

POLICE DEPARTMENT OF DADRA & NAGAR HAVELI AND DAMAN & DIU

Police Headquarter

No. DNH/POLICE/E-TENDER/RADP/2020/91

Date:-15/07/2020

CHAPTER – 1
INSTRUCTIONS TO BIDDERS

1. General

- 1.1 Online bids are invited in two stage bidding system – (i) Technical Bid & (ii) Price Bid for **supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform (RADP)” and developing & deployment of Mobile Applications for use by Police personnel of POLICE DEPARTMENT and by citizens of the union territory of DADRA & NAGAR HAVELI AND DAMAN & DIU** (hereinafter referred to interchangeably as the “Equipments” or the “Items” or the “Goods” or the “Stores” or the “System”) as per the Scope of work and Technical Specifications (**Chapter-4**) of this document.
- 1.2 Bidders are advised to study the tender document carefully & thoroughly. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 1.3 It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which could have any effect on the performance of the contract and cost of the RADP & related services. No request for the change of price or time schedule of delivery of RADP & related services shall be entertained, on account of any local condition or factor once the offer is accepted by the Purchaser.
- 1.4 The competent authority reserves the right to relax any terms & conditions in the Govt. interest.
- 1.5 **Conditional** bids will not to be entertained and summarily rejected.
- 1.6 **Optional** bids will not be entertained and summarily rejected. The optional bids either in model or in rates will not be accepted and the tender will be rejected straightway.
- 1.7 Telex/Fax bids will not to be entertained and summarily rejected.
- 1.8 **Only online bids will be accepted.** No physical bids will be accepted.
- 1.9 Bids not accompanied with the scanned copies of Tender Fee and Earnest Money will be rejected straightway.
- 1.10 The competent authority reserves the right to terminate/recall the tender at any stage due to administrative reasons.

- 1.11 The tender will be rejected straightway without assigning any reasons if the firm/company or their owners/partners/directors, etc., are found involved in any Criminal Case or pending trial before any competent court within the territorial jurisdiction of India.
- 1.12 A Foreign firm can participate in the tender only through its authorized distributor/dealer/agent appointed in India. In case bidder is an Indian incorporated Agent of foreign firm/principal, the bidder shall have to submit the copy of agreement between the parties containing terms and conditions of agreement. No foreign company shall be entertained directly.
- 1.13 In case where an original manufacturer has submitted its own bid, bids of its authorized distributors will not be entertained and EMD will be returned.
- 1.14 Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.

2. Schedule of Tender:

- 2.1 As per instructions of the Govt. of India, the tender documents have been published on the Dadra & Nagar Haveli and Daman & Diu Administration e-Procurement System website: <https://dnhtenders.gov.in/> and can be downloaded from this website. The bidders are required to submit soft copies of their bids electronically on the e-Procurement Portal, using valid Digital Signature Certificates as per the stipulated date & time of this document.
- 2.2 **The Pre bid meeting** will be held on **27.07.2020** at **11.00 Hrs.** in Conference Room, Secretariat, Daman. All the interested bidders may send their queries, if any, in respect of the tender documents on email id: itcell-dnhp@mha.gov.in by **18.30 Hrs.** on **26.07.2020**. The queries received through other means or after stipulated date & time will not be entertained under any circumstances.
- 2.3 The online bid submission will start on **16.07.2020** and will be closed on **07.08.2020** at **16:00 Hrs.** The technical bids shall be opened on **08.08.2020** at **11.00 Hrs.**
- 2.4 The online technical bids will be opened subsequently and bidders get update through e-procurement portal.
- 2.5 The scanned copy of Tender Fee of **Rs.500/- (Rupees Five hundred only)** in the form of Account Payee Demand Draft/Pay Order/Bankers Cheque drawn in favor of the Deputy Inspector General of Police, Dadra & Nagar Haveli and Daman & Diu shall be attached in the prescribed column along with the Technical Bid of Tender. **Tender Fee is non-refundable.** The original DD/Pay Order/Bankers Cheque i.e. Tender Fee shall be submitted by the bidder at the time of tender opening. **Failure to submit the Tender Fee would result is rejection of the bid.**

- 2.6 The representatives (Employee, Manager, Owner, Partner, Director etc.) of the firms participating in the tender meetings including Technical Evaluation Committee meetings etc. must carry authorization letters from the firm concerned.
- 2.7 As part of Technical Evaluation of Bids, the Bidders shall arrange for a presentation **And** live demonstration/Proof of Concept (PoC) of the offered RADP within a period of 07 days from the opening of the technical bids to show that they fully conform to this tender. The bidders will be intimated the exact date and time slot for them to carry out such demonstration/ Proof of Concept (PoC). The bidders are advised to make all necessary arrangement for the live demonstration/ Proof of Concept (PoC) of their offered RADP well in advance as they will be required to adhere to the time schedule given to them within 7 days of bid opening of the technical bid. The Bidder will bear their accommodation and travel expenses. **An undertaking to this effect be attached with the technical bid by the bidders that the firm is ready for live demonstration/ Proof of Concept (PoC) of their offered equipment/item/solution within 07 days from the date of opening of the Technical Bid. Failure to turn up on the scheduled date and time for any reason will result in summarily rejection of the bid.**
- 2.8 After evaluation of the technical bids and live demonstration/Proof of Concept (PoC), the short-listed bidders will be intimated. The decision of the committee on technical suitability of the offer shall be final and shall not be open for discussion.
- 2.9 The price bids of the short-listed bidders will be opened online through e-procurement portal.
- 2.10 Submission of online scanned copies of unwanted/irrelevant documents/ out of context document to disturb/misuse the online procurement system will not be considered.
- 3. Supply, Installation, Testing and Commissioning:** Supply, installation, testing & commissioning of the equipments/solution at Dadra & Nagar Haveli and Daman & Diu Police premises shall be completed by the Supplier in accordance with the terms specified by the Purchaser as per Timelines as provided in Clause No. 7.1 (i), Chapter-2 from the date of Award of Contract.
- 4. Purchaser's Right to vary quantities (+-10%) at the time of placement of Supply Order/signing of Contract:** The Purchaser reserves the right to vary the quantities (+-10%) as deemed necessary during the time of contract. The increase/decrease in quantities shall be having cost implications as per the unit cost quoted and accepted under the contract.
- 5. Purchaser's right to accept any Bid and to reject any or all bids:** The Purchaser reserves the exclusive and absolute right to accept any bid, to annul the bid process or to reject all bids at any time, without assigning any reason, prior to placement of supply order/signing of contract, without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the Purchaser's action.

