



Telangana Technology Services Ltd

5-10-103/40/206, 2nd floor, HACA Bhavan,

Opp. Public Gardens, Hyderabad – 500004

CIN NO: U74900TG2015SGC101517

TGTS/CS/CYB-Soft/2025, Dated: 28.07.2025

Tender Notice

TGTS – Cyberabad Police - Software Tool for Identification of Cyber Frauds- Reg.

TGTS on behalf of the Commissioner of Police Cyberabad, Govt of Telangana invites bids eProcurement bids for providing Software Tool for Identification of Cyber Fraud as per the specifications finalized by the client department and terms & conditions mentioned in this document and delivery within 2 weeks from issue of Purchase orders.

Bid Document Fee: Rs.5,000/- (DD in favour of The Managing Director, TGTS, Hyderabad)

Time Schedule:

- Due date for Bid submission : 05 .08.2025 @ 03:00 PM on eProcurement portal
- Opening of Bids : 05 .08.2025 03:30 PM on eProcurement portal

Email: rpushpa-tgts@telangana.gov.in, jithendra-tgts@telangana.gov.in

Any queries related to this tender should be communicated within 2 days from publishing of tender document and queries received after the mentioned period shall not be considered/entertained.

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| 1 | <p>This tender call is issued on e-procurement market place at https://tender.telangana.gov.in All the terms and conditions are to be read jointly as mentioned in the e-procurement market website and in this document</p> <ul style="list-style-type: none">• The Managing Director, TGTSL reserves the right to accept or reject any or all the quotations without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any notice.• Bid should be valid at least for a period of 90 days from the date of bid opening.• Any deviations in format may make the quotation liable for rejection.• Conditional & incomplete bids shall be liable for rejection. If the technical offer contains any price information the bid will be summarily rejected. No options will be accepted.• Persistent complaints from the user Department during the warranty period relating to the improper service will be sufficient ground for the TGTSL to blacklist the successful bidder from participating in future tenders. |
| 2 | <p>Bidders should submit bid for below item.</p> <p>Item: Software tool Identification for Cyber Fraud to Cyber Crime Unit-01 NO</p> <p>The Commercial evaluation shall be on Least Quote received on Grand Total L1 quote. The price quoted for above items should be valid for 6 Months.</p> |

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| 3 | <p>EMD: The bidder should submit EMD of Rs.1,00,000/- in the form of Demand Draft or BG from any Nationalized/Scheduled bank in favour of The Managing Director, TGTS, Hyderabad with validity of 90 days from Bid closing date. The EMD will be returned to unsuccessful bidders after issue of Purchase order to L1 bidder. The EMD of the successful bidder will be returned after submission of PBG to TGTS. The bid security (EMD) may be forfeited if a bidder withdraws its bid during the period of bid validity (or) provides/submit false or manipulated or forged information.</p> |
| 4 | <p>Bidders Eligibility:</p> <ol style="list-style-type: none"> 1. Legal Entity: The bidder should be a Registered Company under Company Act 1953/2013. Should submit RoC registration, PAN and GST certificates. 2. OEM/Manufacture Authorization: The bidder should be authorized channel partner & submit Original Manufacture's Authorization Form for proposed Software tool with delivery timeline in the MAF. Bids without OEM certificate will be summarily rejected. 3. Past Experience: The bidder should have sufficient experience in providing software application development & Maintenance services /Software Tools (minimum 2 orders cumulative worth Rs.1.00 crore) to any of Central/State Govt/ PSUs during 3 financial years 2021-22, 2022-23 & 2023-24 till bid calling date. Copy of Purchase orders to be submitted. 4. Financial Turnover: The bidder should have financial turnover of minimum Rs.2.00 crore during the last '3' financial years i.e. FY 2022-23, FY 2023-24 & FY 2024-25. The bidder should submit CA Certificate & Audited Balance sheets. 5. Not-Black listed/Not Debarred – Bidder to submit self certification/ declaration. 6. Bidder/OEM should have Local presence in Hyderabad-Telangana along with Technical support staff as on bid calling date. <p>Note:</p> <ul style="list-style-type: none"> Relevant supporting documents (ink signed) should be furnished without fail. Otherwise, the bid is liable to be treated as “nonresponsive”. The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TGTS/ User department reserves its right in seeking clarification from the service provider and may disqualify the service provider for the bidding mistakes, missing documents and for the documents that are not clear. Bidder must comply with the above-mentioned criteria. Non-compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents/ certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. TGTS reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer. |

