after POC and successful testing. After Considering the compatibility with I&UCCC software in next phase

Sr. No	Key	Description
1	Unified Platform for Deployment, Training, Scaling and Management of all the video AI related application and Hardware provisioning	<p>Singular Unified Video AI Platform - The Platform shall be a singular and unified AI based Video Intelligence platform capable to run all the Traffic, Surveillance and any other Video Analytics use cases on a single platform, namely -</p> <p>Traffic Related -</p> <p>Automated Number Plate Recognition (ANPR) Vehicle Traffic Classification (VTCC)</p> <p>Surveillance Related – Facial Recognition System Video Summarization Crowd Estimation and management</p>

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		<p>Fight/Violation Detection                  Congestion Detection                  Abandoned object                  Attribute Search License                  Accident-Related Incidence</p> <p>Each of the video analytics use case shall be able to run on a unified video intelligence platform. Where the platform shall have the capability to support several multi-vendor/OEM video analytics applications that can be deployed on any camera or video-feed seamlessly.</p>
2	Advanced compatible AI	<p>The Video Analytics system shall be compatible with the latest technological advancements in the domain of computer vision and AI. Hence, it shall be able to quickly adapt to newer libraries and AI advancements. All the analytics and use-cases shall be based on advanced AI technology and shall not depend on traditional algorithms.</p>
3	Libraries and frameworks	<p>The system shall be fully compatible with popular Computer Vision and Artificial Intelligence frameworks including but not limited to OpenCV, OpenVINO, Tensorflow, CAFFE, Pytorch, MXNet, TensorRT, Keras and Darknet from day one</p>
4	Training models new	<p>The system shall allow seamless training by labelling any objects within the images and providing them suitable attributes of multiple types such as class, subclass, colour, type etc. The system shall allow training to happen continuously on demand or on periodic intervals, which shall be configurable.</p>
5	Annotation Capabilities of the Platform	<p>The system shall have an inbuilt annotation tool that allows a user to label the images with relevant information using both rectangle and polygon drawing facilities.</p> <p>The annotation should allow labelling of images or drawn objects with different class names. In case of persons, it should also support labelling of various attributes such as color of clothing, type of clothing, age, gender etc as well.</p> <p>The annotation tool should have a comprehensive project management feature, including assigning annotation jobs on a set of images to individual users. The system should also have support for higher privileged users who can</p>

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		<p>approve/disapprove the annotations done by the annotators.</p> <p>The user should be able to train new deep-learning models from the annotated data using the Annotation UI itself. The user-interface should allow to plug-in the trained model in any of the relevant Video Analytics use-cases dynamically at each camera.</p> <p>The system should allow the user to plug newly trained AI models at runtime by simply selecting the models in the per-camera configuration page</p>
6	Model Comparison	<p>The System shall have a library of standardized AI models developed by the OEM of the Video Analytics System, academic institutions and members of the developer community. These models shall be used for comparing and benchmarking the performance of newly developed models. The system shall allow for both qualitative and quantitative comparison of models, i.e. it shall allow the end user to compare individual parameters of the model (such as learning rate) as well as the overall performance of the model on any given dataset when compared to a standardized model.</p>
7	Monitoring and analytics	<p>Autonomously objective metrics shall be available to be evaluated and Insights into the performance of each algorithm, model and their versions shall be made available to key stakeholders or users as defined. Visual map of composition, workflow, usage analytics, resource utilization, failure points etc. would be made available to provide complete control of A.I. workload.</p>
8	Key UI View and operational	<p>The System shall provide the following key results from the use case</p>

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	<p>functionalities of the Video Intelligence Platform</p>	<p>Event Notifications: The result of each of the use case shall be in the form of events that contain the screenshot with other metadata describing the event, such as detected objects, timestamp, camera/video that generated the event and all other metadata representing the event from different use cases. The User Interface shall have a grid and list view with all the events from different use cases, cameras etc. These features should be also supported through a mobile application to may be utilized by various users in future.</p> <p>The system should support customization of alerts, video feeds, and priority-based alerts for individual users from day one. Provision for monitoring and acknowledging alarms.</p> <p>Resource Management View: The User interface shall provide a list of all the resources available in the system such as computing servers and cameras. The status of each of the devices, whether they are online/offline shall also be available at all times. The Monitoring UI shall support the role of a Unified Security Interface that can monitor various Video, ANPR, and other system events and alarms, as well as view live and recorded video.</p> <p>AI Training Tool: The User interface shall have a training tool to annotate and label images from the events to train new AI models and update the existing ones. The training tools shall also contain a list of all the models available in the system, which can be plugged into any AI use case easily.</p> <p>Use case deployment matrix: The user interface shall have a matrix to assign, start, stop and schedule any use case on any camera. The status of active and non-active use cases shall be clearly visible with colour coded information.</p> <p>There will be 2 video analytics use cases deployed per fixed camera on an average.</p>
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		<p>Video Synopsys UI- The Video Intelligence shall provide an intuitive UI for Vide Synopsys. Able to analyze all the recorded video files and provide the operator with synopsis video for quick review and investigation thereby reducing viewing time considerably. The video files from all the 3rd Party Video Management Software (VMS) shall be supported.</p>
		<p>Data Analytics Dashboard: The user interface shall also have an analytics dashboard listing all the patterns of events from different cameras with a heat-map of number of events on an hourly basis.</p>
9	Common UI for all the use-cases	<p>The user interface shall be a unified dashboard that shows events from all the Video Analytics use-cases and all the cameras in a common UI, and which gets populated in real time from event notifications.</p>
10	Web based Interface	<p>The User based access and interface of the system shall be completely web interface that can be accessed from any system in the local area network (LAN) or wide area network (WAN) with login credentials. It shall allow multiple users to log in at the same time and receive real-time alerts and notifications.</p> <p>The alerts and notifications should be based upon the user profile.</p> <p>The user can log in from any device and yet should be able to access the system according to his/ her profile.</p>
11	Live Video Interface	<p>The User interface shall allow a user to view the live video stream from any camera with overlaid information of regions, objects, people and vehicles based on each of the use-case</p>



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12	Configuration per-use-case per-camera level	<p>The system shall allow each use-case to be uniquely configured for every individual camera stream, with parameters for camera calibration, image quality improvement, night/day settings etc.</p> <p>.</p> <p>Each use-case shall be able to run on different cameras with different settings (e.g., different Zones for Intrusion, different lines for line crossing detection, etc.) at different hours of the day.</p> <p>The configuration page shall allow a user to choose any of the available AI models to detect and classify objects within the image. The description of the models shall clearly specify performance and hardware requirements of each of the model.</p>
13	Camera Calibration Tool	<p>The Video Analytics system UI should have an in-built 3D camera-calibration tool that can take user inputs such as reference-heights, reference depths and floor landmarks to calibrate the camera. The calibration tool should have an option to use the GPS coordinates of the camera location.</p> <p>Once the camera is calibrated, each detected object should also be assigned real-world coordinates with respect to the Camera GPS coordinates.</p> <p>This functionality should be available for each camera added in the VA system</p> <p>The OEM should ensure that there should not be any geometric distortions on the deployed cameras.</p>