- 6. Bidder Qualification:** The “**Bidder**” as used in the tender document shall mean the one who has signed the Bid Form. The Bidder may be either the manufacturer/OEM/dealer/distributor of RADP for which the bidder shall submit authorization from OEM/Manufacturer. The Bidder should comply with the Pre-Qualification Criteria, as detailed in Chapter-3 of this document.
- 7. Bid Security (Earnest Money):**
- 7.1 The scanned copy of Bid Security Deposit (Earnest Money) amount of **Rs. 5,00,000/-** (Rupees Five Lac only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker’s Cheque or Bank Guarantee from any of the commercial banks, in favor of the Dy. Inspector General of Police, Dadra & Nagar Haveli and Daman & Diu Police shall be attached in the prescribed column along with the Technical Bid of Tender. The original EMD in the shape of DD, FDR, Banker’s Cheque or BG shall be submitted by the bidder at the time of tender opening. **Failure to do so will result in the rejection of the bid at the technical evaluation stage itself.**
- 7.2 The bidders registered with Micro and Small Enterprises (MSEs) as defined in MSE procurement policy and issued by Department of Micro, Small and Medium Enterprises (MSME), Government of India or those which are registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for the item(s), as are being offered under this RFP, are exempted from Bid Security and Tender Fee. But these bidders will have to submit scanned copy of the applicable Registration Certificate with the technical bid/prequalification of the tender to avail this exemption. The original document projected for Tender Fee & Bid Security exemption shall be verified/checked by the purchaser using official channels.
- 7.3 As per instructions contained in the Order’s No.P-45021/2/2017-B.E.-II dated 15th June 2017 circulated/issued by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi in pursuance of provision of Rule 153(iii) of General Financial Rule 2017, to encourage “Make in India” and promote manufacturing and production of goods and services in India, preference will be given to Indigenous supplier/bidder meeting the criteria prescribed in the above said order. All the instructions mentioned therein will be adhered. No representation/request of any firm(s) against the decision taken by the purchaser in pursuance of these orders/instructions will be entertained at any stage on any ground whatsoever.
- 7.4 The Bid Security (**Earnest Money**) shall be valid for sixty (60) days beyond the bid validity period [i.e. 12 months] from the date of opening of the Bid by the Purchaser. No interest will be payable by the Purchaser on this amount.
- 7.5 The Bid Security (Earnest Money) may be forfeited:
- a) if a Bidder withdraws his bid during the period of bid validity; or

- b) in the case of the finally selected Bidder, if the Bidder fails;
 - i) to sign the Contract in accordance Clause 1 of Chapter-2; or
 - ii) to furnish Contract Performance Guarantee in accordance with Clause 2 of Chapter-2; or
 - iii) If at any stage any of the information/declaration provided by the bidder is found to be false.
- 7.6 Bid Security (Earnest Money) in respect of the finally selected Bidder will be discharged upon the Bidder signing the Contract, pursuant to **Clause-1 of Chapter-2** and furnishing the Performance Guarantee, pursuant to **Clause 2 of Chapter-2**.
- 8. Period of Validity of Bids:** Bids shall remain valid for **12 (Twelve) calendar months** from the date of Bid opening. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.
- 9. Registration with G.S.T. Department:** The bidders should be registered with the G.S.T. Department and they shall furnish scanned copies of the same to be attached with prequalification. All the bidders shall also furnish a copy of latest GST deposit receipt/challan/return with their Technical Bid.
- 10. Terms and conditions of Tendering Firms:**
- 10.1 Conditional Bids will not be accepted.
- 10.2 The Bidder is free to quote better version but it should comply with the specifications given in Chapter 4.
- 11. Bid Requirements:**
- 11.1 The Bidder must quote for the required quantities item wise as listed in the Bill of Quantities (BOQ) format given in **Chapter-5** of the RFP.
- 11.2 The successful bidder(s), irrespective of their registration status, shall be required to furnish Contract Performance Guarantee in shape of Bank Guarantee for amount which is **10% of the Contract Price**, at the time of award of Contract as per the prescribed proforma (**Annexure-C5**) of Chapter-7 & Clause 2 of Chapter-2. The Contract Performance Guarantee can also be furnished in the shape of A/c Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the scheduled banks.
- 11.3 All the bidders participating in the Tender must attach a scanned copy of the complete list of their owners, partners, directors etc. along with present, permanent addresses and contact numbers and also attach a scanned copy of the Undertaking (**As per proforma at Annexure C-7 of Chapter-7**) to the effect that the firm is neither blacklisted by any Center or State Government Department nor any Criminal Case is registered against the firm or its owner or partners or directors anywhere in India. Any firm black listed by any State or Central Govt. Department or any criminal case registered against the firm shall not be considered for this tender and its bid will be summarily rejected.

11.4 The bid shall contain no interlineations; errors or overwriting and all pages of the Bid must be signed and sequentially numbered by the Bidder.

12. BID PRICES:

12.1 The Bidder shall fill-up the rates on the Bill of Quantities (BOQ), **Chapter-5** of this RFP for the RADP & related services it proposes to supply under this tender in the following manner:-

- i. Unit Price in Indian Rupees at destination including taxes.
- ii Total Extended Price for destination including all taxes, duties and other charges, in Indian Rupees.