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| 5 | <p>Delivery & Installation:</p> <p>Successful Bidder shall deliver & install the Software tool including customization within 2 to 3 weeks from the date of issue of the Purchase Order at the respective Client Locations and the price quoted shall be all inclusive (incl Transport).</p> <p>For any delays in delivery and installation beyond delivery & installation period mentioned in the Purchase order, the vendor will be liable for penalties as mentioned in this tender.</p> <p>Address for Delivery: O/o Commissioner of Police – Cyberabad</p> |
| 6 | <p>ORDER CANCELLATION:</p> <p>If the bidder fails to deliver the equipment/service within the stipulated time schedule or the extended date communicated, it will be a breach of contract and TGTS reserves its right to cancel the order in the event of delay in delivery of equipment after giving a 2 days' notice to the vendor. No extensions post issue of purchase orders.</p> |
| 7 | <p>Payment Terms:</p> <ul style="list-style-type: none"> i) 90% payment on delivery & successful installation of the items/tools. ii) 10% payment on receipt of the satisfactory performance report from Department duly signed by the competent Authority, after 30 days from date of installation. <p>Note: All The Delivery Challan, Installation reports/ Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.</p> <p>Any penalties/liquidate damages, as applicable for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.</p> |
| 8 | <p>Penalty for Late Delivery & Installation:</p> <p>For any delay in delivery and installation, the bidder will be liable for penalties as follows:</p> <ol style="list-style-type: none"> 1% of the late delivered/installed goods for one week or part thereof; 1.5% for Two weeks or part thereof; 2% for Three weeks or part thereof and so on up to a maximum of 10% on the value of late delivered/installed goods. If any delay is for more than 30 days, TGTS will reserve the right to cancel the order without giving any notice and EMD and performance security will be liable for forfeiture. <p>Maximum LD for late deliveries/installations: 10% on the Total value of goods for the locations/ site for late delivery/installation or deemed late delivered/installed goods.</p> |
| 9 | <p>PQ + Technical Bid:</p> <ol style="list-style-type: none"> 1. Bid Letter Form, EMD scanned copy & Bid Document Fee DD 2. General Information of Bidder Form P1 3. Manufacturer Authorization Form (MAF) specific to this tender 4. Financial Turnover: Audited balance sheets / CA Certificate 5. Past Experience Details in Form P3. 6. Service Centers details 7. Declaration regarding not blacklisted 8. Form T1 – Compliance sheet/ Technical datasheets, 9. Un-Priced commercial Form for proposed items - F1 10. Any other documents, if any <p>Financial Bid: The Financial bids of the TQ qualified bidders only shall be opened and L1 shall be arrived on lowest cost received on Grand total for Form F1.</p> |

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| 10 | <p><u>Bid Evaluation:</u></p> <p>The Bid evaluation shall be 2 stages (PQ+TQ: Stage 1 & Commercial: Stage 2) undertaken by the Evaluation Committee. The bids received on eProcurement portal as on bid closing date & time, shall be opened for evaluation. The bids shall be verified prima-facie with the tender conditions for each respective item. The Commercial bids of only TQ qualified bidders shall be opened and L1 shall be declared on Least Quote received for each respective item.</p> |
| 11 | <p><u>Other Terms & Conditions:</u></p> <ul style="list-style-type: none"> • Performance Bank Guarantee (PBG): 5% of the Project Value in the name of “The Managing Director, Telangana Technology Services” within 1 week from issue of Purchase Order. The PBG should be valid for beyond 30 days post warranty Period. • REPEAT ORDER: TGTS may place repeat order, if desired, within one year of placing PO at the existing terms & conditions. • Warranty: 1 years warranty from date of deployment include patch updates & technical support. • Failure to maintain the deployed items during the warranty period, a penalty of Rs. 2500/- per day will be levied for each item/location or part there of subject to a maximum of total equipment cost. The penalty amount will be deducted from the amounts payable to the bidder by TGTS/User department. Once this amount is exhausted, the penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time he recoups the Performance Security. • <u>Maintenance Service:</u> <ul style="list-style-type: none"> ○ Free maintenance services, including spares shall be provided by the Bidder during the period of warranty. User, at its discretion, may ask the Bidder to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the Bidder shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include the cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter. ○ The maximum response time for maintenance complaint from any of the destinations (i.e. time required for supplier’s maintenance engineers to report to the installations after a request call is made or letter is written shall not exceed 48 hours. • Transaction fee: All the participating bidders have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25,000/- if the purchase value is above Rs.50 crores & service tax applicable as levied by Govt. of India on transaction fee through online in favour of MD, TGTS. The amount payable is non-refundable. • Corpus Fund: An amount of 0.04% on PO value. |
| 13 | <p><u>General Conditions of Bidding:</u></p> <p>1. <u>Authentication of Bid</u></p> <p>The original and all copies of the bid shall be typed. The original/copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. A letter of authorization shall be supported by a written power of attorney accompanying the bid. All pages of the bid, except for un-amended printed literature,</p> |

