

HYDERABAD CITY POLICE COMMISSIONERATE

Notice Inviting Application for Empanelment of System Integrators and Rate Contract for Supply, Installation, Testing, Commissioning, Co-Warranty & Post-Warranty Support & Maintenance of IP based High Definition CCTV Video Surveillance System for the Hyderabad & Cyberabad City Limits

The detailed eligibility criteria for the firms are mentioned in the "Application for Empanelment". The "Application for Empanelment of System Integrators" can be downloaded from the Police websites www.hyderabadpolice.gov.in and www.cyberabadpolice.gov.in. All applications must conform to the guidelines set out in the "Application for Empanelment of System Integrators". The important dates with regard to the Application for Empanelment are as under:

MILESTONE	DATE
Availability of "Application for Empanelment" document on website	July 5, 2015
Last date for submission of queries for clarifications if any. Submission of queries to hydts.cctvhelp@gmail.com , cctvhelp@hyd.tspolice.gov.in	July 8, 2015 at 1500 Hrs
Pre-Bid Meeting at 5 th Floor, Hyderabad Police Commissionerate	Jul 8, 2015 at 1630 Hrs;
Date of Issue of addendum if any on websites	June 9, 2015 at 1100 hrs
Last date & time for submission of Bid Proposal & dropped in Tender Box	July 17, 2015 at 1700 hrs
Opening of the Bid Proposal at Hyderabad Police Commissionerate	July 17, 2015 at 1730 hrs
Evaluation of Technical Demo Start Date for Qualified Bidders at Pre-qualification stage	July 21, 2015
Evaluation of Technical Demo End Date	July 24, 2015
Commercial Proposal review & finalization	July 27 th week, 2015
Publish Empaneled SI & Rate Contract	July 27 th week, 2015
Contact Details	IT Cell 3 rd Floor, Hyderabad Police Commissionerate Basheerbagh, Phone : +91 40 27852043

NOTE: Any addendum / clarifications shall be posted on the police website www.hyderabadpolice.gov.in and www.cyberabadpolice.gov.in. No separate or individual communication shall be made in this regard.

HYDERABAD CITY POLICE COMMISSIONERATE

Notice Inviting

Application for Empanelment of System Integrators

And

The Rate Contract

For

**Supply, Installation, Testing, Commissioning, Co-Warranty & Post-Warranty
Support and Maintenance of
CCTV System for Hyderabad and Cyberabad City Limits**

Date of Release: July-2015

Version 2.0

Hyderabad Police Commissionerate
Basheerbagh, Hyderabad, Telangana

HYDERABAD CITY POLICE COMMISSIONERATE

Disclaimer & Disclosures

Hyderabad and Cyberabad Police Commissionerate has taken due care in preparing this document about the information on the Project to the interested parties. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and they do not rely only on the information provided in submitting an Application for empanelment for system integrators. The information is provided on the basis that it is non-binding on Hyderabad and Cyberabad Police Commissionerate.

Hyderabad and Cyberabad Police Commissionerate reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party submitting the application. No reimbursement of cost of any type will be paid to persons or entities submitting application for empanelment.

The Application for Empanelment should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the application for Empanelment.

All pages of the application documents are to be signed by the authorized signatory. Any clarification sought can be mailed to cctvhelp@hyd.tspolice.gov.in or hydts.cctv@gmail.com . All clarifications sought shall be replied in meeting and also posted in Police websites.

HYDERABAD CITY POLICE COMMISSIONERATE

Table of Contents

DEFINITIONS.....	6
1. INTRODUCTION.....	7
2. PURPOSE.....	7
3. ADDRESS FOR BID SUBMISSION.....	7
4. BIDDER ELGIBILITY CRITERIA.....	8
5. INSTRUCTIONS TO BIDDERS.....	10
6. SCOPE OF WORK.....	10
7. GENERAL TERMS & CONDITIONS.....	11
7.1. EMPANELMENT AND RATE CONTRACT FREQUENCY.....	11
7.2. VALIDITY PERIOD.....	11
7.3. RESTRICTIONS ON TRANSFER OF AGREEMENT.....	12
7.4. LIABILITY.....	12
7.5. TERMINATION OF AGREEMENT.....	12
7.6. ACTIONS PURSUANT TO TERMINATION OF AGREEMENT.....	13
7.7. BIDDER CONSORTIUM.....	13
7.8. GENERAL.....	14
8. TWO-STEP BID SYSTEM.....	15
8.1. TECHNO-COMMERCIAL SCOPE.....	15
8.2. COST OF BIDDING.....	16
8.3. PROCEDURE FOR SUBMISSION OF BIDS.....	16
8.4. SUBMISSION OF BIDS.....	16
8.5. PRICING.....	16
8.6. PRICE VARIATION CLAUSE.....	17
8.7. PRICE NEGOTIATIONS.....	17
8.8. LANGUAGE OF THE BID.....	18
8.9. PRE-BID QUERIES.....	18
8.10. BIDDER OFFER WITHDRAWAL.....	18
8.11. BID EVALUATION COMMITTEE.....	18
8.12. OPENING BID OFFERS.....	19
8.13. CLARIFICATION OF OFFERS.....	19

HYDERABAD CITY POLICE COMMISSIONERATE

8.14.	DOCUMENTATION	19
8.15.	EVALUATION FRAMEWORK	19
8.16.	CLARIFICATION OF OFFERS	21
8.17.	NOTIFICATION OF AWARD	21
9.	PUBLISH EMPANELLED BIDDERS	21
9.1.	CHANGE OF POLICE STATION ALLOCATION	22
9.2.	LOCAL SUPPORT	22
9.3.	LOCATIONS OF INSTALLATION	22
9.4.	PURCHASE / WORK ORDER & PAYMENT TERMS	22
9.5.	LIABILITIES OF HCPC	23
9.6.	SCOPE OF COMPREHENSIVE WARRANTY	23
10.	INDEMNITY	24
11.	FORCE MAJEURE	24
12.	RESOLUTION OF DISPUTES	25
	ANNEXURES	26