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14	Key configuration parameters	<p>The use case on each camera shall allow setting up configuration of multiple detections zones such as lines and regions that can be used to define perimeters, regions of interest.</p>
		<p>The configuration user interface shall allow adjusting various sensitivity and confidence parameters to adjust each video-analytics use-case's performance with respect to the physical deployment of the camera.</p>
15	Filtering and Retrieval	<p>The system shall allow a user to filter and retrieve all the events based on any combination of the following parameters:</p> <ul style="list-style-type: none"> <li>- Time of the event</li> <li>- Objects in the event</li> <li>- Type of the use-case</li> <li>- Camera Location etc.</li> </ul>
16	Transparent and Open Architecture	<p>The architecture shall clearly demonstrate the technology stack with layers of the core platform, data governance and interface to different software applications.</p> <p>The platform should natively support Video Accelerator virtualization.</p>
17	Highly parallel and distributed	<p>The algorithms powering the video intelligence system shall possess capability to operate parallel and distributed manner across a cluster of machines. Both training of AI algorithms and inference shall be distributed.</p>
18	User Management	<p>The system shall support user with a hierarchical access level, with different access level for different users demarcated with respect to cameras, locations and the data. The user access control system shall allow setting of SOP's like CRUD (Create, Read,</p>

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		Update and Delete) operations for each user. Should have the provision for Mobile App interface. The VMS shall support mobile apps for various off-the-shelf devices. The mobile apps shall communicate with the Mobile Server of the VMS over any Wi-Fi or cellular network connection.
19	Deployment of use-case across any camera	The system shall allow deployment of any use case on any camera without any MAC level or IP level locking. Ideally any use case shall be deployable and redeployable on any camera or video source as far as the camera view supports such use cases to be deployed.
20	Video Compatibility	The System shall be a real-time video analytics engine that utilizes advanced image processing algorithms to turn video into actionable intelligence. The AI based Video Analytics system shall consist of video-processing & analytics engine that works seamlessly both on saved videos or camera streams in real-time and provide events to the user based on the use-case basis. The system shall be compatible with all ONVIF compliant IP cameras with H.264/H.265 video decoding.
21	Support third-party use-cases	The AI system shall also support third-party developed algorithms and use-cases that can provide the user with a large base of use-cases to choose from.
		If a new use-case needs to be developed based on Video Intelligence, the system shall provide a developer Software Development Kit (SDK) for this purpose. The SDK shall be provided along with detailed documentation for building end-to-end use-cases on the system.

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		The system shall also allow the user to plug different AI models in the individual running of the video analytics use-case.
22	Flexible Technology Stack	The technology stack shall be modular and scalable based on containerized micro services. Each use-case shall be orchestrated as a stand-alone micro service, which communicates with a central server for exchanging of the data.
		A.I. micro services components shall be agnostic to language used in technology stack. It shall work with any language, framework, and library of choice without any impact on the rest of the architecture. This type of flexibility will ensure lower friction for collaboration and deployment of AI.
		Algorithms being containerized shall ensure both interoperability and portability, allowing for code to be written in any programming language or any version of library and framework but then seamlessly exposes a single API to be integrated and ported with multiple modules/AI components of diverse stack. It shall seamlessly integrate with other components and shall be portable/replicable easily across the machines automatically.
		High Availability and Virtualization Support -The Video Intelligence platform should support HA and Virtualization from Day 1.
23	General VA specifications	The Video Analytics shall be based upon Machine Learning and Deep Learning framework.

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		<p>To save the duplication of the video storage, the analytics should flag the video for the configurable duration of time pre and post event in the Video Management System. It should be possible for the operator to jump to the alert flag in the archived video for detailed investigation of the event.</p>
		<p>It shall be possible to run the analytic as per hourly/daily/weekly schedule. There should be a provision to define multiple such schedules. It should be possible to set the schedule to any analytic use case. It should be possible to assign multiple analytics on the same camera.</p>
		<p>It is possible to generate email or a text message to the designated recipients in case critical alerts are generated. The application shall escalate the alert to the designated users through email or a text message in case the alert is not acknowledged by the operator in a specified period of time.</p>
		<p>It shall enable common configuration settings in a batch mode on multiple cameras.</p>
		<p>The application shall allow searching the analytics events based on priority, date and time (from and to) and camera. It should be possible to generate statistical analysis of various use cases across the time of the day.</p>

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		<p>The analytics shall enable the operator to define an unlimited number of detection regions per camera. The system shall allow setting each region independently to be 'Active for Analytics' for any given period of time of the day.</p> <p>The analytics events shall be stored in the database. In case the events are purged, the purged events stored to external files for later reference.</p> <p>For Vehicular and ANPR Analytics, it is possible to deploy the analytics in centralized architecture where all the feeds from the cameras are available in the Data Centre and analyzed centrally.</p> <p>The system shall have a single client application for setting analytics, live viewing, archived viewing and the administrator functions.</p>
24	Video Summarization System Functional Requirements	<p>The proposed solution should help in making Video Searchable, Quantifiable and Actionable, reviewing long duration of video in short time; quantitatively analyze video to derive actionable insights for data driven safety, security and operational decision making. The proposed system should be state of the art image processing technology essentially creating condensed summaries of original, full length video recordings, while preserving all objects and events of interest. These should be presented either simultaneously or in rapid succession, regardless of the time point and sequence in which they occurred, effectively providing operators with a clear view of activities and enabling them to rapidly review and home in on events of interest.</p> <p>The system should provide operators, what they need to quickly scan through video data to find suspicious, out of the ordinary or potentially criminal aspects. After detecting an object of</p>

		<p>interest, the user shall be able to select to see the object in its original form in the original video which can then be exported.</p> <p>Video Summarization tool based on attributes and meta data field will facilitate to reach to relevant and meaningful content for the defined search meeting the requirements for effective post investigation analyses within shorter time span.</p> <p>System shall be able to analyze all the recorded video files and provide the operator with Summarization video for quick review and investigation thereby reducing viewing time considerably.</p> <p>a. The video files from all the 3rd Party Video Management Software (VMS) shall be supported.</p> <p>System shall support: -</p> <ul style="list-style-type: none"><li>● Shall support Video File exports from all kind of 3rd Party VMS and even the video files recorded from a Mobile Or any other kind of Analog Camera.</li><li>● System shall be able to enhance safety and security with quick rapid human response to critical events recorded on video</li><li>● Shall support Video File exports from all kind of 3rd Party VMS and even the video files recorded from a Mobile Or any other kind of other video sources.</li><li>● Shall automatically extracts objects from the original video and efficiently reconstructs and superimposes them back in the original scene, simultaneously displaying events that have occurred at different times.</li><li>● System shall rapidly pinpoint people and vehicles of interest, using an extensive range of appearance and movement filters, across multiple video sources from different cameras installed in the premises.</li><li>● Shall Instantly locate people, vehicles, and items of interest by searching for similar looking objects.</li><li>● System shall display time-stamps for various objects in the video continuously, while the summarization is played.</li><li>● Shall provide a web interface to upload the video files, generate the Summarization &amp; for the management of multiple investigation cases</li><li>● System shall provide density control while replaying the Summarization video. Density refers to the number of events shown concurrently when playing a Summarization.</li><li>● The density control shall increase or decrease the</li></ul>
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		<p>number of events shown at once also changing the event density shall alter the run time duration of the video Summarization thereby enabling quick review time.</p> <ul style="list-style-type: none"> <li>● Time Range - Limit the search criteria to specific time ranges</li> <li>● Source - Limit objects to specific cameras or files</li> <li>● Class – Video Summarization shall be shown based on People, Two-Wheeled Vehicles, Other Vehicles and Animals             <ul style="list-style-type: none"> <li>- People Class: Man, Woman and child.</li> <li>- Two-Wheeled Vehicle Class: Bicycle and Motorcycle</li> <li>- Other Vehicles Class: Car, Pickup, Van, Truck, Bus</li> <li>- Bags: Backpacks, Hand-held Bags</li> <li>- Hats: Hats, No Hats</li> <li>- Upper Wear: Short/No Sleeves, Long Sleeves</li> <li>- Lower Wear: Long, Short</li> </ul> </li> <li>● Colour - Identify objects according to any combination of Brown, Red, Orange, Yellow, Green, Lime, Cyan, Purple, Pink, White, Grey and Black</li> <li>● Size - Select objects based on their actual (real-life) size from a histogram of sizes relevant to a specific case</li> <li>● Speed - Select objects based on their actual speed from a histogram of speeds relevant to a specific case</li> <li>● Dwell - Select objects dwelling for longer than a certain period in a scene</li> <li>● Area - Identify objects included or excluded within one or more user-defined 3- or 4-sided polygon areas. The user shall be able to set the minimum duration the object spends inside the area.</li> <li>● Path - Identify objects traveling along one or more user-defined paths. The user shall be able to set the minimum duration the object spends inside the area.</li> <li>● Appearance similarity – System shall be able to do filter and display only the objects matching similar-looking people (People Similarity) or Vehicles (Vehicle Similarity).</li> </ul>
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25	Data Integration	All type of data linking facility viz, all available data bank integration. Wireless connectivity as well as GIS portal feed over WAN