shall be signed and stamped by the person or persons signing the bid.

2. Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the BIDDER, in which case such corrections shall be countersigned by the person or persons signing the bid.

3. Contract Finalization and Award

The Committee will award the contract/Purchase Order to the BIDDER whose bid has been determined to be substantially responsive and has been determined as the best value bid (as per Overall Evaluation Process), provided further that the BIDDER has demonstrated that it is qualified to perform services required for the project satisfactorily. The notification of the award shall constitute signing of the agreement. The signing of agreement will amount to award of contract and BIDDER will initiate the execution of the work as specified in the agreement. At the same time as TGTS notifies the successful BIDDER that its bid has been accepted, TGTS will send the Bidder the proforma for contract, incorporating all agreements between the parties. Within 7 days of receipt of the contract, the successful BIDDER shall sign and date the contract and return it to TGTS.

4. Modification and Withdrawal of bids

- i) No bid can be modified subsequent to the deadline for submission of bids.
- ii) No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

5. Force Majeure

- i) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii) For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder/bidder and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii) If a Force Majeure situation arises, the Bidder/bidder shall promptly notify the TGTS in writing of such condition and the cause thereof. Unless otherwise directed by the TGTS / User Dept. in writing, the Bidder/bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6. Terminate the Contract

- i) Retain such amounts from the payment due and payable by the User Dept to the Bidder as may be required to offset any losses caused to User Dept as a result of such event of default and the Bidder shall compensate User Dept for any such loss, damages or other costs, incurred by User Dept in this regard. Nothing herein shall effect the continued obligation of the Bidder / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- ii) Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder may have resulted from such default and pursue such other rights

and/or remedies that may be available to User Dept under law.

7. Application of LD

Liquidated damages shall be assessed as per the millstones as per schedule, submission of deliverables and its acceptance”.

8. Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

9. Applicable law

The contract shall be interpreted in accordance with appropriate Indian Laws. The place of jurisdiction is Hyderabad Telangana State only.

10. No Interest for Performance Guarantee

No interest shall be paid on the earnest money, security deposit and the amount retained against performance guarantee.

11. Notices

- i) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- ii) A notice shall be effective when delivered or tendered to other party whichever is earlier.

12. Taxes and Duties

The Bidder shall be entirely responsible for all taxes, duties, license fee etc. incurred until delivery of the contracted services to the User department or as per the terms of tender document if specifically mentioned. Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of User Department.

Managing Director, TGTS

Formats for Bidding

Bid Letter Form

From:

(Registered name and address of the bidder)

To:

**The Managing Director,
Telangana Technology Services Ltd**

5-10-103/40/206, 2nd floor,

HACA Bhavan, Opp. Public Gardens,

Hyderabad – 500004

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call no & dated.....Project Title:.....

We << Name of the Company>> are submitting this bid for items against the tender no.....

We hereby declare to undertake to provide services/execute the work as per the scope work (supply, installation & maintenance) or its part assigned to us in conformity with the said bidding documents for an amount quoted in financial bid accordance with the schedule of prices attached herewith and coverage options made by TGTSL or its user organization.