12.2 The price should be quoted strictly in line with the BOQ leaving no column blank whatsoever to avoid any ambiguity.

12.3 The supply/ billing should be made from the firm/ place of G.S.T. Registration.

12.4 The Purchaser will make all payments, under this contract, in Indian Rupee.

12.5 The bidder should ensure that the prices are quoted in line with the BOQ leaving no column blank. After opening of the price bid, no clarifications whatsoever shall be entertained by the Competent Committee.

13. GUARANTEE/WARRANTY

13.1 Please refer to chapter 4-a Service Level Agreement (SLA)

14. Contents of Online Bid: The Online Bids prepared by the Bidder shall comprise of the following four components:-

a) Fee comprising of following scanned documents duly signed & stamped –

- i) Tender Fee of Rs.500/- (Clause 2.5, Chapter-1).
- ii) Earnest Money Deposit of Rs.5,00,000/- (Clause-7.1, Chapter-1).
- iii) Proof for Tender Fee & EMD exemption (Clause-7.2 of Chapter-1).

b) Pre-Qualification comprising of following scanned documents duly signed & stamped and to be filled on the format sheets provided in each Tender Document. In the absence of any of the following documents, the bid will be declared disqualified/cancelled straightway without any further clarification :-

- i) Compliance Sheet of Pre-Qualification Proposal (Annexure-C8 of Chapter -7).
- ii) Scanned copies of documents as per Clause 4 of Chapter 3.
- iii) Declaration that the bidder has not been blacklisted (Annexure C7 of Chapter-7).
- iv) Compliance Sheet of Entity's Profile (Annexure-C9 of Chapter-7).
- v) Company's Financial Details (Annexure C10 of Chapter-7).
- vi) Company's Legal Details (Annexure C11 of Chapter-7)
- vii) Copy of GST Regn. Certificate (Clause-9 of Chapter-1).
- viii) Copy of latest GST deposit receipt/challan/return.(Clause-9 of Chapter-1)

- ix) Business Details (Annexure C1-A of Chapter-7)
 - x) List of the firm's owners/partners/directors etc. as per clause 11.3 of Chapter-1
 - xi) Undertaking for non-blacklisting of firm and non-registration of criminal case, as per clause 11.3 of Chapter-1.
- c) Technical Bid** comprising of the following scanned documents duly signed & stamped and to be filled on the format sheets provided in each Tender Document. In the absence of any of the following documents, the bid will be declared disqualified/cancelled straightway without any further clarification :-
- i) Undertaking for live demonstration/ Proof of Concept (PoC) (Clause 2.7, Chapter-1).
 - ii) Technical Specifications of the Equipments/items (Chapter-4).
 - iii) Bidders Particulars (Annexure C1 of Chapter-7).
 - iv) Bid Form (Annexure C2 of Chapter-7).
 - v) Guarantee/Warranty (Annexure C3 of Chapter-7).
 - vi) Tender Acceptance Letter (Annexure C6 of Chapter-7).
 - vii) All technical brochures/documents relevant to the Bid.
- d) Price Bid:** BOQ Chapter-5 to be filled in accordance with the formats provided in the Tender Document. BOQ shall be uploaded online on eprocurement portal only. Bid letter as per Annexure C4 of Chapter 7 to be attached along with Price Bid.

15. PROCEDURE FOR SUBMISSION OF BIDS:

15.1 Instructions for Online Bid Submission:

- i) This tender document has been published on the UT Administration e-Procurement Portal (URL: <https://dnhtenders.gov.in/>). The bidders are required to submit soft copies of their bids electronically on the e-Procurement Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and for submitting their bids online on the Portal.
- ii) More information useful for submitting online bids on the e-Procurement Portal may be obtained at: <https://dnhtenders.gov.in/>.

15.2 REGISTRATION

- i) Bidders are required to enroll on the e-Procurement Portal: <https://dnhtenders.gov.in/> by clicking on the link "**Online Bidder Enrollment**" on the Portal is free of charge.
- ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Procurement Portal.
- iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key

usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

- v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
- vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC/ e-Token.

15.3 SEARCHING FOR TENDER DOCUMENTS

- i) There are various search options built in the e-Procurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the e-Procurement Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the e-Procurement Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

15.4 PREPARATION OF BIDS

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

15.5 SUBMISSION OF BIDS

- i) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as “offline” to pay the tender fee /EMD as applicable and enter details of the instrument.

- iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) The physically sent correspondences should have the label of the content on the cover.
- vi) A standard Bill of Quantities (BOQ) provided with tender document (excel sheet) format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ provided with tender document (excel sheet) file, open it and complete the (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ provided with tender document (excel sheet) file is found to be modified by the bidder, the bid will be rejected.
- vii) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- viii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- x) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- xi) Withdraw/amendments/modifications to the bids by bidder- the bidder after submitting its tender is not permitted to withdraw/amend/modify bid after receipt of tender.

15.6 ASSISTANCE TO BIDDERS

- i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii) Any queries relating to the process of online bid submission or queries relating to e-Procurement Portal in general may be directed to the 24x7 e-Procurement Portal Helpdesk. The contact number for the helpdesk is 0120-4001002, 0120-4200462.

16. Term of Agreement: Duration is initially for 3 year from the date of Go-Live, which also includes warranty for three years. Manpower Resources deployment under the project may vary based on year to year requirement of the Police Department of Dadra & Nagar Haveli and Daman & Diu and can be extended on year to year basis and with mutual consent on the same rates, terms and conditions as detailed in tender documents but not exceeding 5 (3+2) years.

-sd/-

Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

CHAPTER – 2 CONDITIONS OF CONTRACT

1. Award of Contract:

- 1.1 Prior to the expiry of the period of bid validity, the Purchaser will notify the finally selected Bidder and place the supply order thereafter. The notification of award/placement of supply order will constitute the formation of the Contract.
- 1.2 At the time of placement of the supply order, the finally selected Bidder shall sign the contract with the Purchaser. The finally selected bidder shall bring along with him, the power of attorney for signing the contract.