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### Other Analytics Applications

**Note:** After successful installation of I&UCCC required video analytics software will be procured basing on the compatibility and accuracy of the system.

AI based AI Based Crowd Estimation and Management		
S. No.	Key	Description
1	App Detection	Crowd Estimation and Management (CEM) Video Intelligence system shall allow estimation of crowd density within the camera view. This is an important tool for understanding the crowd movement and management for the security and facilities management agencies. System shall raise an alert if the crowd density within a camera view is above a certain threshold.
2	Accuracy on datasets	The CEM system shall have 85% average accuracy in estimation of crowd on public databases and/or real time.
3	Ability to define regions	The CEM system shall have an ability to annotate multiple regions within the camera view and the user shall be able to specify crowd thresholds for each of the regions separately. If within any region the crowd density estimation is above the user defined threshold, the system shall raise an alert.
4	Crowd flow estimation data	The CEM system shall also provide a data of crowd flow from one user-defined region to the other, in case of two regions selected by the user.
5	Heat Maps	The CEM system shall have an option of generating real time heat maps of crowd density.
6	Camera compatibility	The system shall be completely independent of the make/model of the cameras and be compatible with ONVIF compliant cameras. The CEM system shall support H264, H264+, H265 and MJPEG video streaming from cameras.
7	Deployment	The CEM System shall be a purely computer vision and artificial intelligence-based system that be deployed on all

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	t	the existing and new CCTV cameras, including box cameras and PTZ cameras.
8	Alerts	<p>The system shall raise alerts in case of the following:</p> <ul style="list-style-type: none"> <li>- The CEM system shall raise an alert if the density of crowd is above a user-defined threshold.</li> <li>- The system shall raise an alert in case of erratic movement detected within the crowd</li> <li>- The system shall raise an alert if there is any chance of stampede or overcrowding due to increase in flow rate and erratic movement</li> <li>- The system shall trigger alarm if more than desired density is observed near specified regions of interest.</li> </ul>
9	Data representation	<p>The CEM system shall have an MIS system with a detailed report and dashboard on crowding events and data at a minimum of hourly granularity.</p> <ul style="list-style-type: none"> <li>- The system shall report Crowd Density and direction to load-balance various gates.</li> <li>- The system shall provide detailed counts of total visitors in hourly/daily/weekly/monthly and overall.</li> <li>- The system shall also provide IN and OUT counters for all the visitors.</li> </ul>

**App Specification – Fight/Violation/Agitation Detection**

S. No.	Key	Description
1	App detection	The system should be able to detect fight and violence in a camera view.
2	Use case Reporting	The system should report the incident with an image marked with the region / area where the fight or violence or agitation is detected.
3	Actionable Event searches and alerts Like fight detection, Crowd gathering	The system should be able to detect Actionable Event searches and alerts Like fight detection, Crowd gathering

**App Specification – AI Based Abandoned Object Detection**

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S. No.	Key	Description
1	App detection	<p>The system shall be capable of detecting left objects that have remained stationary for a period.</p> <p>The system shall be capable of performing the left object detection despite drastic light changes and the casting of shadows in front of the left objects.</p>
2	Multiple object detection	<p>The system shall have the ability to detect multiple objects that are left stationary in a scene.</p> <p>The system shall be able to detect multiple objects each with its own timer as per the defined detection time. If multiple objects are abandoned in the scene one after the other and alarm shall be raised for each object (one after the other) once that object has been left in the scene for longer than the detection time.</p>
3	Configuration of detection time	<p>The user shall have the ability to configure the detection time to suit the environment, from seconds to minutes or hours. The detection time is the elapsed time between when the object is first detected as an abandoned object and the time when an alarm is required to be raised.</p>
4	Event Review	<p>The system shall be able to immediately review the event (with a click of a single jump-to-event button) to recognize the person who has left the object.</p>

**App Specification – AI Based Attribute Search License**

S. No.	Key	Description
1	App	<p>The user should be able to filter and retrieve events based on attributes of people, vehicles, and other objects such as</p>

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	detecti on	visible colours, direction of movement and time of stay.
2	Define Class	Shall be able to select the attributes within the people class to refine the search once that object has been left in the scene for longer than the detection time.
3	Configurati on of detection time	The user shall have the ability to configure the detection time to suit the environment, from seconds to minutes or hours. The detection time is the elapsed time between when the object is first detected as an abandoned object and the time when an alarm is required to be raised.
4	Event Review	The system shall be able to immediately review the event (with a click of a single jump- to-event button) to recognize the person who has left the object.

**App Specification – AI Based Congestion Detection System**

S. No.	Key	Description
1	App detection	To detect the real-time information of the traffic congestion on the road. The proposed method is able to accurately and timely detect the status of traffic congestion.