HYDERABAD CITY POLICE COMMISSIONERATE

DEFINITIONS

- A) **COMMUNITY** – The Community means all citizens who are either formed an Association; group of individuals collaborating together; individuals or in any other form belongs to areas in the jurisdiction of respective Police Station. These are also referred as “Client/Community” interchangeably.
- B) **CCTV SYSTEM** – It is also called as Electronic Video Surveillance System, when it is referred, it means that equipment, components, sub-components, any items required such as IP cameras with 1.0 megapixel & above full HD, layered networking devices & cables, IT hardware, video management & image processing software, network video storage, and fiber backbone network combines will be part of the CCTV system. It also includes design, supply, install, testing, commission, co-warranty & post-warranty maintenance of the system, unless & otherwise specified. Hereinafter, it is referred as “CCTV System / Electronic Video Surveillance System / Integrated Security System” interchangeably.
- C) **BIDDER** - The bidder must be a solution provider or system integrator who bid for the CCTV system where the scope includes the supply, installing, testing, commissioning, support & maintenance of the CCTV system. Bidder also means Prime Bidder in case of Consortium where the criteria defined in one of the sections in the document. The criteria defined in this document for various parameters are also applicable to each party in the consortium and provide documentary proof. The Bidder/Prime Bidder terminology is referred interchangeably where applicable.
- D) **SYSTEM INTEGRATOR** - The empanelled bidder would be referred as “System Integrator” executes the CCTV system without subletting or subcontracting to others. The Empanelled System Integrator is having with complete ownership that includes the supply, installing, testing, commissioning, co-warranty and post-warranty support & maintenance of the CCTV System.
- E) **HCPC** – Hyderabad and Cyberabad City Police Commissionerate each directing the community CCTV project in the respective jurisdictions. The HCPC play a vital role in guiding the community by streamlining the processes and systems through empanelment of System Integrator and rate contract in each of the police stations jurisdiction for the design, supply, installation, testing, commissioning, support & maintenance of CCTV System.
- F) **AGREEMENT** – The bidder when selected for empanelment based on the evaluation of bids, the bidders’ details would be published on both Hyderabad and Cyberabad Commissionerate websites. The list published on the website would be authenticated list and is referred as “Agreement/Empanelled” interchangeably throughout this document.
- G) **COMPREHENSIVE WARRANTY** – The Bidder would provide 5-year comprehensive warranty support for complete CCTV system warranty components as defined in the Annexure-5 Technical specs Warranty column. The scope of comprehensive warranty support includes but not limited to, the system breakdowns, repair the equipment / item / material, replace with new component if the breakdown component beyond repair, provide spares in case the component under repair, etc., as per agreed SLAs without any extra costs.

HYDERABAD CITY POLICE COMMISSIONERATE

1. INTRODUCTION

“The AP Public Safety (Measures) Enforcement Act, 2013 (Act 6 of 2013)” dated 18th Jan, 2013 and subsequent amended Act, 2014 dated 18th Feb, 2014 enacted by the Government of Telangana State for the installation of IP based CCTV Video Surveillance System in the vicinity of residential; commercial establishments; institutions; temples and other public places by the community from time to time in a specific Police Station jurisdiction. It is intended that an effectively installed and managed system would help to crime prevention and detection, anti-social behavior to safe guard the safety and security of areas in general and citizens in particular. By virtue of Act, every community group should adhere to the scope defined in the act for implementation of CCTV system in their respective areas. It is estimated that more than a lakh of cameras would be installed by the community covering the entire city over a period of time. This enables the requirement of many system integrators for the implementation of CCTV system in every part of the city therefore; the need of empaneling the qualified system integrators arises. The Rate Contract for CCTV System would help the community in transparency and uniformity on the cost of the system.

2. PURPOSE

- The HCPC releases this notice inviting “Application for Empanelment of System Integrators and Rate Contract” to provide the CCTV System involving the supply, installation, testing, commissioning, support & maintenance.
- This notice is issued in the interest of the community; HCPC plays a mentor role in guiding the community to implement the CCTV system in their areas to the need of safety and security requirements.
- An Applicant submitting the Application for Empanelment for bidding and implementation of CCTV system project and when empaneled shall hereinafter be referred to as “Applicant/Bidder/System Integrator/SI” interchangeably.
- This empanelment document is neither an offer letter nor a legal contract, but an invitation for Empanelment only.
- All information included by the bidders in their proposal will be treated in strict confidence.

3. ADDRESS FOR BID SUBMISSION

The submissions of BIDS only after bidders are expected to understand the requirements to all of them to propose the best fit proposal.

Proposals are to be submitted as per the enclosed Application format only along with documentary proofs, certificates, brochures & other documents asked for in this document. A drop box would be placed at the below address for submission of bids.

Jt. Commissioner (Administration)
Hyderabad Police Commissionerate,
3rd Floor, Police Commissionerate Office
Basheerbagh, Hyderabad – 500 004.
Phone: + 91
Email ID: cctvhelp@hyd.tspolice.gov.in
Hydts.cctv@gmail.com

HYDERABAD CITY POLICE COMMISSIONERATE

4. BIDDER ELIGIBILITY CRITERIA

The bidder must meet the below minimum pre-qualification criteria to be eligible for the “Techno-Commercial” stage Evaluation.