2. Contract Performance Guarantee:

- 2.1 At the time of signing of the contract, the Supplier shall furnish a Contract Performance Guarantee for **10 percent of the value** of the Contract value, as per the prescribed proforma (**Annexure C-5, Chapter 7**), issued by a Commercial Bank. The Contract Performance Guarantee can also be furnished in the shape of Account Payee Demand Draft, FDR issued by any scheduled Bank.
- 2.2 The Contract Performance Guarantee will be in the name of the **Dy. Inspector General of Police, UT, Dadra & Nagar Haveli and Daman & Diu.**
- 2.3 The Contract Performance Guarantee should be valid for a period of ***project duration plus 60 days after the completion of all contractual conditions/obligations including warranty period.***
- 2.4 In the event of delay in acceptance of the RADP & related services, the Supplier shall, at the request of the Purchaser, extend the validity of the Contract Performance Guarantee so as to cover the warranty period as defined in Chapter 4-A SLA.

3. Site Preparation

- 3.1 Purchaser shall provide the following to the selected supplier within 3 months of award of the contract (i.e. before start of Go-Live period)
 - **Central Control & Command Site**– A room shall be prepared with minimum of
 - 3 desktop (minimum specifications: windows 10, 4GB Ram, core i3- ninth generation, 1 TB hard drive) with UPS,
 - 1 Color laserjet multifunction printer with A3 printing support,
 - broadband 16 mbps or above with static IP,
 - furniture and a landline phone.

This Central Control & Command Site, at a location of the choice of the purchaser, will be responsible for monitoring, handholding and change management of overall programme. Personnel of Police department and 1 project manager and 2 technical cum Training

resource (of which 1 for Dadra & Nagar Haveli District & Daman District and 1 for Diu District) from the supplier shall operate the same under command of a SP level officer to be nominated by Police Department of Dadra & Nagar Haveli and Daman & Diu as Nodal Officer for Police Mobile Application (RADP) project.

- Provision of beat staff & handheld data transfer devices with necessary SIM card and data plan for all Police Stations.
- Access to SMS gateway for sending SMS to officers and citizens
- Access to Email gateway and provision for 1 email account for sending emails to officers and citizens

3.2 **Beat formation & normalization-** In all the Police stations across Dadra & Nagar Haveli and Daman & Diu, Geofencing of all Beats/ Out Posts and Police Stations is required in KML format. This shall be the responsibility of the vendor/supplier. During the period of contract, if any change in Police Station /OutPost /Beat area comes into effect, then the vendor will incorporate the changes in the map used in the mobile applications by the police and by the citizen without any additional cost. The vendor will provide the map services to the department and will bear the costing of usage of the map services.

3.3 **Servers-**

- Server for hosting of RADP (/mobile applications) - The servers will be of windows platform. The Application & Web servers along with the database servers will be used.
- The Supplier will assist the department in procuring the apt cloud services according to the requirement of the servers.
- The Supplier will do the necessary work for connecting the RADP (/mobile applications) with the servers.
- The Supplier will develop the necessary APIs and do the necessary work to integrate the mobile applications with the CCTNS citizen services system and the Emergency Response Support System.
- The Supplier will provide the testing environment for necessary testing of the RADP (/mobile applications).
- The department will assist in providing whatever clarification is needed in this regard.
- During contract period, if Data Center is created in UT (Dadra & Nagar Haveli and Daman & Diu) then the vendor will shift the servers to UT Data Center without any additional cost.

3.4 The Supplier shall provide site plan and equipment layout plan for the System. This shall become part of SRS document to be signed between both the parties.

3.5 The installation of the RADP and development and deployment of the mobile applications along with the features as mentioned in Chapter – 4, at the Purchaser sites (includes but not limited to monitoring cell, police head quarter, district superintendent of police offices, sub-divisional police offices, police stations, out posts, and beat posts) shall be the responsibility of the supplier.

3.6 Inspection before go-live shall be done by Nodal Officer as defined in Chapter 2, clause 7.1.i).4. The mobile applications will be made available on Play Store (Android) and App Store (iOS) by the Supplier and necessary arrangements to be made by the Supplier before Go-Live declaration.

- 3.7 The Supplier will provide an online portal for reporting the bugs detected in the RADP and in the applications developed using the RADP.
- 4. Supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” and Mobile Applications for use by Police personnel of POLICE DEPARTMENT and by citizens of the union territory of DADRA & NAGAR HAVELI AND DAMAN & DIU shall be executed by the selected contractor in all the present Police Stations, Outposts and Beats of Dadra & Nagar Haveli and Daman & Diu, if directed by the nodal officer.**
- 5. Inspection of RADP:**
- 5.1 The Purchaser shall have the right to inspect and test the RADP for conformity to the Contract Specifications upon submission of RADP report by the contractor.
- 5.2 Should the RADP fail to conform to the specification as provided in this RFP, the Purchaser may reject it and the Supplier shall either replace the rejected RADP or make all alterations necessary to meet the required specification free of cost to the Purchaser, within 15 days of receipt of such notice from the purchaser.
- 5.3 The Supplier shall provide RADP license and standard test procedures conforming to the specifications for appraisal and testing by the purchaser at its own end.
- 5.4 The Supplier shall test individual equipment and the complete System after installation at site. The Supplier shall submit complete documentation of all the measurements conducted during installation period for future reference of the Purchaser.
- 5.5 A document comprising the technical problems faced during installation, testing and commissioning period and their solutions shall be submitted by the Supplier at the time of handing over the completed works to Nodal Officer, Police Mobile Application (RADP) Project, Dadra & Nagar Haveli and Daman & Diu.
- 5.6 For the purpose of taking over the RADP supplied, an **Acceptance Test** shall be carried out. The guarantee/warranty period (as defined in chapter 4-a SLA) shall start after Go-Live of the system by the purchaser.
- 5.7 The Supplier shall supply installation, operation, repair and maintenance manuals of the RADP.
- 6. Training**
- 6.1 The scope of work envisages that the supplier shall undertake to train the staff nominated by Police Department of Dadra & Nagar Haveli and Daman & Diu in different aspects of RADP design, functioning, testing, operation, administration, maintenance and repair.
- 6.2 **The System Administration and Maintenance Training Program:** for central IT team of the UT Police Department, will be delivered at a location

provided by Police Department of Dadra & Nagar Haveli and Daman & Diu.