**IV. Technical Specification Video Management Solution**

Sr. No	Parameters	Method for Testing during POC	Demonst rated / Submitte d & Verified

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1	Openness	<p>Demonstrate the openness of the system by connecting different make of cameras. Auto discovery of cameras attached to the network,</p> <p>assign multiple schedules to a single / group of cameras.</p>	
2	Monitoring	<p>Demonstrate the following monitoring functionalities:</p> <ul style="list-style-type: none"> <li>a. Single Camera View</li> <li>b. Various Tile Grid View – 1x1 to 8x8</li> <li>c. Camera Sequence view</li> <li>d. Change / set specific tile patters for operators based on their user privileges.</li> <li>e. Verify the live monitoring on Video Wall.</li> <li>f. Live, Playback and pinning of critical cameras from Map Interface for both GIS and Offline maps.</li> <li>g. Tile and Map view in single user interface.</li> <li>h. Tree view of all cameras connected with in operator interface and easy drag and drop with live and playback view of respective cameras.</li> <li>i. Demonstrate camera from Community feeds for all 3 possible designs as outlined in single plane of view in the operator interface.</li> <li>j. Native tools with live data to trouble shoot camera streams, network traces, packet loss, layers of packet loss, bandwidth consumed etc. all with in the operator interface.</li> <li>k. Native tools to bookmark important events / events for later retrieval on any recorded camera and to uniquely name each bookmark in order to facilitate future searches for easy investigation from operator interface.</li> </ul>	



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3	PTZ Function alities	<p>Demonstrate the overall PTZ functionalities.</p> <ul style="list-style-type: none"> <li>a. PTZ Coordinates Set Zero Position and obtained from camera.</li> <li>b. PTZ Specific Commands</li> <li>c. PTZ Free Look Mode Zooms with Mouse wheel</li> </ul>	
		<ul style="list-style-type: none"> <li>d. PTZ pan, tilt, zooms with the PTZ Widget</li> <li>e. PTZ - on tile - Arrow icon, Iris Close/Open, Focus Near/far</li> <li>f. Edit PTZ presets</li> <li>g. Verify PTZ tour / patterns</li> <li>PTZ - Calibration tool</li> </ul>	

4	Recording	<p>Demonstration of the following features.</p> <ul style="list-style-type: none"> <li>a. Display playback video from different reports from recording servers, bookmark data, motion-based alarms etc.</li> <li>b. Digital Zoom functionality for both PTZ and Fixed cameras.</li> <li>c. Slow motion (forward and reverse)</li> <li>d. Fast forward (all speeds)</li> <li>e. Rewind (includes smooth reverse playback)</li> <li>f. Previous and next frames navigation</li> <li>g. While in playback mode, seek two different places within the timeline</li> <li>h. Synchronize more than one tile in playback</li> <li>i. Demonstrate the edge recording within camera and automatic recording being filled when there is a network disconnect between the cameras and Central recording servers.</li> <li>j. Native tools to protect video data from deletion based on policies defined, applicable mainly for the flagged data and critical incident data use cases.</li> <li>k. Native tool to take snapshots of live video and be able to save or print the snapshots, associate the same to specific alarm or incident from Operator interface.</li> <li>l. Native tool to browse through a list of all bookmarks created on the system and select any bookmarked event for viewing/ Investigation</li> </ul>	
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		m. Provide the ability to display live and recorded video within the same video tile using picture-in-picture (PiP) mode or display live and recorded video in different video tile side by.	
5	Multicast Support	Demonstrate the end-to-end multicast capabilities for following:  a. Camera configured with Multicast and demonstrate the camera access from multiple client stations the same stream over Multicast with no dependency on the recording server 's.	
6	Reliability and Native Failover	Demonstrate the Native failover capabilities without using any third-party application or windows cluster for the following applications:  a. Demonstrate the Recording server failover and its impact on the Video footages recorded. Playback to check for any video loss during such failover and fall back in recording servers.	
7	Camera Authentication Scheme	Demonstrate the following use cases for Camera Authentication configured based on the rules configured -  a. Operator Interface not being allowed to add video units if basic authentication is enabled in the camera. b. Operator interface can define password policy for cameras and user interface providing insights if the same policy is not followed during the configuration of the cameras. c. Operator Interface Validate that cameras password can be changed directly from the VMS client all at once or individually. d. Operator interface having the ability to notify for new camera Firmware and upgrading the camera firmware directly from the same operator interface. e. Native tools / system capabilities to handle Brute force attacks for failed logins.	

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		<p>f. Native tools to lockdown the operator client after specific time of inactivity</p> <p>g. Native tools to raise alarms / events in the C4i interface if specific or Operator user login being failed and capture as part of Audit trials with in system.</p>	
8	Forensic search tools	<p>Demonstrate the following Investigation / Forensic tools –</p> <p>a. Demonstrate the capability of video search based on area of interest or object for easy investigation and large recorded video data condensed into small time frame video related to the area of interest or object selected for play back.</p> <p>b. Demonstrate camera to camera tracking tools without manually switching between cameras to track area of interest or possible suspects / people.</p> <p>c. Demonstrate the Video synopsis capabilities within the operator interface.</p> <p>d. Demonstrate the FR capabilities with Metadata overlay for hotlist alarms etc.</p>	
9	Community Surveillance	<p>Demonstrate the capability of viewing the streams from community surveillance cameras</p> <p>in a single view of Operator interface using the following medium: -</p> <p>a. LAN / WAN</p> <p>b. Edge based IOT Gateway</p>	
10.	General Features	<p>a. Demonstrate the IPv6 capabilities of the VMS platform.</p> <p>b. No dependency on camera MAC address for licensing.</p> <p>c. Demonstrate native tools to real time and scheduled backup of video/ Flagged and critical data to Near DR Servers/Storage.</p> <p>d. Interface customization capabilities like PTZ, tool bars, menu controls etc. based on specific operator user privileges.</p> <p>e. Tools for exporting video and a self-contained video player on various media such as USB keys, CD/DVD-ROM for evidence in encrypted and encrypted format.</p> <p>f. Native tools to build sequences of video to</p>	

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		create a storyboard and allow the export of synchronous cameras from operator interface.	
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**BLADE SERVER - VMS**

SI. No.	Minimum Requirement Specification		Compliance (Y/N)	Document Reference
1	Processor	Minimum One (01) nos. of Intel/AMD latest Generation Processor (16-core, minimum 2.7 GHz clock rate)		
2	Memory	Minimum 64GB latest RAM scalable up to 2TB. Advanced ECC with multi-bit error protection.		
3	Storage/HD D	Minimum Two (02) nos. of 960GB SSD in Hardware RAID1.		
4	RAID Controller	SAS 12G RAID Controller with minimum 1GB cache or higher.		
5	Graphics	Integrated Graphics Controller or equivalent		
6	Network Controller	Two (02) 50Gb Converged Network Adaptor or higher.		
7	FC HBA	Support for 32Gb FC HBA		
8	Slots	Minimum two free PCIe 4.0 slots		
9	Ports	Two (02) USB 3.0, One (01) Dedicated 1G Base Ethernet Port / Links for OS independent Out-of-Band (OOB) hardware management.		
10	Bays	Support up to 4 Hot Swap drive bays		
11	System Chassis	Blade form factor.		
12	OS certification	Certification for latest Server version of Windows and minimum two Linux flavors		
13	Drive/Software utilities	All required device drivers for OS installation, System Configuration and Server Lifecycle Management		

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14	System Management	Remote Management of Server over LAN & WAN with SSL encryption, Virtual NIC, Virtual Media and Virtual Folder with required advanced license, Server system security dashboard, Remote KVM, Server Health logging, Directory Services compliance (AD or LDAP), Multi-factor authentication, REST API, Group management of power/configuration/licenses including firmware, Syslog (local and remote), IEEE 802.1x, IEEE 8021AR.		
		Inventory and firmware and software update management tool must be offered supporting IPv6, Automated, scheduled server discovery, Stage and deploy firmware updates, along with Add-on service support,		
		Server's integrated remote management subsystem shall have EAL2+ or higher common criteria certification (Certificate copy from Common Criteria Portal to be submitted).		
15	Serviceability	Server should support monitoring and recording changes in the server hardware and system configuration to assist in diagnosing problems and delivering rapid resolution when system failures occur. Should provide remote firmware update functionality.		
		Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.		
		Server should be provided with monitoring & analysis feature to predict, prevent and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto-resolved. Server OEM shall have portal for customer to see the support case history.		
16	Virtualization	Should support Industry Standard Virtualization Software		
17	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
18	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		