#	Pre-Qualification Criteria	Documentary Proof to be submitted
1	The Bidder (Prime Bidder in case of consortium maximum of two parties) must be a registered company in India with a competent authority. The bidder should be operating in Integrated Security Solution domain and completed minimum 3 years as on last financial year ending March 31, 2015. The bidder must have experience of minimum 3 years in implementing CCTV System (Analogue and IP based high definition CCTV system) for various clients as on March, 2015.	<ul style="list-style-type: none"> • Copy of Company Incorporation Certification issued by Competent Authority • Copy of documents supports the revenue from CCTV business. • Copy of Consortium Agreement in case of consortium involved with Prime Bidder should be a minimum of 51% stake. (Original document should be shown at the time of empanelment meeting)
2	<p>The Bidder should have average turnover of Rs. 1 Cr. (Rupees Three Crores) from CCTV Surveillance (Analogue & IP based HD) business in the last/previous 3 financial years as on last financial year ending 31st March, 2015. (i.e, FY 2012-13; 2013-14 and 2014-15)</p> <p>The Bidder must have total revenue generated from IP based high definition CCTV System implementation (1.0 megapixel & above) as:</p> <ul style="list-style-type: none"> • Financial year 2013-14 : 10% of average turnover of Rs. 1 Cr. • Financial year 2014-15 : 25% of average turnover of Rs. 1 Cr. 	<ul style="list-style-type: none"> • Copy of audited Balance Sheet for each of the last/previous 3 financial years as on financial year ending 31st Mar, 2015 reflecting CCTV System for combined Analogue & IP and separately for IP CCTV system. • Copy of audited Profit & Loss statements for each of the last 3 years as on 31st Mar, 2015 • Certified by the Chartered Accountant reflecting the total CCTV System and IP based CCTV system revenue each year with photocopy of Invoices reflecting the revenues.
3	The bidder should have a positive net-worth of minimum Rs. 10 lakhs as on financial year ending 31 st Mar, 2015	<ul style="list-style-type: none"> • Copy of audited Balance Sheet financial years ending as on 31st Mar, 2015. • Certificate from the Chartered Accountant
4	The bidder should submit valid documentary proof of Sales Tax, VAT, TIN, firm PAN, and Service Tax registration numbers where applicable	<ul style="list-style-type: none"> • Copy of PAN Card • Copy of Sales Tax / VAT / TIN / Firm PAN/ Service Tax registration
5	The bidder should provide name and address of the bankers with solvency certification not older than six months.	<ul style="list-style-type: none"> • Copy of Bank Account details • Latest solvency certification from Bank not older than six months
6	The bidder must have executed CCTV System projects where minimum 200 cameras (Analogue & IP based) were	<ul style="list-style-type: none"> • Copy of Project completion & satisfactorily handed over certificate from each client • Photocopy of Purchase Orders and related

HYDERABAD CITY POLICE COMMISSIONERATE

	<p>installed either through outright purchase or on subscription/rented model in the last 3 years as on March, 2015. In case of subscription/rental model, the system is running for at least 6 months as on June, 2015.</p> <p>The Bidder must have installed the IP based high definition CCTV System implementation (1.0 megapixel & above) as:</p> <ul style="list-style-type: none"> • Financial year 2013-14: 10% of the total cameras installed • Financial year 2014-15: 25% of the total cameras installed 	<p>Invoices where Make & Model Numbers are mentioned.</p> <ul style="list-style-type: none"> • In case of Subscription/Rented model, the bidder should submit the order copy and invoices of payments from the client.
7	<p>The size of the order value per year should be having at least (projects completed from FY 2012-13 onwards)</p> <ul style="list-style-type: none"> • One similar work with order value not less than Rs. 50 Lacs (OR) • Two similar works with order value not less than Rs. 35 Lacs each (OR) • Three similar works with order value not less than 25 Lacs each. 	<ul style="list-style-type: none"> • Copy of Invoices reflecting the CCTV revenue for both Analog & IP (as applicable) supported by copy of the order value and invoices per each of the installation should be submitted with make and model no. mentioned in the documents.
8	<p>The bidder must have executed multiple comprehensive AMC sites minimum 75 IP based HD cameras as part of CCTV System in the last 2 financial years ending March 31, 2015 with an AMC value not less than Rs. 15 Lac per year</p>	<ul style="list-style-type: none"> • Copy of Client satisfactory & completion certification for each completed site. • Copy of current status & service satisfaction from the client on the on-going projects. • Copy of the order value and invoices per each of the installation should be submitted.
9	<p>The bidder should have its own office and full-fledged service setup in Hyderabad & Cyberabad City limits with minimum 3 technical personnel in implementation and at least 5 technical personnel for co-warranty & post-warranty support & maintenance of CCTV system. The average longevity of technical personnel with the company should not be less than 2 years and at least 50% of the team should have experience more than 2 years.</p>	<ul style="list-style-type: none"> • Copy of documentary proof of their employment to be submitted along with Bank Account details of their account opening date and their salary transactions. • Any other documentary proofs of their employment with the company such as HR letter on company letter head with bidder undertaking certified by the notary.
10	<p>The bidder should have back-to-back support from OEMs for various equipment / component, IT hardware, Video Storage solutions & Video Management software for five years</p>	<ul style="list-style-type: none"> • Original Manufacturing Authorization Form (MAF) should be submitted stating that OEM is ready to support their equipment / items providing technical & spares support during 5-year warranty period.
11	<p>The bidder would provide 5-years</p>	<ul style="list-style-type: none"> • Bidder should provide an undertaking on

HYDERABAD CITY POLICE COMMISSIONERATE

comprehensive warranty on the CCTV system components marked in Annexure-5 Technical Specs.	their company letter head that the full ownership of the system will be given. The same note should be certified by notary.
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Note: Bidder shall submit the bid qualifying and complying all above criteria

5. INSTRUCTIONS TO BIDDERS

- a) The bidder should ensure that the application is filled as per the templates annexed.
- b) The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
- c) Every page of the proposal should necessarily be numbered, and signed with seal.
- d) The page numbers should be mandatorily provided in the pre-qualification template where supporting document proofs are highlighted that meets the criteria appropriately. The bidder should avoid submitting extra documents that are not relevance to the pre-qualification criteria.
- e) Any past projects where the bidder executed other works in addition to exclusive CCTV system in a single order, the bidder should consider only the value of CCTV system part and highlighted only those components.
- f) It is the responsibility of the bidder highlighting the value of items in each of the supporting document proofs and numbered that are relevance to pre-qualification criteria to consider its value at the time of evaluation.
- g) The bidder is responsible to provide soft copies of the Application and other documents duly filled along with the bid submission.

6. SCOPE OF WORK

The broad scope of the work for the empanelled System Integrator is as follows:

- a) The bidder provides complete solution of CCTV system involving all aspects of required components including but not limiting to provide IP based CCTV cameras, Video Management System, network storage system, layer 2/layer 3 network switches, UTP & other cables, UTP/Fiber backbone & other network components along with comprehensive responsibility of design, installation, testing, commissioning, comprehensive warranty support and maintenance of the system at the community location for 5 years as per agreed SLAs. The system should be operational and completeness of the scope at the time of handover of the system to the client.
- b) The bidder is required to depute qualified technical personnel (full-time or part-time as the case may be) to attend the issues on day-to-day maintenance requirements of the system during the warranty period.
- c) The proposed solution should be able to generate various standard/customized reports for event analysis and reporting purposes.
- d) All the critical systems should provide for high availability and minimum fault tolerance.
- e) The bidder should be providing undertaking on their letter head that the CCTV system would be supported with complete ownership during the comprehensive warranty period of 5 years with no extra costs involved. The bidder should be ready to take up the comprehensive warranty support of CCTV system installed & maintained by other empanelled SI in case of sudden exit for whatever reasons as per prevailing terms & conditions agreed upon with the client. If the empanelled SI exited during implementation or warranty period without prior written notice or no proper justifications provided, the HCPC would initiate an enquiry and would blacklist the

HYDERABAD CITY POLICE COMMISSIONERATE

empanelled SI, and restraining from participating in Tender process in any National/Local government departments or PSUs etc.