6.3 **The Operational Training Program:** at Central training centers will be framed to train all designated beat & supervisory staff. For this purpose, two resource person deployed by supplier in go-live phase for handholding shall be responsible for imparting this training. The purchaser shall provide Central training center with the following facilities:

6.3.1 Projector with screen

6.3.2 Seating arrangement for minimum of 30 persons.

6.3.3 Desktop with minimum specifications: windows 10, 4GB Ram, core i3- eighth generation, 1 TB hard drive and UPS

6.4 The Operational Training Program shall be structured as follows

a) Assumptions

(1) Police Staff - around 3 police personnel per beat/ outpost, 57 beats / outposts. Total of 171 personnel.

(2) Supervisory staff per Police Station – around 5 personnel per Police station covering SHO, Inspectors and Sub Inspectors. Total of 35 personnel

b) Training for Beat Staff - 1 working day training schedule to be provided by the supplier for beat staff in batch of 20. Training schedule shall be part of SRS signoff

c) Training for Supervisory Staff- 1/2 working day training schedule to be provided by the supplier for supervisory staff. Training schedule shall be part of SRS signoff.

d) Refresher courses to be mutually decided by the supplier and purchaser which shall be incorporated in the basic curriculum of constabulary and executed by the training branch of Police Department of Dadra & Nagar Haveli and Daman & Diu as a separate exercise from this RFP.

6.5 Supplier will provide the Training Material, in video and print format

6.6 The technical cum training resources will be required to move from one location to another in the union territory for technical and training purpose as and when required during the contract.

7. Schedule : The standard payment terms subject to recoveries, if any, under the Liquidated Damages clause will be as follows: -

7.1 Delivery of RADP: The Supplier shall notify the Purchaser about the delivery of the RADP to the Delivery Site one week in advance of the expected date as per the following schedule.

i) Timelines for supply, installation, commissioning of the project solution

S.no	Activity	Schedule
1.	Award of contract	Start Date
2.	Software Requirement Specification (SRS Signoff)	Start Date to Month 1 (Total Duration: 1 Month)
3.	Application configuration	Month 2 to Month 3 (Total Duration: 2 Months)
4.	Inspection by Nodal Officer and User Acceptance Testing	Month 4
5.	Training & Go-Live 15 days training of 20 batches of half day each Supplier shall station 1 project manager centrally, 2 Technical Engineer cum training resource (of which 1 for Dadra & Nagar Haveli District & Daman District and 1 for Diu District)	Month 5

7.2 No advance payment shall be made.

7.3 Payment Terms and Schedule

One Time Expenditure (CAPEX)		
Sno	Item	Payment Term
1	Supply, installation, Testing and commissioning of Rapid Application development platform with 5 developers license and unlimited end user license along with the development & deployment of the mobile applications.	10% payment on SRS signoff 20% payment on completion of UAT 40% payment after Go-Live 10% each on completion of each year of the 3 year warranty period
Recurring Expenditure (OPEX)		
1	1 No. Project Manager, 2 No. Technical Engineer cum training resource	Monthly

8. Delay in the Suppliers performance

Delivery of the RADP and related services including Warranty and Post Warranty Services shall be made by the Supplier in accordance with the timelines specified by the Purchaser. Delay by the Supplier in the performance of its Delivery or Service obligations shall render the Supplier liable to imposition of Liquidated Damages in accordance with **Clause-9** below and thereafter, upon reaching the maximum deduction set out therein, to termination for default in accordance with **Clause-16** below accompanied by forfeiture of Contract Performance Guarantee.

9. Liquidated Damages : If the Supplier fails to deliver any or all the of the RADP or perform associated Services within the time period specified in

the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, (not by way of penalty) a sum equivalent to 0.5% (half) percent of the entire cost of deliverables for each & every week (part of a week being treated as a full week) of delay until actual delivery or performance, up to a maximum deduction of 10% (Ten Percent) of the entire cost of deliverables.

- 10. Force Majeure:** A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. There may be a FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/ or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

- 11. Indemnification:** The Supplier shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy, all actions claims, demands, expenses and liabilities whatsoever arising from use of the RADP or any part thereof in the Purchaser by way of issuance of signed and sealed declaration.
- 12. Waiver:** Failure or delay on the part of the Supplier or the Purchaser to exercise right or power hereunder shall not operate as a waiver of liability.
- 13. Assignability:** Neither this Contract nor any rights under it may be assigned by either Party without the express prior written consent of the other Party.
- 14. Severability:** If any portion of this Contract or any of the Contract Documents hereto is held to be invalid, such provision shall be considered severable, and the remainder of this Contract hereof shall not be affected.

15. Jurisdiction: This Contract including the Contract Documents shall be governed by and construed in accordance with the laws of India and jurisdiction shall only be Daman Court.

16. Termination for Default

16.1 The Purchaser may without prejudice to any other remedy for breach of Contract, by **Thirty (30) days** written notice of default sent to the Supplier and upon the Supplier's failure and neglect to propose and/or execute any corrective action to cure the default, terminate this Contract in whole or in part:,

- (i) If the Supplier fails to deliver any or all of the RADP & related services within the time period(s) specified in the Contract; or
- (ii) If the Supplier fails to perform any other obligation(s) under the Contract.

16.2 On termination of the Contract for default, the contract performance guarantee of the Supplier will be forfeited.

16.3 On termination of the Contract for default, action will be taken to black list the Supplier as per the policy of Dadra & Nagar Haveli and Daman & Diu Administration or Govt. of India.