**BLADE SERVER – MANAGEMENT**

Sl. No.	Minimum Requirement Specification		Compliance (Y/N)	Document Reference
1	Server Specification	To be same or higher against specification for “BLADE SERVER – VMS”		
2	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
3	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		

**BLADE CHASSIS**

Sl. No.	Minimum Requirement Specification		Compliance (Y/N)	Document Reference
1	Blade Chassis Solution	Blade chassis solution to be offered to accommodate proposed/asked quantity of blade servers.		
		Proposed solution should support provisioning virtual, physical and container infrastructure from pools of compute, storage, and networking resources		
		Solution should have single console provisioning for compute, storage, and server-side network configuration with choice of direct attach storage (DAS), iSCSI and FC SAN should be available		
		Solution should support software defined templates to quickly make changes to the infrastructure. Template should include server BIOS, firmware, boot order, RAID, storage configs and network configs of the infrastructure required for workload		
		Solution should support scripting to reassign compute resources to different workloads to effectively utilize the infrastructure (re provision compute resources from		

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		one workload to another)		
		Enclosure should support all the Latest Intel Xeon processors based 2 CPU and 4 CPU blades and storage Blades		
		Should support housing of FCoE, Ethernet, FC and SAS interconnect fabrics offering redundancy as a feature. Also, should support network switch/module with 25/50Gb downlinks and 100G uplink to DC switch		
		Redundant Interconnect modules shall be integrated within the chassis such that uplinks from the chassis can be directly connected to core LAN/SAN switches		
		Interconnect should support 50Gbps downlinks to the Blades in redundancy supporting carving of each port into at least four ports.		
		Should support multi-module link aggregation (MLAG) for resiliency against interconnect failure		
		Chassis offered with redundant Switches/ Modules, Server to Server communication should be in 1:1 non-blocking		
		Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics		
		Solution should be configured with redundant physical management appliances each with 8 cores, 16Gb Memory and min. 400GB NVMe storage to provision required compute, storage and server-side network, OS as single package within an enclosure or on multiple connected enclosures with failover and high-availability		
		Should support software-defined intelligence and auto-discovery for configuring profiles to provision compute, storage, fabrics, and images within an enclosure or on multiple connected enclosures.		
		Should provide a dedicated 10GbE or higher management network for multi-enclosure		



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		communications, separate from data plane		
		Should support Internal and external storage provisioning: Local/zoned direct attached storage (DAS), software-defined storage (SDS) and storage area networks (SAN)		
		Should support Boot-from-SAN for Fiber Channel (FC), Fiber Channel over Ethernet (FCoE), and iSCSI storage		
2	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
3	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		

**RACK MOUNT SERVER - ANALYTICS**

Sl. No.	Minimum Requirement Specification		Compliance (Y/N)	Document Reference
1	Processor	Minimum One (01) nos. of Intel/AMD latest Generation Processor (16-core, minimum 2.7 GHz clock rate)		
2	Memory	Minimum 64GB latest RAM scalable up to 3TB. Advanced ECC with multi-bit error protection.		
3	Storage/HDD	Two (02) nos. of 960GB SSD in minimum Hardware RAID1. Additional support for up to 8 hot-pug drives.		
4	RAID Controller	SAS 12G RAID Controller with minimum 4GB cache and supporting RAID 1, 5, and 6.		
5	Graphics	a) Integrated Graphics Controller. b) 2 x NVIDIA/AMD/equivalent GPU as per SI solution offered.		

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6	Network Controller	Two (02) 10Gb SFP+ ports with 10Gb SFP+ LC transceiver SR type. Additional 4-ports of 1G BaseT.		
7	FC HBA	Support for 32Gb FC HBA or higher		
8	Slots	Minimum two free PCIe 4.0 slots		
9	Ports	Five (05) USB 3.0, One (01) Dedicated 1G BaseT Ethernet Port for OS independent Out-of-Band (OOB) hardware management.		
10	Bays	Support up to 10 Hot Swap drive bays or equivalent.		
11	System Chassis	Rack Mount, 2U (max) chassis with security bezel and lock, Redundant Hot Swappable Power Supply with platinum efficiency.		
12	OS certification	Certification for latest Server version of Windows and minimum two Linux flavors		
13	Drive/Software utilities	All required device drivers for OS installation, System Configuration and Server Lifecycle Management		
14	System Management	Remote Management of Server over LAN & WAN with SSL encryption, Virtual NIC, Virtual Media and Virtual Folder with required advanced license, Server system security dashboard, Remote KVM, Server Health logging, Directory Services compliance (AD or LDAP), Multi-factor authentication, REST API, Group management of power/configuration/licenses including firmware, Syslog (local and remote), IEEE 802.1x, IEEE 8021AR.		
		Inventory and firmware and software update management tool must be offered supporting IPv6, Automated, scheduled server discovery, Stage and deploy firmware updates, along with Add-on service support,		
		Server's integrated remote management subsystem shall have EAL2+ or higher common criteria certification (Certificate copy from Common Criteria Portal to be submitted).		

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15	Serviceability	Server should support monitoring and recording changes in the server hardware and system configuration to assist in diagnosing problems and delivering rapid resolution when system failures occur. Should provide remote firmware update functionality.		
		Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory, and HDD.		
		Server should be provided with monitoring & analysis feature to predict, prevent and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto-resolved. Server OEM shall have portal for customer to see the support case history.		
16	Virtualization	Should support Industry Standard Virtualization Software		
17	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.		
18	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		

**SAN STORAGE**

SI. No.	Minimum Requirement Specification	Compliance (Y/N)	Document Reference
	OS and Clustering The storage solution should support industry-leading Operating System platforms including Windows 2016 / 2019 / 2022, VMware, and Linux. Offered Storage solution should also support all above operating systems in Clustering.		

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1	Support	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.		
2	Capacity & Scalability	Storage shall be supplied with 3.5" LFF drives. It should also allow SFF drives if needed in future.		
		A minimum of 1.2PB usable capacity shall be offered using 7200RPM LFF drives from day1.		
3	Ports	Storage system shall be supplied with minimum 4 x 25G iSCSI or 4 x 16Gb FC ports per controller. Solution shall be offered in complete package. Storage should support 25G ethernet and 16GB FC.		
		Storage system shall support 12G SAS Back-end connectivity.		
4	Architecture	Storage shall have minimum dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability.		
		Offered Storage solution shall be configurable in a No Single Point of configuration		
		Offered Storage solution shall be given with a minimum 12GB cache per controller in a single unit. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.		
		Offered Storage solution shall support Raid 1 , 10, 5 and Raid 6. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array. Raid processing shall be offloaded to a dedicated ASIC instead of CPU.		
		Offered storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6.		
		Offered Storage Array shall support Global hot		

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		Spare for offered Disk drives. At least 2 Global hot spare drive shall be configured for every 30 drives. Offered storage array shall have the support for distributed hot spare.		
		Offered storage array shall have plug-in for VMware VCenter, Microsoft System center as well as storage APIs (VAAI) for array integration.		
5	Replication	Offered storage subsystem shall support storage-based replication to DR location. License for maximum supported capacity of the array shall be offered. Offered storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported.		
6	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for storage.		
		OEM shall be from the leader's quadrant of Gartner's Primary Storage MQ report as last published.		
7	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support.		