- f) The bidder installed CCTV systems in the community should be able to connect to the Police backbone network when it is made available and ability to take the feed for live & recorded viewing and analyzing. Bidder is responsible for its successful connectivity.
- g) The bidders collaboratively working with Community, & Police in implementation and maintenance of the system.
- h) The empaneled SI should perform all the tasks that need to be taken to upkeep the CCTV system in a 24x7x365 days environment. This includes but not limited to any component breakdowns, reworks; relay of cable/re-configure system that needed to perform / replacing the breakdown components etc., as per agreed SLAs.
- i) The bidder's responsibility to provide in every community installation, the SDK kit and Video management software would be delivered as part of deployment process.

7. GENERAL TERMS & CONDITIONS

The agreement is of non-exclusive in nature. The agreement shall not restrict from empanelling for the similar services from any other person / party. Also, HCPC intends to empanel multiple numbers of system integrators through this present empanelment process.

All the submissions / declarations / assertions made by bidder should be on their letter head only and each and every page of the document should contain name of the company and signatures of the authorized signatory.

7.1. EMPANELMENT AND RATE CONTRACT FREQUENCY

The empanelment & Rate contract of System Integrators helps the Community where it provides transparency and complete scope of CCTV requirements to independently deal with various empanelled system integrators in the installation of the system.

The SI empanelment & rate contract is an on-going and repetitive process bi-annually. As an on-going process, the new bidder empanelment invitation and evaluation schedule will be done every six months in a calendar year for the period January to June and July to December unless and otherwise scheduled exclusively.

7.2. VALIDITY PERIOD

Upon empanelling the bidder & rate contract is made, the validity of the System Integrator empanelment period would be valid for first six months on probation and based on the performance it would be extended for Five Years from the date of bidder acceptance unless revoked for whatever reasons. If at any stage during the tenure of the empanelment period, it comes to the notice of HCPC, directly or through some other complaint, that the System Integrator had misinterpreted the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the System Integrator, this agreement shall stand terminated immediately under intimation to the System Integrator.

HYDERABAD CITY POLICE COMMISSIONERATE

However, the rate contract would be a period of one year from the date of bidder acceptance. However, the empanelment & rate contract would be subjected to review at the end of its validity period for renewal. If any need necessities for such review during the validity period would be considered by HCPC on its merit. The renewal of empanelment & rate contract after the validity period would be based on their past performances and new rate contract bid offer made as the case may be.

7.3. RESTRICTIONS ON TRANSFER OF AGREEMENT

The System Integrator shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter to the agreement to any third party or any sister-concerned firm within a group either in whole or in any part i.e., no sub-contracting/partnership/third party interest shall be created.

7.4. LIABILITY

Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.

7.5. TERMINATION OF AGREEMENT

- i) HCPC may, without prejudice to any other remedy available for the breach of any conditions of agreement, by a written notice of One month issued to the System Integrator at its registered office, terminate / or suspend this agreement under any of the following circumstances:
 - a) The System Integrator failing to perform any obligation(s) under the agreement.
 - b) The System Integrator failing to rectify, within the time prescribed, any defect as may be pointed out by the client or stake holders.
 - c) Non adherence to SLA as agreed.
 - d) EITHER PARTY may terminate the agreement, by giving notice of at least One month in advance. The effective date of surrender of agreement will be three calendar months from the date of receipt of such notice by the other party or the authority that signed the agreement on behalf of other party. However, the request for termination by the SI should be justified with valid and genuine reasons along with cost implications of the remaining period of CCTV system maintenance (includes 5-year comprehensive warranty). Also, SI should provide the OEM support extended to incoming SI to take over the system to address cost implications that are acceptable to all the parties and stakeholders involved that would not have any impact on the warranty support. The Community in consultation with HCPC would be taken a decision based on the justification and supporting go-forward plan for the remaining period of 5-year comprehensive warranty period would be final and binding. In case of any conflicts, it

HYDERABAD CITY POLICE COMMISSIONERATE

needs to be settled amicably not to penalize the community in any form. If no amicable solution is found, the community in consultation with HCPC would decide the course of action and the decision would be final to honor by all the stakeholders.

- e) If the System Integrator is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to HCPC & Client in writing. In that case, the written notice period can be modified by HCPC as deemed fit under the circumstances. HCPC may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as it feels fit under the circumstances.
- f) It shall be the responsibility of the System Integrator to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as ~~material~~ breach and liable for termination at the risk and consequences of System Integrator.
- g) Breach of non-fulfillment of Agreement conditions may come to the notice of HCPC through complaints or as a result of the regular monitoring. Wherever considered appropriate HCPC may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the System Integrator or not. The System Integrator shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry.

7.6. ACTIONS PURSUANT TO TERMINATION OF AGREEMENT

Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.

- a) Neither Party shall represent the Other Party in any of its dealings.
- b) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
- c) Each party shall stop using the other Party's name, trademark, etc., in any audio or visual form.
- d) The expiration or termination of the Agreement for any reason whatsoever shall not affect any obligation of either Party having accrued under the Agreement prior to the expiration of termination of the Agreement and such expiration or termination shall be without prejudice to any liabilities of either Party to the other Party existing at the date of expiration or termination of the Agreement.

7.7. BIDDER CONSORTIUM

The prospective bidders have made request to allow the consortium and accordingly the following terms are defined.