16.4 All payments made till date to bidder shall be also recovered and necessary legal action may be taken.

17. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

18. Termination for Convenience

18.1 The Purchaser shall have the right to terminate the Contract in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

19. Resolution of Disputes: In the case of dispute or difference arising between the Purchaser and the Supplier relating to any matter connected with this contract, the same shall be settled through amicable negotiations with Nodal officer, failing which, the dispute shall be submitted to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, and the Arbitrator's decision shall be final & binding. Honorable Home Secretary, Dadra & Nagar Haveli and Daman & Diu UT shall be the Sole arbitrator for this tender. The language of arbitration shall be English. The venue of the conciliation and/or arbitration proceedings shall be in Daman, Dadra & Nagar Haveli and Daman & Diu, India only.

20. General Terms and Conditions

- 20.1 Although every effort has been made to provide background information and requirements, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the purchaser on the basis of this RFP.
- 20.2 The purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the purchaser.
- 20.3 This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- 20.4 The bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practice used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to Purchaser and shall, at all times, support and safeguard Purchaser's legitimate interests in any dealings with Third parties.
- 20.5 Purchaser reserves the right to access the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc.

21. Ownership of Data & Security:- Data means any data generated, transmitted, accessed and stored in the Database Application Integral to the RADP and servers. The Police Department of Dadra & Nagar Haveli and Daman & Diu has the exclusive and absolute Right of Ownership of the said data.

22. Confidentiality:- Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal. The Project Manager or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/Consultant and/ or Police Department of Dadra & Nagar Haveli and Daman & Diu to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties

- 23. Copyright:-** All applications developed on RADP will be copyright of Police Department of Dadra & Nagar Haveli and Daman & Diu. Vendor will provide 1 enterprise license, 5 developer licenses of RADP with unlimited end user licenses along with lifelong validity of all the licenses.
- 24.** The Supplier will be liable to incorporate all the necessary changes in the platform as per requirement of the police department of Dadra & Nagar Haveli and Daman & Diu. The Supplier will not generate any cost to the department for all necessary changes made in the platform (/mobile applications) even after Go-Live during the contract period.
- 25.** Before the end of contract period, the Supplier will ensure smooth exit management after handing over all the materials, registers, reports, software & hardware components which are part of the project and imparting training for change management to the technical staff of the Dadra & Nagar Haveli and Daman & Diu Police Department.
- 26. IT Infrastructure and Hardware:-** All IT Infrastructure as may be required to deploy the solution will be provided by Police Department of Dadra & Nagar Haveli and Daman & Diu. All field IT hardware, Internet Bandwidth and other requirements will be provided by Police Department of Dadra & Nagar Haveli and Daman & Diu. Vendor is required to submit in detail, the IT infrastructure and Hardware requirement.

-sd/-
Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

CHAPTER – 3

CRITERIA FOR EVALUATION

1. The overall objective of this evaluation process is to select a robust Rapid Application Development platform and desired mobile applications.
2. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next level of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
3. A consortium of companies is not eligible to participate.

4. Prequalification conditions

S.No.	Prequalification condition
1	Bidder should be registered under the Indian Companies Act 1956 & 2013 or a partnership firm registered under the Partnership Act, 1932 or registered under LLP Act, 2008.
2	The bidder should not have been blacklisted by any Government Agency in India or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ ineffective performance in IT / ITES related work.
3	The bidder should be a profitmaking company in last three financial years.
4	The bidder should have a minimum average turnover of 3 Crore in relevant field in previous three Financial years (i.e. 2017-18, 2018-19 and 2019-20).
5	The bidder should have GST Registration and PAN No
6	The bidding entity should be ISO 9001 certified.
7	The bidder must have obtained and successfully executed atleast one order from Government department for value not less than 60 lakhs or atleast two orders from Government department not less than 30 lakhs for providing mobile application services developed on RADP in previous 3 years

5. Technical Qualification Criteria

- Technical proposal of those bidders will be opened and evaluated who meets and qualify all the prequalification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

S.No.	Criteria	Scoring Pattern	Score	Max Score
1.	Live demonstration and presentation of the platform, including implementation of use case scenario. (To be evaluated by	Add new Form or Edit existing Form and deployed instantly in the existing app.	2	
		Create Dashboard and	2	

S.No.	Criteria	Scoring Pattern	Score	Max Score
	designated competent committee)	hierarchical reports using BI tool		25
		Add a workflow to any new or existing form or parameter.	2	
		Create SMS and email notification using Notification builder	2	
		Mobile app features-Offline data management	2	
		Vehicle Tracking capability	2	
		Route tracing capability	2	
		Third party service integration	2	
		Schedule notification and reports	2	
		File management control over mobile app	2	
		Version control feature	2	
		Overall Platform Features	3	
2.	Product Credential: Number of users using the mobile application developed on the rapid application development platform in single project in any government/semi government organizations in India. The credential should cover Web, android and IOS versions in last 5 years. (Bidder shall submit documentary proof issued by respective client)	Less than 5000 mobile application users in a single project	0	10
		5000 to 20000 mobile application users in a single project	5	
		More than 20000 mobile application users in a single project	10	
3.	Maximum number of concurrent users during peak hours in the mobile application developed using the RADP in a single project in the last two years. (Bidder shall submit documentary proof issued by respective client)	Less than 2000 mobile application users in a single project	2	10
		2000 to 10000 mobile application users in a single project	5	
		More than 10000 mobile application users in a single project	10	

S.No.	Criteria	Scoring Pattern		Score	Max Score
4.	The Bidder should have experience of supplying Rapid Application Development Platform License and Onsite Software development of various business applications in government/semi government organizations in India. The credential should cover Web, android and IOS versions in last 5 years. Bidder shall submit documentary proof issued by respective client	Upto 3 projects		5	10
		4 projects		7.5	
		5 or more projects		10	
5.	The Bidder having experience of providing software / IT solutions for government departments in last 5 years. Bidder shall submit documentary proof issued by respective client			5	5
6.	Experience of executing Software/IT projects in Government /semi-Government organizations in India. Bidder shall submit documentary proof issued by respective client	Value of Single Order of INR more than 1 crore 5 number per project, maximum of 10 no.		5	10
7.	Experience of supplying Mobile Apps developed for government/semi government organizations. Bidder shall submit documentary proof issued by respective client	Upto 3 projects		5	10
		Additional projects		1 each	
8.	Experience in integrating the mobile application system with other party systems.	Integrating with Police Dept. systems.	Crime and Criminal Tracking Network and System	5	10
			Emergency Response Support System	3	
		Other systems		2	
9.	Details of resources to be deployed in the project 1) Project Manager	Project Manager	Having more than 7 years of experience	2	6