<b>ToR Switch</b>				
<b>Sl. No.</b>	<b>Minimum Requirement Specification</b>		<b>Compliance (Y/N)</b>	<b>Document Reference</b>
1	Ports	Minimum Two no's of 10G switches to be offered. Each switch shall have minimum of 48-ports of 1/10/25G SFP28 and 8 -ports of 40/100G QSFP28 ports. Dedicated OOB Management port (1Gb RJ45)		
		Minimum Switching capacity of 4Tbps and forwarding capacity of minimum 2.5Bpps.		
		Maximum 500ns latency. Complete IPv4 and IPv6 L3 routing software/license from day1.		

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2	Other Switch specifications	QoS classification, QoS Rewrite, Queuing & Scheduling, RED/WRED, ECN, ACL, PFC, 802.3x flow control, 802.1Qbb, 802.1Qaz, DCBx, Application TLV, 802.1ab		
		VXLAN ready from day 1, VxLAN EVPN, VxLAN Hardware VTEP, VMware NSX integration, Open stack integration ready		
		802.1Q VLAN, Voice VLAN, QinQ, Concurrent 2K VLANs, RSTP, MSTP, RPVST, BPDU Filter & Guard, Loop Guard, Root Guard, VRRP, LAG, MLAG, LACP. Multi-active Gateway (MAGP), Static Route, OSPF, BGP, BFD, ECMP (64-way)		
		RADIUS, TACACS+ & LDAP, Access Control Lists (ACLs L2-L4 & user defined), CoPP, Port Isolation, flow (RFC 3176)/Equivalent, CLI, SSH/Telnet		
3	Rack mounting	Suitable rack mount kit and power cord to be included.		
4	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for Server.		
5	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support		

7.10 Technical PoC Setup :

SI No	Equipment Description	Quantity
1	Server with required I&UCCC configuration for recording; access and viewing of features of all end systems federated on I&UCCC.	01
2	Workstation or Laptop with client software configured for viewing and replay for multiple users (preferably as per proposal)	02
3	ANPR sensor/Camera Features demonstrations	01

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4	Demonstration of RLVD / Speed Violation features	01
5	Traffic Signal Controller required as per the Bidder solution design	01

- The Bidder responsibility to arrange the necessary equipment / components that are required for the completion of POC. The above demo quantity is only indicative; however, the Bidder should decide on the exact quantity or any additional items that are required for POC.
- It is the responsibility of the Bidder& OEM to provide I&UCCC demo licenses to complete the POC.
- The Bidder responsibility to derive exhaustive scenarios in addition to use cases provided by the Authority to demonstrate functionally and technically.
- The Bidder responsibility to handover the recorded video stream of complete Demo to the Authority at the end of POC.
- The detailed use cases will be provided to the qualified bidders at the time of POC

### 8 Project Timeline:

SI No	Indicative Milestones to be Deliverable	Time Period (Weeks)
1	Signing of Contract	T0
2	Project Planning- Detailed Project Plan (DPP) for implementation of the project scope	T0 + 1
3	Approval From Authority (DPP)	T0 + 2
4	Supply Material - 100% of material supply as approved	T0 + 6
5	Installation and completion of entire project scope (Demonstration of complete system as per the project scope)	T0 + 10
6	Stabilization & Training Period (Training; Documentation and Support during stabilization period)	T0 + 12
7	System Go Live	T0 + 14



**Note:** There will be a set of fast-track objectives, which will be decided by mutual discussion and agreement. The Project will be required to support Odisha Police with following activities during the project period.

- Generation of progress report, Monitoring and Assessment Framework.
- Monitoring of data on Dashboard
- Monitoring, evaluation and follow up of Research studies
- Establishment of feedback mechanism for ensuring data accuracy
- Final Submission of Project and Impact assessment report including clients feedback
- Review and refresh strategy
- Business continuity plan and knowledge transfer

#### 8.1 Details Manpower Required:

- The Bidder shall deploy a team of key personnel including a core team and experts for effectuation of the defined scope of work. The Key Personnel are expected to support Odisha Police throughout the assignment, over the next 5 years.
- Contract will be for a period of 3 years from the date of deployment of the personnel with an annual escalation of 10% applicable on the Man month quoted as per the bid amount, every year post the initial date of Agreement. The agreement can be renewed for a further period of 2 years on mutually agreed terms and conditions, if necessary. Over and above that, Odisha Police reserves the right to increase or decrease the number of resources as well as experts as and when required as per the terms and conditions detailed in the RFP
- Over and above that, Odisha Police reserves the right to increase or decrease the number of resources as well as experts as and when required as per the terms and conditions detailed below.
- The list of manpower required with desired qualifications and work experience is as below.

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SI No	Key Personal	Nos	Roles & Responsibility	Educational Qualification
1	Project Manager	1	<ul style="list-style-type: none"> <li>• Work with departmental heads, managers, and other stakeholders to develop team goals and delegate tasks to the appropriate team member.</li> <li>• Provide frequent feedback on employee performance, address weaknesses or inefficiencies, and offer support to improve skill gaps.</li> </ul>	<ul style="list-style-type: none"> <li>• BE/B-Tech/MCA / MBA / Post Graduate Diploma from premium institute / university</li> <li>• with 5 years' experience security / surveillance/ Policing activities.</li> <li>• Experience of leading at least 3 similar projects or City surveillance project .</li> </ul>
2		1	<ul style="list-style-type: none"> <li>• Responsible for the maintenance,</li> </ul>	<ul style="list-style-type: none"> <li>• BE/B-Tech/MBA/MCA/BCA/Dipl</li> </ul>

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	System Administrator		<p>configuration, and reliable operation of computer systems, network servers, and virtualization.</p> <ul style="list-style-type: none"> <li>• Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.</li> </ul>	<p>oma in Computer science, IT, System Administration, or closely related field.</p> <ul style="list-style-type: none"> <li>• with 03 years' experience in surveillance related projects.</li> </ul>
3	Data Base Administrator	1	<ul style="list-style-type: none"> <li>• Build database systems of high availability and quality depending on each end user's specialized role.</li> <li>• Design and implement database in accordance to end users information needs and views.</li> </ul>	<ul style="list-style-type: none"> <li>• BE/B-Tech/MBA/MCA/BCA/Diploma in Computer science, IT, System Administration, or closely related field.</li> <li>• with 03 years' experience in related domain.</li> </ul>
4	Business Analyst (Documentation Expert)	1	<ul style="list-style-type: none"> <li>• using data modelling techniques to identify ways in which an organization can operate more effectively.</li> <li>• Communicate with senior people in organizations to find out what they hope</li> </ul>	<ul style="list-style-type: none"> <li>• BE/BTech/BCA/MBA/MCA in Computer science, IT, System Administration, or closely related field.</li> <li>• with 03 years' experience in similar domain.</li> <li>• Experience in Documentation and Business Analytics projects</li> </ul>

**RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

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			to achieve with the help of Documentation.	
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## RFP for Establishment of Integrated and Unified Command and Control Centre (I&UCCC)

### 8.2 Payments and Milestones:

The bidder should ensure that the deliverables are submitted to User Department as per the timelines in the RFP. The payments shall be released by User Department/ Odisha Police as per the deliverables and timelines after due deduction of Penalties /SLAs if any.