- i) The prospective bidders are allowed to form a consortium subject to maximum two parties coming together.
- ii) The "Consortium Agreement" is a legal binding document that would be submitted by the parties where the charter and terms & conditions are clearly defined and signed by multiple parties involved. The Agreement should nominate the "Prime Bidder" with defined roles & responsibilities to perform business as per the charter and scope of community CCTV

HYDERABAD CITY POLICE COMMISSIONERATE

- System. The community CCTV committee would review and accept the Agreement for its completeness and applicability. However, the reasons for rejections incase, would be provided to consortium parties for correction and resubmission. The committee has rights reserved to reject the Agreement in case not meeting its purpose despite feedback provided to the parties. The committee's decision is final and binding and no further communication is entertained.
- iii) All the members of the consortium shall be jointly and severally liable and responsible.
 - iv) The "Prime Bidder" shall have at least 51% stake in the consortium agreement as pre-qualification criteria.
 - v) The "Prime Bidder" should necessarily be an authorized signatory to perform business transactions, henceforth referred as "Prime Bidder/Bidder" interchangeably who performs the business transactions with community and HCPC on behalf of Consortium.
 - vi) Consortium parties are allowed only ONE entry for this project as part of this consortium agreement. No entry or submission for empanelment is allowed by parties in this consortium agreement separately. This clause should be reflected in the Consortium Agreement clause.
 - vii) In case of any change of "Prime Bidder", consortium parties would make a request in writing to Community CCTV Committee for the change with the revised "Consortium Agreement".
 - viii) The committee would review and intimate the requestor with appropriate responses.
 - ix) In case of any conflicts within Consortium parties, "Prime Bidder" would be responsible to continue providing the services to community for the system support.
 - x) Any request on discontinuation of services request by the "Prime Bidder", it will be dealt as per termination clauses defined in this document. Any disturbance to the consortium agreement structure should not lead to discontinuance or disturbance to the service levels or any financial loss to the community.
 - xi) The change request would be considered by the community & HCPC in case point no. viii above is addressed completely.

7.8. GENERAL

- a) The bidder should provide warranty and maintenance (AMC) support at all locations where installation & commissioning carried out as per agreed SLAs with no extra costs.
- b) The bidder providing CCTV system should have adequate technical and competent team with local service center to meet the SLA as defined by the contract upon empanelled. The details of technical team should be provided.
- c) Bidder, other than manufacturers should submit a letter of authority from manufacturer in original (No photocopy accepted) that the bidder is authorized to quote on behalf of the manufacturer for supply, install and maintenance of the equipment that they offered.
- d) The bidder should have a back-to-back support from OEMs on the CCTV system equipment, hardware & software for five years. Any upgrade and updates of software for the next 5 years shall be made available by the bidder without any additional cost. OEM should provide adequate spares support to System Integrator to upkeep the CCTV system.
- e) The HCPC or Community has a right to verify the Manufacturers Authorization Form [MAF] submitted by the bidder.
- f) The bidder is allowed to have a Consortium and it should not have more than two parties coming together for bidding. However, consortium should clearly define the roles & responsibilities of each party and nominate one of the parties who act as "Prime Bidder" with authorized signatory power to be responsible to upkeep the CCTV system during the entire 5-year warranty period. The details are provided below in section 12.

HYDERABAD CITY POLICE COMMISSIONERATE

- g) Any new bidder can get empanelled and registered bi-annual in every calendar year.
- h) HCPC has all the rights reserved to add/delete/alter any of the items and to amend/add any of the terms and conditions included in the registration granted to firms with effect from any date, without assigning any reason(s) for the same.

8. TWO-STEP BID SYSTEM

- (i) The complete bid process shall be in Two-steps in accordance to the instructions given below. The bidder should submit two copies of bid proposal in 2 parts:
 - (a) Pre-Qualification Proposal
 - (b) Techno-Commercial Proposal
 - (c) Electronic (Soft) version of Proposal

#	Bid Stage	
1	Pre-Qualification Proposal	<ul style="list-style-type: none"> • Bidder’s submission of proposal as defined in above section of this document shall be submitted in separate sealed envelope marked “Application for Empanelment of System Integrator” along with supporting documentary proofs (2 copies). • Two copies of bid proposal should be marked the envelop as “Original” and “Duplicate”. • Pre-Qualification Proposal should not contain commercials of the Project in either explicit or implicit form.
2	Techno-Commercial Proposal	<ul style="list-style-type: none"> • Techno-Commercial proposal shall be submitted in a separate sealed envelope marked “Techno-Commercial Proposal” with supporting documentary proofs where applicable (2 copies). • Two copies of proposal should be marked the envelop as “Original” and “Duplicate”.
3	Electronic version of Pre-qualification and Techno-commercial Proposals	<ul style="list-style-type: none"> • Soft copy of all templates only MS Excel and MS Word form only to be submitted along with the proposal either on the USB stick or CD. • Pre-qualification and Techno-commercial proposal envelops and USB or CD should be submitted in a envelop and marked as “Community CCTV Proposal”

8.1. TECHNO-COMMERCIAL SCOPE

The technical specifications are provided in the “Annexure-5 Technical Specs” for each of the components is minimum specifications. The bidder can add to the specs if bidder feels necessary, however it should be marked separately for committee review for its merit. The Technical specs are defined in two parts: 1) Base and 2) Add-on. The “Base” is mandatory to meet the minimum criteria and should provide the base price offering. However, while providing the pricing & commercial proposal, please add the additional

HYDERABAD CITY POLICE COMMISSIONERATE

components if not covered in the details specs to make it complete solution. During the empanelment process, we shall firm up the comprehensive list and publish the same. The pricing should be provided for each component with any variations to be mentioned separately.

Ultimately, the complete solution stack should be able to work in tandem from multiple OEM provider vis-à-vis Camera; NVR hardware & Software; Central VMS software & other stacks.

8.2. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and HCPC is not responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8.3. PROCEDURE FOR SUBMISSION OF BIDS

- a) To view or download this document, Application Form & other templates, kindly visit the website <http://www.hyderabadpolice.gov.in> & <http://www.cyberabadpolice.gov.in>.
- b) The interested Bidders participating in the Bid process, the sealed Application should be submitted in person on or before the specified time at the address mentioned above.
- c) In the event of the specific date for the submission of Bids being declared a holiday, the Bids can be submitted on the next working day.
- d) All the Bids shall be submitted either in person (drop box at reception counter of Hyderabad Police Commissionerate). No other manner than specified will be considered.
- e) Proposals must be direct, concise, and complete and it must be submitted along with requirement information on the pre-qualified and techno-commercial proposals in the enclosed format as per the schedule provided in this document.