S.No.	Criteria	Scoring Pattern		Score	Max Score
	2) Technical Resources Bidder shall provide CV and details of resources to be deployed in the project. Bidder will have option to replace resources with similar or better qualification & experience at the time of deployment		in the IT field		10
			Min. 2 yrs of experience in implementing egov projects	2	
			Min. 1 year of experience in handling cloud based mobile application services	2	
		Technical resource cum trainer	Min. 2 yr of experience in developing mobile application on RADP	2	
			Having more than 5 years of experience in the IT field	2	4

6. Technical Bid Evaluation

- 6.1 The Technical Evaluation of the responses of the Bidders would be scrutinized based on Technical criteria set in this RFP.
- 6.2 The Technical evaluation shall involve:
- i) Paper-based evaluation of the Technical Bids
 - ii) Technical Presentation by Bidders
 - iii) Mobile Development Platform (POC) demonstration
- 6.3 Technical score: Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points as per the aforementioned table.

7. Commercial Bid Evaluation

- 7.1 Financial Bids will be opened only for bidders who score 70 or more numbers in technical scoring.
- 7.2 The bidder having the lowest financial bid will be accepted.

CHAPTER – 4

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

1. Project Objective

To execute the idea of SMART Policing as proposed by the Hon'ble Prime Minister of India, Police Department of Dadra & Nagar Haveli and Daman & Diu plans to introduce a Mobile based Application to make Citizen-Police interface smooth and people friendly. It is also aimed at improving internal working of Police Officers especially data management and access for field force. Few of the Initial requirements are given below however, it shall be noted that these may undergo change during the tenure of the project. Vendor is required to study various processes adopted in Police Department of Dadra & Nagar Haveli and Daman & Diu in the areas in which applications are proposed to be designed.

The Police Department of Dadra & Nagar Haveli and Daman & Diu is looking for a Rapid Application Development Platform, which can easily develop mobile applications/ web applications and is robust and secure for handling data.

Initially, the Vendor will be responsible for delivering applications as detailed in subsections below. For Change Management and further development, vendor shall train a nominated IT team of Police Department of Dadra & Nagar Haveli and Daman & Diu. Requirement is to create citizen & police application which should be integrated with already deployed CCTNS system in the U.T. of Dadra & Nagar Haveli and Daman & Diu.

It should be an easy to use platform using which Apps can be developed without any programming. The app management features shall be available on the platform. Platform shall provide web interface as well as native mobile apps. Platform is envisioned for Police Department of Dadra & Nagar Haveli and Daman & Diu to quickly enable new services, integrate with existing & future systems and smooth change management of services without requiring software programming.

The platform will be used for configuring and developing internal departmental apps also. Police Department of Dadra & Nagar Haveli and Daman & Diu shall have the option to configure all new requirements as generated during the duration of the project. The apps developed from the platform should be enterprise quality apps and should have requisite security features as per technical requirements mentioned in this document.

Vendor scope of the work will be as following:

- i. Supply, Installation, Testing and Commissioning of Rapid Application Development platform with 5 developer license.
- ii. Configure initial requirements of a Mobile & Web based app as per this tender's scope.
- iii. CERT-IN Audit clearance before Go-Live.
- iv. Depute a Project Manager for the duration of the project 12 months.

- v. Depute 2 technical cum training resources for technical assistance and training for 12 months (of which 1 for Dadra & Nagar Haveli District & Daman District and 1 for Diu District).

2. General Features – Mobile & Web Application for police & for citizen

- i. Create databank directly from the mobile.
- ii. Option to add and modify data for all data.
- iii. Data is saved on centralized server automatically
- iv. Provision to capture photos and location for each data
- v. Provision to add remarks in each form.
- vi. Provision of capturing geo-coordinates (lat-long) wherever required.
- vii. Provision to capture every type of record which is maintained in manual registers.
- viii. Provision to search centralised databank in real time
- ix. Provision of Intra-Messenger in Police APP for sharing messages, photos, videos, docs.
- x. User Id based access to app features.
- xi. Forms will be available on Mobile as well as web portal for entries.
- xii. Mobile applications user interface to be available in three languages – English, Hindi, and Gujarati.
- xiii. Unique graphical keypad to input User ID and password.
- xiv. Integration of the Mobile Applications with CCTNS System and ERSS System.
- xv. Access to SHO to allocate task: Task generated by citizens in features like request for tenant verification, share your problem, etc., will be received as notification by concerned SHO. SHO shall have provision to allocate each task to Police officers under him.
- xvi. Access to Police officer: All the Task allocated by SHO or senior officers shall be visible to Police Officer. Notification of the same shall also be sent to officer's registered Mobile number.
- xvii. Receiving the verification report of the citizens from other district police offices (SP office or Police Stations, etc) through the web application.
- xviii. Interlinking the mobile application and the web application for sending information from one application to other.
- xix. All the services provided through the police mobile application should have an option to record the location on the map.