Sl. No.	Milestone Deliverables	% Of Payment
1.	Submission of Requirement and Design Document	5 % of the Quote as per Project Value
2.	100% Delivery of Material as approved	50 % of the Quote as per Project Value
3.	Implementation of I&UCCC including Commissioning & User Acceptance Test at mentioned location.	20 % of the Quote as per Project Value
4.	Go-Live of I&UCCC system	5 % of the Quote as per Project Value
5.	Twin city DPC office, I&UCCC systems Federated to CP Office system	5 % of the Quote as per Project Value
6.	O&M Cost payable quarterly with equal instalment	Balance 15% of Project Value will be paid in equal instalment every six month for rest 5 years

- Payments shall be made promptly by Odisha Police/Authority to the successful Bidder subject to completion of milestones and verification & approval of the work / performance as per metrics in SLA by the competent authority.
- The payments will be arranged –
  - i) After achieving the tasks in each Milestone as per timelines
  - ii) In respect of Service charges will be at the end of project completion after due verification and approval of performance as per key parameters / metrics in SLA.
- The payment schedule is applicable to the engaged services with Odisha Police, the time of agreement and accordingly the scheduled payment will be made applicable.

8.3 Exit Policy and Procedures for Temporary Staffing personnel

At the time of expiry of Contract period, as per the Contract between the Selected Agency and the Client, the Selected Agency needs to ensure a complete knowledge transfer by their deployed Personnel to the new Personnel replacing them, over a minimum period of 2 (Two) weeks

# ANNEXURES

**ANNEXURE I: Covering Letter (on the letter head of Applicant)**

**Date:**

**To,**

**The Director General of Police  
State Police Headquarters Odisha,  
Cuttack, Odisha, 753001.**

**Ref: “Establishment of Unified Command and Control Centre (I&UCCC) for State Police Headquarters”**

- 1) With reference to your RFP document \_\_\_\_\_, dated \_\_\_\_\_, I, having examined the RFP Documents and understood their contents, hereby submit my / our proposal for the subject RFP. The Proposal is unconditional and unqualified.
- 2) I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
- 3) This statement is made for the express purpose of our selection as Agency for the design and execution of the aforesaid Project.
- 4) I shall make available to the Authority any additional information it may find necessary or require supplementing or authenticate the Proposal.
- 5) I acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
- 6) I certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
- 7) I declare that:
  - a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
  - b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable



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practice, or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice; and
- 8) The undertakings given by us along with the Proposal in response to the subject RFP and information mentioned for the evaluation of the bid capacity were true and correct as on the date of making the Proposal and are also true and correct as on the Proposal Due Date and I shall continue to abide by them.
- 9) I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Agencies to BID for the Project, without incurring any liability to the Agencies, in accordance with the RFP document.
- 10) I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project which relates to a grave offence that outrages the moral sense of the community.
- 11) I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
- 12) I further acknowledge and agree that in the project such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.
- 13) I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Agency, or in connection with the Bidding Process itself, in respect of the subject RFP and the terms and implementation thereof.
- 14) In the project of my/ our being declared as the Selected Agency, I / we agree to enter into an Agreement in accordance with the draft that has been provided to me / us by the Authority. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 15) I have studied all the Bidding Documents carefully and also surveyed the website of Odisha Police . We understand that except to the extent as expressly set forth in

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the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.

- 16) The documents accompanying the Technical Proposal, as specified in the RFP, have been submitted in separate files.
- 17) I agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project not awarded to me or our Proposal is not opened or rejected.
- 18) The Financial Proposal has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the website and all the conditions that may affect the implementation cost.
- 19) I agree and undertake to abide by all the terms and conditions of the RFP document.
- 20) I shall keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP.
- 21) I hereby certify that we have not changed any quantity as mentioned in the financial figures and confirm that any discrepancy arrives at any time, decision of Authority (DoT) will be considered as final.
- 22) I hereby submit our Proposal and quote an amount as indicated in Financial Proposal for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

In witness thereof, I submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

For and on behalf of (*Name of Applicant*)

**Duly signed by the Authorized Signatory of the Applicant**

**(Name, Title, and Address of the Authorized Signatory)**

## RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)

### ANNEXURE II: Request for Clarification

The bidder requiring specific points of clarification may communicate with Odisha Police during the specified period using the following format:

Bidder's Request for Clarification				
<<Name of Organization submitting query/ request for clarification>>				
<<Full address of the Organization including e-mail, phone, and fax for all points of contact>>				
Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	Odisha Police Response (Space to be left blank by the Bidder)
1				
2				
3				

ANNEXURE III: Pre-Qualification Criteria

**Pre-Qualification eligibility criteria of Integrated and Unified Command Control Centre and VMS:-**

1. I&UCCC software, VMS software and GPS software must be of same OEM or compatible OEM
2. The OEM should have successfully implemented 3 safe city projects in India, on or before the date of bid submission for a law enforcement or public safety in last 7 FY 's.
3. Deployment of offered VMS/UCCC software in a City wide / Law Enforcement project of min 10,000 cameras within India.
4. The OEM should be the original owner of product with Intellectual property rights. No 3rd party or white labelled products should be proposed.
5. ONVIF Fulltime/Affiliate or Contributing member (ONVIF alliance membership status must be on or before of the RFP published).
6. OEM Should provide Online Learning Management System for Skill Enhancement of the Operator using the system.
7. Well documented SDK for further developments and integration with 3rd party systems along with online support portal outlining all the 3rd party integrations and 24/7 support on SDK package.
8. OEM should have at least one project in India or globally integrated with the proposed VMS, Community surveillance and Big data tools deployed and gone live for a law enforcement or public safety in last 7 FY's.
9. The software should have cyber Security certifications from UL or equivalent from any Indian certifying laboratory.
10. OEM must ensure minimum 5 years onsite support service for smooth implementation and functioning of the project.

**OEM Pre-Qualification and eligibility criteria for Video Analytics**

**:-**

1. OEM shall have implementation experience of VA/ FRS / ANPR / or any other AI based application in INDIA.
2. The OEM of Video Analytics Platform should have presence in India.
3. The OEM must have certified and well trained / experienced engineers in India for better service support.
4. OEM or bidder must have 24\*7 support staff in India.
5. The VA Platform OEM shall have a Annotation, Training & orchestration module for enhanced accuracy (ATOM)
6. OEM must have facility to customized the application as and when required.
7. The OEM should have certification of security assessments from any reputed agency.

## **RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

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8. OEM shall have a Market place or platform where developers (Third Party) or any other company can host their VA app & which can be utilized for special requirement.
9. OEM must ensure minimum 5 years onsite support service for smooth implementation and functioning of the project.

### **Pre-Qualification eligibility criteria for Bidder:-**

1. Project Experience: - The Sole bidder should have completed at least 03 Project (completed implementation as well as Maintenance OR completed implementation and satisfactory performance certificate of the completion project).
2. Turnover of Bidder: - The Sole bidder should have average annual turnover of INR 20 Crore for the last 3 audited financial years (2019-20, 2020-21, 2021-22) from the business area of bid item / ITS system integration services. Submit certificate through CA statutory format.
3. Existing hardware, software and videowall available in the CCTV Control room must be utilized by the bidder.
4. The bidder must provide all the latest version of equipment, software, perpetual licenses and other items for implementations of the project.
5. The bidder must provide authorisation letter (MAF) from the OEM.
6. Bidder must have minimum 03 certified professionals in proposed OEM I&UCCC for implementation and maintenance of the project.