If our bid is accepted, we undertake to;

- a. provide services/execute the work according to the time schedule specified in the bid document,
- b. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- d. Enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form.
- e. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- f. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever. Vendor means the bidder who is decided and declared so after examination of commercial bids.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Date & Place:

Signature of Bidder & Stamp

Format for the Manufacturer Authorization Form

(TO BE SUBMITTED BY THE BIDDER ON OEM LETTERHEAD)

Date: _____

To,
The Managing Director
Telangana Technology Services Ltd
5-10-103/40/206, 2nd floor, HACA
Bhavan, Opp. Public Gardens, Hyderabad –
500004

Sir,

Reference No.: _____ Dated _____ for

- A. We, (name and address of the OEM) who are the original manufacturers of items -- _____ here by authorize _____ to bid, negotiate and conclude the contract with you against Tender No. _____ for the following goods viz- << item & model number & part numbers to be mentioned by OEM >> which are manufactured by us. As an OEM we assure & _____ honor _____ to _____ undertake timely supply and back-to-back support with services and spares for the offered product for a period as applicable by the comprehensive warranty terms of this tender directly through us or our channel partners, distributors, authorized service centers.
- B. We also certify that _____ are authorized by us to provide technical service support, warranty and up grade support up to the expiry of warranty period for the goods manufactured by us.
- C. We also undertake to provide or make available the required spares for the products manufactured/supplied for the said tender for a period of 03 years post warranty period mentioned in the tender.
- D. We assure that regular updates/information shall be provided to the bidder and their technical personnel with relevant technical literature, training etc. on a regular basis.
- E. We also certify that our Company is not blacklisted by any State/Central Government department /agencies, Public Sector units.

Name in the Capacity of Signed Seal

Contact No:

Email id:

Form P1 – General Information of the Bidder

| # | Description | Supporting Documents with page nos. |
|---|---|---|
| 1 | Name of the Company | |
| 2 | Date of Incorporation (Registration Number & Registering Authority) PAN No. and GST | ROC, PAN & GST. |
| 3 | Legal Status of the Company in India & Nature of Business in India | Public Ltd Company/ Private |
| 4 | Address of the Registered Office in India | |
| 5 | Name & e-mail id, Mobile number, of the Contact Person | Name & Designation Mobile: Email: |
| 6 | Web-Site | |
| 7 | Certification Details (if any) | |
| 8 | EMD details | Amount: DD No. & Date Name of the Bank: Valid up to : |
| 9 | Proof of purchase of bid document | Receipt No: Date of purchase: |

Date

Signature of Bidder & Stamp

Form P2- Financial Turnover Details

(All values in Rs. Crore)

| Sl. No | Financial Year | Total turnover of the firm | Net Worth of Company |
|--------|----------------|----------------------------|----------------------|
| | (1) | (2) | (3) |
| 1 | FY 2021-22 | | |
| 2 | FY 2022-23 | | |
| 3 | FY 2023-24 | | |

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.
2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).

Form P3-Details of Past Project Experience

| Description of Item | Details |
|---|---------|
| Name of the Client Department | |
| Contact address & details of the department | |
| Value of the Project Rs. | |
| Items supplied in the project | |
| Date of Start of Work (DD/MM/YY) | |
| Date of Completion of Work (DD/MM/YY) | |
| Identified bidder should submit any of the following: i. PO / Work order ii. Work completion certificates / Performance Certificate from clientdept. duly signed by the authorized signatory from the Client end. iii. Work satisfactory certificate from the client dept. | |
| Enclosures submitted: Yes / No | |

Place:

Bidder's signature and seal.

Date :

Form P4 – Details of Service Centers

| Sl. No | District | Full Address of service center | Contact person withphone No. | No. of support engineers and their details : Name, Qualification and Experience |
|--------|----------|--------------------------------|------------------------------|---|
| A | B | C | D | E |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

**Date
Stamp**

Signature of Bidder &

Form P5 – Declaration Regarding Clean Track Record

To

The Managing Director,

Telangana State Technology Services Ltd

5-10-103/40/206, 2nd floor, HACA

Bhavan, Opp. Public Gardens,

Hyderabad – 500004

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No. ____]. I hereby declare that my company has not been debarred/ blacklisted as on Bid calling date by any Central or State Government / Quasi Government Departments or Organizations in India for non- satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the