8.4. SUBMISSION OF BIDS

It is mandatory to provide the technical details in the exact format of Technical Specifications given in this notice in Annexure-5. ***The offer may may be rejected in case of non-adherence to the eligibility criteria or partial submission of the proposals.*** No changes are permitted in the technical specifications after due date for submission of offers.

8.5. PRICING

The bidder should quote the prices in the following sub heads:

- a) All prices should be given per unit quantity as the Unit Total Price (UTP) for each item that includes 5-years comprehensive warranty coverage. Also, mention Tax % as per Govt. norms mentioned for each item separately. All the supplies would be made at client site.
- b) Unit rate of Installation, Commissioning, Testing, Deployment and other incidental costs of CCTV System separately where required as per the template. Tax % shall be mentioned for each item as per Govt. norms. These rates are considered for the new installations only.
- c) Labor rates for other activities shall be provided separately as per the template. These rates are applicable only for system breakdowns post-handover of the CCTV system during 5-years warranty period case on case basis subject to approved costs.
- d) The new supplies will be delivered with 5 years comprehensive warranty from the date of handover of the system to the community.
- e) The bidder shall have considered while giving the quote, the unit price of each item in the offer with 5 Years comprehensive on-site warranty exclusive of Sales or Service Tax but

HYDERABAD CITY POLICE COMMISSIONERATE

inclusive but not limited of Excise, Customs duty, packing, forwarding, import and customs clearance, transportation to respective sites as the case may be. The tax % as per Govt. norms should be mentioned separately. However, the insurance of the supplies are in the scope of the bidder until the material is delivered at client site and client representative duly signed off subject to verified by HCPC representative. Any transit damage will be part of bidder scope until the CCTV System handover to the client duly signed-off.

- f) HCPC reserves the right to negotiate the prices quoted in the bid to effect downward modification, in case price of any equipment / component / sub component is found unreasonable or higher than a reference price. The Bid Prices shall be indicated in Indian Rupees (INR).
- g) From the date of placing the order till the delivery of the systems, if any changes are brought in the tax structure by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction should be passed on to the Community. However, if any increase in tax rates as per Govt. norms shall be passed on to the client due to any change in tax structure.
- h) The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. (Please refer to the suggested checklist given in this document).
- i) The Unit Base Rate (UBR) is calculated as 75% of the Unit Total Rate (UTR) for each item. The UBR will be Rate Contracted for each item to provide quotations to the community. The balance 25% of UTR for items would be considered as AMC amount for 5 years based on the AMC items. The AMC per year shall work out around 6.67% will be due to the System Integrator at the end of each year based on the SLA performance.
- j) The Rate contracted pricing (UBR) would be the upper limit where empanelled System Integrator should not be quoting higher than this rate (UBR) when they are offering the quotations to the community group for the new installations. However, the community group has an opportunity to further negotiate downward with the empanelled system integrator to finalize the order for release. However, the respective system integrator and community group should ensure that the finalized order prices should not go upward beyond the rate contract prices duly negotiated.
- k) The project commercials are solely responsibility between System Integrators and Community groups and no role or responsibility of the Police department or any other Government agencies in dealing with commercials.

8.6. PRICE VARIATION CLAUSE

During the validity of the empanelment including the extended period if any, if the System Integrator supplied any empanelled item to any other department / organization / individual at a price lower than the price fixed in the contract, the empanelled bidder must voluntarily pass on the price difference with immediate effect.

8.7. PRICE BID NEGOTIATIONS

The commercial bid proposals would undergo a negotiation process for the bidders who have successfully completed the Technical Evaluation to get better prices for the community as this is not Low Price (L1) tender process.

HYDERABAD CITY POLICE COMMISSIONERATE

The bidders who successfully complete the technical evaluation are eligible for Empanelment process. However, in order to optimize the prices to benefit the community as a whole, there would be an iteration of price negotiations where the bidder should be made available to pursue this process.

8.8. LANGUAGE OF THE BID

The Bids prepared by the Bidder and all subsequent correspondence and documents relating to the bids exchanged by the Bidder and HCPC, shall be written in English language. Any printed literature furnished by the Bidder, written in another language, shall be accompanied by an accurate English translation.

8.9. PRE-BID QUERIES

HCPC will hold a Pre-Bid Meeting for queries if any by the prospective bidders. Venue, Date & Time will be confirmed separately to all the bidders. The representative of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their queries / doubts or seek clarification, additional information relevant to submit their bid.

However, all enquiries from the bidders relating to this document must be submitted through an email at cctvhelp@hyd.tspolice.gov.in latest by **July 8, 2015** in the format as per Annexure-7.

#	Bidders Company Name	Section No	Page No	Content of the Section	Clarifications Required

8.10. BIDDER OFFER WITHDRAWAL

Bidders are not allowed to modify their offers once submitted. However, bidders are allowed to withdraw their offers any time before time specified for receipt of offers. No offer can be withdrawn by the bidder after the closing date and time for submission of offers.

8.11. BID EVALUATION COMMITTEE

- i) The Bid Evaluation Committees will be constituted by HCPC from time to time for scrutinizing the offers received to determine whether they are complete and as per the notice. Offers from bidder not meeting the qualification criteria will be rejected.
- ii) The HCPC shall be under no obligation to accept the lowest or any other offer received in response to this notice & henceforth and reserves its right to reject all or any of the offers without assigning any reason whatsoever.
- iii) The evaluation of the bids would be carried out as per framework defined below. However, if required the committee may also visit some of their installations executed by them or interact with any client member to validate the credentials of the bidder. Based on the details furnished, meeting the eligibility criteria and other measurements, the applicant will be approved as empanelled System Integrator. The decision regarding selection / rejection for empanelment taken by the committee would be final and binding, no further correspondence will be entertained.

HYDERABAD CITY POLICE COMMISSIONERATE

iv) If any information and details furnished by Applicants are found to be false or any information withheld that comes to the notice at a later date, the empanelment of such Applicant will be cancelled immediately and appropriate action would be initiated against the bidder.

8.12. OPENING BID OFFERS

Bid Offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the offer on the date and time specified in this document or any other date confirmed later. The bidders' representative present shall sign the register of attendance.

8.13. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers, the HPC may, at its discretion, ask some or all bidders for clarifications on the offer made by them. The request for such clarifications and the bidder response will necessarily be in writing.