#### **Note:**

- i. It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
- ii. Bidders are required to furnish compliance of all the Sections mentioned in this RFP, bringing out clearly deviation if any.
- iii. Project credential of Bidding entity or Parent firm or its Member firm shall be considered. Financial Turnover of Bidding entity or its Parent firm shall be considered for evaluation for this RFP. However, the bidder should submit the valid supporting documents indicating the relation between the parent company or member firm with the bidding entity.

Bidders that are submitting projects that have contract value in currencies other than Indian Rupees (INR), the contract values shall be converted to INR as per conversion rate as on date of release of this RFP.

ANNEXURE IV: Details of the Agency

On the Letter head of the Agency:

- a) Name of the Agency:
- b) Incorporation (i.e., Company, Partnership or Proprietorship):
- c) Registered Office Address with telephone, fax, website, and email:
- d) Date of Incorporation (Please attach copy of certificate of incorporation/Registration):
- e) Name of the contact Person (Authorized Signatory):
- f) Designation:
- g) Mobile Number & Telephone Number:
- h) E-mail Address:
- i) Fax Number:
- j) GST Registration number:
- k) Pan Card:
- l) Average Annual Turnover:

**Duly signed by the Authorized**

**Signatory of the Agency (Name, Title, and Address of the Authorized Signatory)**

**RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

**Annexure V: Power of Attorney (on stamp paper)**

Know all men by these presents, We.....(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms. (name),.....son / daughter / wife of.....and presently residing at....., who is (presently employed with us and holding the position of....., as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for the "Establishment of Unified Command and control center (I&UCCC)" (Project) proposed to be developed by the Odisha Police including but not limited to signing and submission of all Bids / Proposals, bids and other documents and writings, participate in pre-bids / pre-proposal and other conferences and providing information / responses to Odisha Police, presenting us in all matters before Odisha Police, signing and execution of all contracts including the Agreement and undertakings, consequent to acceptance of our bid, and generally dealing with Odisha Police in all matters in connection with or relating to or arising out of our bid, for the said Project and/ or upon award thereof, to us and / or till the completion of the project. AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us and shall be binding on us.

IN WITNESS WHEREOF WE, [•], THE ABOVE-NAMED PRINCIPAL HAVE  
EXECUTED THIS POWER OF ATTORNEY ON THIS [•] DAY OF [•], 20[•]

For

(Signature, name, designation, and address) Witnesses:

(Notarized)

Accepted

(Signature)

(Name, Title, and Address of the Attorney)

Notes:

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

*Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Agency.*

Annexure VI: Non-Blacklisting declaration

(On the Letter Head of the Agency)

I/We Proprietor/ Partner(s)/ Director(s) of M/s\_\_\_\_\_ hereby certified that, I/we M/s \_\_\_\_\_ have not blacklisted or debarred by any Ministry/ Departments of Central/ State Government, International bodies like United Nations, World Bank or any other organization/ Funding Agencies as on date.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected / cancelled by Odisha Police and EMD/PBG shall be forfeited. In addition to the above Odisha Police will not be responsible to pay the bills for any completed / partially completed work.

**Duly signed by the Authorized Signatory of the Agency**  
**(Name, Title, and Address of the Authorized Signatory)**



Annexure VII: Self-declaration for Non-Performance

I/ We ..... hereby declare that my / our firm M/S ..... have successfully executed the work order assigned by the State Government / any other Government entity or any state government or central government / department / Local Government / agency in India. There is no remark of non-performance or non-compliance in any of our past projects, or any contractual dispute / litigation / arbitration in the recent past. Dated this ..... Day of ..... 20.....

**Name of the bidder**

**Signature of the Authorized person**

**Name of the Authorized person**

## RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)

### Annexure VIII: Technical Capacity of the Bidder

The bidder shall submit technical qualification details in the below prescribed for as

<b>Project Credentials</b>		
<b>SI No.</b>	<b>Parameters</b>	<b>Details</b>
1	Project Title	
2	Project Description	
3	Location	
4	Name of Client	
5	Total value of work order (In Indian Rupees), as applicable	
6	No. of manpower/ experts engaged	
7	Period of Services rendered by the Agency	
8	Scope of Service	
9	Other Information relating to Project	
10	Nature and details of experience in similar field (Please attach relevant documentary evidence)	
11	Copy of the work order, completion certificate to be submitted	

Date:

\*Please use separate sheet for single project

Duly signed by the Authorized Signatory of the Agency

(Name, Title, and Address of the Authorized Signatory)

*Note: Documentary proof (copy of Agreement / Work Order / Completion Certificate etc of related projects) with project citation*

**RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

## Annexure IX: Technical Qualifications

SI No	Parameters	Maximum Marks 100
	Experience/certifications	
A	Minimum Average Annual Turnover of the Bidder, during last 3 financial years should be minimum 20 crores (FY 2019-20, 2020-21, 2021-22).	10
B	Positive Net Worth of the Bidder as on 31.3.2022.	10
C	The Bidder should have experience in establishing and satisfactory functioning of I&UCCC in any state police. satisfactory Performance certificate must be enclosed.	20
D	<p>The Bidder should have experience in Surveillance Related work for Central / State Government Department in last 5 years in India as on bid submission date. Such as</p> <ul style="list-style-type: none"><li>• Facial Recognition System -2.5</li><li>• Video Summarization -2.5</li><li>• Quick and easy search - 2.5</li><li>• Advance Alarm / alerting – 2.5</li><li>• Cyber Security policy for Command Centre &amp; VMS-2.5</li><li>• Integration of PCR Van and in I&amp;UCCC – 2.5</li><li>• Developing of Mobile app for I&amp;UCCC – 2.5</li><li>• Integration of ANPR/ALPR Camera with VAHAN database for e-Challan system - 2.5</li></ul>	20
F	Live demonstration of overall projects for proof of concept. (POC)	40

**RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

**Annexure X: Financial Capacity of the Agency**

**Bidder Organization (Financial Details)**

<b>Financial Information in INR</b>				
<b>Bidder</b>	<b>Year-1</b>	<b>Year-2</b>	<b>Year-3</b>	<b>Average</b>
<b>Annual Turnover/ Revenue (in Crores)</b>				
<b>Annual Net worth Revenue (in Crores)</b>				

***Supporting Documents:***

CA Certificate and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)

\_\_\_\_\_

**Authorized Signatory [In full and initials]:**\_\_\_\_\_

**Name and Designation with Date and Seal:**\_\_\_\_\_

**RFP for Establishment of Integrated & Unified Command and Control Centre (I&UCCC)**

Annexure XI: Bidder Experience details

**(BIDDER'S PAST EXPERIENCE DETAILS)**

Sl. no.	Period	Name of the Assignment with details thereof	Name of the	Contract Value (in INR Lakhs) and Duration in Month	Date of Award/ Commencement of assignment	Date of Completion of assignment	Remarks if any
A	B	C	D	E	F	G	H
1							
2							
3							
4							

**Authorized Signatory [In full and initials]:** \_\_\_\_\_

-----**End of Document**-----