Bidder) Name &

Designation Seal

Date

Business Address: _____

Form T1
Technical Specifications Compliance Statement
(Relevant Data Sheets to be submitted)

Item : Software tool Identification for Cyber Fraud to Cyber Crime Unit-01 No

| Description | | Compliance (Yes/No) |
|---|---|------------------------|
| Requirement category | Specifications | |
| Make & Model | | |
| Multi Chain & cross Chain Analysis | Support 35+ blackchains (eg.Bitcoin, Ethereum, Tron, BSC) trace asset flow across chains generate legally admissible reports. | |
| Risk Profiling | Customizable risk scoring and profiling the address level, detect and tag fraudulent activities | |
| Case Correlation Automatically | Automatically Correlate new addresses with past investigations to identify potential links | |
| Case Management | Integrated case management system with save/resume functionality and complete money trail documentation | |
| Wallet Interrelations & Net work Analysis | Visualize and analyze wallet clusters detect wallet interrelations generate interrelations reports | |
| Real Time Monitoring | 24/7 monitoring with real time alerts for block chain activities correlated with dark Web mentions | |
| AI-Powered Tracing & Visualization | Visual dashboards, sanakey diagrams, mixer detection advanced data views | |
| Automation of Investigation | One Click tracing inflow/outflow mappng automated case linking to reduce manual work | |
| Custom Alerts & Profiles | Organization-specific monitoring tailored alerts and thresholds | |
| Team Collaboration & reporting | Multi-user support, investigation sharing exports in PDF/CSV with summary report and notice generation | |
| Dark Web Intelligence | Live and historical dark web data active links and indexed archives for pattern tracking | |
| Smart search in Graphs | Search function in visual trace graphs,locate specific addresses quickly | |
| Deep layer Link Analysis | Visualize infinite layers of address interconnections to expose hidden links | |
| Central Dashboard | Single consolidated view of all cases entities and wallets across the Organization | |
| User Interface | Light/Dark modes,user customization, UX built around investigative workflows | |
| Onsite Investigator Support | Dedicated expert manpower deployed at premises to assist in investigations 10.00 AM to 5.00 PM week days. | |

| | | |
|--------------------------------|---|--|
| Scalable Architecture | Go long –based micro services architecture high concurrency and low latency | |
| Legal Compliance & Integration | Aligns with Indian cyber laws, supports third party integrations and ensure data security | |
| Local OEM Support | 24/7/365 technical support in India with escalation matrix | |
| De-anonymization | Identify real world entities behind wallet addresses via clustering and intelligence | |
| Entity Attribution | Reveal wallet owners find related addresses classify as exchange scam etc | |
| Ethereum Coin Swap Detection | Detect and analyze token swaps and DEX interactions on Ethereum | |
| Bitcoin Coin Join Detection | Identify Coin join and privacy enhanced transactions on the Bitcoin Network | |
| Suspicious Exposure Detection | Show direct/indirect links to darknet Markets Scams terrorism,mixing,CSAM,P2P etc. | |
| Timeline Analysis | Chronological sequence of events that trace fund flow across entities and addresses | |
| User | 10 Users required to login | |
| Privacy | Required data privacy | |

Note: Detailed Specifications of item along with Technical Data Sheets to be submitted.

Date

Signature of Bidder & Stamp

Financial Bid Format
Form F1- Detailed Commercial Form

| # | Item Name | Make & Model | Qty (Nos) | Unit Rate Rs. | Tax in Rs. | Total Amount (Incl. taxes)(Rs) |
|---|---|---------------------|-----------|---------------|------------|--------------------------------|
| | <i>a</i> | <i>b</i> | <i>c</i> | <i>d</i> | <i>e</i> | <i>f =cx(d+e)</i> |
| 1 | Software Tool for identification of Cyber Fraud including customization, deployment, training & support for 1 year. | <<to be specified>> | 01 | | | |
| | Grand Total (Rs.) | | | | | |
| | In Words | | | | | |

In words_____

Note:

a. L1 shall be identified on Grand Total of Form F1.

b. Delivery period : 2 to 3 weeks from PO date.

**Date
Stamp**

Signature of Bidder &

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