8.14. DOCUMENTATION

Technical Information in the form of Brochures/Manuals/CD etc. including SDK kits must be submitted in support of the Offer made. Annexure-8 provides a suggested checklist for documentation to be submitted by the bidder.

8.15. EVALUATION FRAMEWORK

The bidder evaluation would be carried out in two parts.

- 1) Bidder Competencies Evaluation and
- 2) Technical Competencies Evaluation

The evaluation would be carried out based on the weightage defined below.

A) BIDDER'S COMPETENCIES

#	Evaluation Criteria	Weightage Points	Criteria
1	Financial Capabilities of the Bidder	25	Overall turnover of the bidder
			Revenue from IP based high definition CCTV System business
			Supporting Documentary Proofs
2	Capability of the Bidder to execute similar large projects	30	Past project experience of IP based high definition CCTV systems
			Experience in implementing CCTV system projects including city surveillance
			Experience in managing networks
			Experience in Data centers and Command Centers
3	Quality of Technical Manpower	30	Experience Technical Staff in new installations
			Experience Technical staff in Support & Maintenance
4	Quality Process evaluation	15	Submission of quality proposal
			Complete documentation quality

HYDERABAD CITY POLICE COMMISSIONERATE

The bidder should meet the minimum pre-qualification criteria as defined in the clause 4 to proceed to the next bid stage of Technical Evaluation. This means, the Bidder proposal is rejected in case it does not meet the minimum prequalification criteria.

B) TECHNICAL EVALUATION

The Bidder should demonstrate the technical capabilities by fixing the pre-defined CCTV system with proper design and process to showcase the functions and features. The technical demonstration should be executed by one or more technical staff as defined in the proposal. The technical evaluation broadly based as per the table below:

#	Evaluation Category	Weightage Points	Criteria
1	Workmanship	15	Design Optimization; System Installation and demonstration of the system with proper process and workmanship demonstration meeting the scope of demo
			Planning and execution of demonstration process as per demo scope
			Defining the exhaustive business cases that covers the technical features of the demo system
2	Demonstration of CCTV System	35	Explaining the System Architecture of the demo setup
			Proper explanation of each component and its purpose as part of demo setup
			Demonstrate each business case and component technical features in detail
			Business cases and technical features should be demonstrated at different times in day & night environment with Live and Recorded state.
			Business scenarios to record, retrieve and play the video stream from the memory card
			Quality and clarity of Video in all scenarios

The bidder should score minimum of 70% (35 points) to qualify for the Financial Bid Opening. The bidder shall be rejected if it does not meet the minimum points of 70% (35 points) for eligibility.

HYDERABAD CITY POLICE COMMISSIONERATE

C) TECHNICAL DEMO SETUP

The Bidder should arrange the following components quoted in the proposal for the demo setup to showcase the features as per evaluation criteria in addition to committee requirement. The make & model should be the same as per the proposal, this means if the model nos of all components does not meet as per the proposal, it would lead to bid rejection.

- i) Demo equipment as per proposal
 - a. IP Fixed Bullet Camera with Motorized vari-focal with memory card
 - b. IP PTZ Dome Camera with memory card
 - c. 16-port PoE Switch with multicast feature
 - d. 16-channel NVR with 4TB hard disk
 - e. Monitor for display
 - f. Other components as required
- ii) The bidder responsibility to arrange the necessary equipment / components that are required for the completion of demo
- iii) The bidder responsibility to derive exhaustive scenarios to demonstrate functionally and technically.
- iv) The bidder responsibility to handover the recorded video stream of complete demo to the HCPC at the end of the demo.

8.16. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers, Evaluation Committee may, at its discretion, ask some or all Bidders for clarifications with regards to their offer will necessarily be in writing through either letter or email or fax. Failure of a Bidder to submit additional information or clarification as sought by the committee within the prescribed period will be considered as non-compliance and proposal may get evaluated based on the limited information furnished along with the bid proposal.

8.17. NOTIFICATION OF AWARD

Evaluation Committee notifies the successful Bidder through an email and list of successful bidders would be published on both Commissionerate websites.

The Published list also indicates the allocation of Police stations to each bidder based on the combined evaluation points in an descending order. On receipt of email confirmation issued by HCPC Evaluation Committee, the successful bidder shall be required to accept through return email within 3 days as a token of acceptance of the final offer.

9. PUBLISH EMPANELLED BIDDERS

- i) Bidders once empanelled, shall get registered with HCPC and a registration no. is allotted to each qualified bidder. The period of empanelment and Rate contract defined aforesaid. System Integrator should be made a request for renewal at the expiry of empanelment. The renewal will be made by the committee subject to their credibility on the services provided during the empanelment period.
- ii) On acceptance of the final bidder empanelment & Rate contract as published on websites, the bidder should send an email for acceptance, this confirms the empanelment of System

HYDERABAD CITY POLICE COMMISSIONERATE

Integrator for the allocated police station jurisdiction and the rate contract for supply of CCTV system components and various services offered. The Rate Contracts and other empanelment terms would be revised as the case may be will be published regularly on the HCPC web sites.

- iii) The community would fetch the latest published list of empanelment System Integrators and rate contracts for the award of the project from time to time.
- iv) Bidders once empanelled, shall have to promptly reply to all the enquiries, execute orders as per the order terms agreed upon. Ability to undertake the work and maintenance in any area allotted within the city limits.
- v) The bidder should adhere to all aspects of fair trade practices in executing the purchase/work orders placed from time to time during the period of empanelment. In case of empanelled bidder is found in breach of any terms & conditions or supply/work order at any stage during the engagement, the legal action as per rules/laws, shall be initiated against the bidder besides debarring and blacklisting the bidder concerned for at least three years for further dealing with any Govt. departments.
- vi) In all future correspondence, empanelled System Integrators are required to quote the Registration No.

9.1. CHANGE OF POLICE STATION ALLOCATION

Any request for change of Police Station allocation would be subject to the discretion of HCPC. No binding or mandatory on HCPC to accept the request, however, the request would be reviewed on its merit while considering the other factors that may have impact.

9.2. LOCAL SUPPORT

It is mandatory that the System Integrator must have (provide) local service support in any area within city. For all other locations it is required that System Integrator is able to meet service & support standards. The System Integrator shall submit a detailed support plan providing complete details in terms of address of the support center, number of service engineers available along with their names, telephone/mobile numbers, fax number, spares that will be stocked for warranty/AMC service etc., covering all the identified locations.

9.3. LOCATIONS OF INSTALLATION

The HCPC reserves the right to make changes in the areas or locations list given to the System Integrator. The System Integrator should be in a position to provide maintenance support at all the locations of installations.

9.4. PURCHASE / WORK ORDER & PAYMENT TERMS

The bidder would provide the quote as per the Purchase Quotations template as annexed. The payment terms would be based on the Community negotiating with the System Integrator; however the final payment would be subject to certification of CCTV system when commissioned by the PS CCTV Committee that consists of respective Police Station & technical staff.

The suggestive milestone payment terms are recommended as follows:

- i) In case of implementation of new CCTV system,
 - a) 25% advance would be paid at the release of purchase order.

HYDERABAD CITY POLICE COMMISSIONERATE

- b) 50% of the Supply order value and 100% of Service order value would be paid at the end of project completion subject to certification from PS CCTV Committee against the Invoice or equivalent note given by SI.
 - c) 25% of the Supply order value would be paid proportionately (spread across 5 years @ 5% each year) at the end of each warranty year subject to clearance from PS CCTV Committee and meeting the SLAs during the warranty period.
- ii) In case of any additional work during the warranty period as mutually agreed, 100% of the Supply & Service order value would be paid at the end of completion of work subject to clearance from PS CCTV Committee.

The withheld amount of 5-year would be paid to the SI at the end of each successful year completed as per the order value. In case of discontinuation of services by SI, the proportionate amount will be withheld by the community and the same would be adjusted to the incoming SI who agreed to support for the remaining warranty period.

The purchase/work order would be released by either registered community association, or any unregistered community entity, or designed individual as part of community group, or an individual to the empanelled SI. The bidder shall raise the invoice to the client as per purchase/work order.

Any permission from Govt. departments required for the installation & commissioning of CCTV system would be provided by HCPC and Community and it will not be in the scope of SI.

9.5. LIABILITIES OF HCPC

This notice is not an offer by the HCPC, but an invitation for System Integrator responses. No contractual obligation on behalf of the HCPC, whatsoever, shall arise from this process unless and until a formal contract is signed and executed by duly authorized persons of the Community and the System Integrator. It is worth noting, that HCPC is facilitating the empanelment process and play a key role as a “watch dog” to ensure that the processes is being adopted to the rule book.

9.6. SCOPE OF COMPREHENSIVE WARRANTY

1. The following is the scope of Comprehensive Warranty (Co-warranty) support as:
 - i) If the SI has installation sites more than 50 cameras in the respective Police Station jurisdiction, it is mandatory to depute a full time support engineer(s) for any issues. However, there would be a quarterly review on issues logged & closed; the need of full time support engineer would be evaluated accordingly by the respective CCTV Committee or any operational team that would exist.
 - ii) The SI will be notified through an email or help desk or any system by the Community or CCTV committee or any operational team that would exist as the case may be on the issues faced related to the system. The SI support is based on 24x7x365 to attend the issues either by resident or part-time engineer.
 - iii) The SI must provide the support as per SLAs defined during the warranty period for any equipment, component, and any item break down or any system related issues faced.
 - iv) The SI should also take up the work includes reworks, relaying of cable cuts, shifting of cameras and equipment, reconfiguring the system, optimization or performance of CCTV system, re-installation of software, expansion to the existing system such as adding cameras etc., as & when needed. There is no extra cost where additional labor

HYDERABAD CITY POLICE COMMISSIONERATE

or material is required such as reconfiguration of system, re-installation of software etc,. Wherever the additional labor or material is required, the respective CCTV committee or operational team in PS jurisdiction should be notified either by Community or SI for review. The team would review such cases along with Community & SI to arrive at the conclusion as needed. The community would bear the additional expenses as approved by the Committee from time to time.

- v) In case of any sabotage in equipment damage, cable cuts or thefts etc., would be dealt seriously and police action would be initiated with strict punishment imposed on the offender.
- vi) Any changes to the system such as defined above; it should have the approval of respective CCTV committee or operational team in PS Jurisdiction.
- vii) The SI should maintain required spares to address the break down as per SLAs for any breakdown.
- viii) The SI should either repair the equipment, replacement with new equipment, or provide workaround permanent solution to ensure the CCTV system is operational while repairing the equipment that was breakdown. This solution provided by the SI should be notified to CCTV Committee or operational team.
- ix) Any equipment is either breakdown, damaged due to the negligence of SI, or any technical reasons, it should be replaced with new equipment or item under the guidance of operational team or CCTV committee.
- x) No extra charges will be borne by the community other than as defined above in point (iii) if any.

10. INDEMNITY

System Integrator shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all items supplied by the System Integrator.

11. FORCE MAJEURE

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

HYDERABAD CITY POLICE COMMISSIONERATE

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the HPC shall be final and binding on the System Integrator.

12. RESOLUTION OF DISPUTES

The Community and the System Integrator shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Community and the System Integrator have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Community and the other to be nominated by the System Integrator. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Hyderabad.

HYDERABAD CITY POLICE COMMISSIONERATE

ANNEXURES

Bidder is advised to check the excel sheet with multiple tabs provided for various formats that need to be filled.

The annexures provided in the excel sheet are as follows:

Annexure	Form Name	Form Description
Annex-1	Application Form	Organization, Past Project and Staff Detail
Annex-2	Self-Certification Form	Bidder certifying the submission of documentary proofs for all pre-qualification criteria
Annex-3	Projects Executed	Past projects executed by the Bidder Organization – Provide relevant documentary proofs only
Annex-4	AMC Project Details	Past Support & Maintenance Projects executed - Provide relevant documentary proofs only
Annex-5	Camera Specs	Detailed Camera Specifications
Annex-5a	Component Specs	Detailed Component (other than Cameras) specifications
Annex-6	Items Bid Proposal	Bid Proposal for Supply and Service Items / Components – Quotation
Annex-7	Technical Employees	Details of Technical Staff of the Organization
Annex-8	Branch Offices	Details of Branch and Service center offices
Annex-9	Pre-bid Queries	Bidders queries for Pre-Bid Meeting