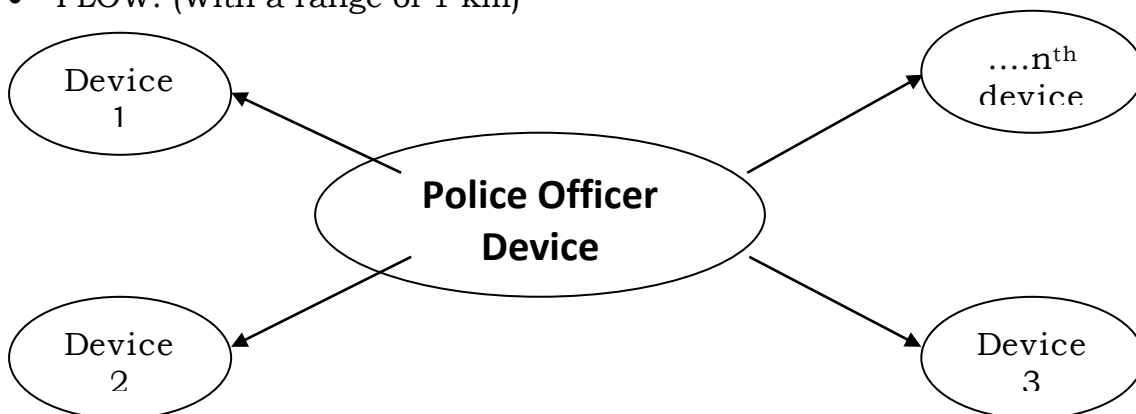
3.A. Police Mobile Application:

Services, their description & outcome:

i. Rush to the SPOT:

- Outcome - This service will enable the Police Officers to send “Notification” to all the nearby Police Officers within 1 km range along with Lat-Long of incident place on the map and directions to reach the incident place.

- Case related evidences in the form of Audio, Video, Voice and Photograph can be captured from the field from the witnesses and uploaded. And same can be submitted to CCTNS as required.
- FLOW: (With a range of 1 km)



ii. Officer Alert:

- Outcome - This service will enable the Police Officers to send “Notification” to all the Police Officers along with Lat-Long of incident place on the map of the incident place and details of the suspected person including photos.
- Case related evidences in the form of Audio, Video, Voice and Photograph can be captured from the field from the witnesses and uploaded. And same can be submitted to CCTNS as required.

iii. Beat Management:

Service enables Police Officer/ Beat Officer to feed, search & update:

- Criminal Databank: Details along with Photos for various categories of criminals including Bad Characters, proclaimed offenders, criminals involved in property offenses, extornee, drug peddler, bootlegger, land grabber, desperate criminal, involved in crime against women, Burglars
- Vagabond Databank: Details of databank of Vagabonds, Rickshaw Puller, Rag Picker, Homeless.
- Important Places Databank & Dealers within Police Station Jurisdiction: Govt. Offices, Petrol Pumps, Other offices, Banks, Post Office, Telephone Office, Political Party, Places of Worship, Institutes, Dance & Music Centers, Banquet Halls, Hotels, Restaurants, Bars, Wine shops, Dhaba, Eateries, Schools, Colleges, Educational institutes, Media Corporates, Hospital, Clinics, Health Centers, Chemist, Entertainment Places, Malls, Shopping Centers, Club, GYM, Sports Complex, Swimming Pools, Community Center Parks, Market Places, Transport places, Slum Areas, CCTV camera locations, Cyber Café, Mobile SIM vendor, Scrap Dealers, Property Dealers, Companies (Open/Closed), Chawls, Liquor Godowns, Labour contractors, Vacant Godowns, etc.

- Beat services - Senior Citizen Audit, Vulnerable persons, NRI's or Vacant Houses.
- Registers: Stranger Roll, People aiding Criminals, Arms License Holder, Explosive & Arms Holder, Leading/ Vulnerable Citizens such as VIP, Politician, retired government officers, Vulnerable Children, etc
- Data will be pushed to CCTNS for further use.
- Search option should be included in order to retrieve any specific details from the database.
- Outcome of the Beat Management feature - The police officer can enter the information about an area in the mobile application rather than writing it manually in the beatbook register. A databank is created for further use.

iv. Crime Mapping:

- All the important Crimes will be geo-tagged using this service. For a given location, this service provides police officers to know the previous crime history of that particular location (head wise and radius wise) such as Red Alert Points, Crime Prone Area, Dark Stretches, Communal Disputed area, Prone areas of Dacoity, Robbery, Burglaries, Snatching, Pick Pocketing, Eve-teasing, MV Theft, etc.
- This enables the front line Police Officers to focus on specific crime prevention efforts relevant to crime history of the concerned area.
- Outcome of the Crime Mapping feature – The police officer can enter the crime details taken place in the concerned area along with the coordinates for creation of data bank and he/she can retrieve the crime history of the area using the GPS location through the mobile application.

v. Offenders Checking:

- Details of Offenders, History Sheetters (Known Depredator, Rowdy, Dossier Criminal & Suspect), etc & Geo-tagging of their residences.
- As part of regular surveillance and crime prevention process, the front line Police Officers have to visit their localities to know about the present whereabouts, means of livelihood and the status of the offenders/sheetters such as In Jail, Out of Jail, On Bail, Active, In-Active and Out of View.
- The complete checking process can be done through this mobile app and the respective SHO's can view that how many offenders/sheetters are being checked daily and whether the Patrol Car/field Officer staff are really visiting the offender place with the help of GPS co-ordinates.
- Outcome of the Offenders Checking feature - The police officer can enter the details of offender, history sheetters, etc on the mobile

application tagging the GPS location. → The police officer can know the active criminals/ history sheeters of the area through the mobile application. → The police officer can submit the checking report using the mobile application.

vi. Verification:

- Options to capture details of the tenants/employee and their identification
- Options to capture details of the landlord/employer and their identification
- Option to capture the photos of the tenants/citizens
- Searching option on the database for future reference
- Automatic sending of the verification letters through email to the concerned Office of the District Superintendent of Police throughout India.
- Outcome of the Verification feature – The citizen mobile application user after selecting the type of verification (Tenant/ Paying Guest Verification, Employee Verification, Domestic Help/Servant Verification, Character Verification) → then the details should be pushed to the police mobile application for verification of the tenant/employee/servant/ any other citizen. → The SHO of the police station assigns an enquiry officer to verify the person. → After assigning the enquiry officer, a verification letter through email (containing the URL) should be automatically sent to the concerned office of the District Superintendent of Police for criminal/permanent address verification (throughout India) → and then the concerned office can submit the report through web portal. → The verified report from the office received on the web portal should be pushed to the police officer (Enquiry Officer) mobile application. → The enquiry officer will submit the verification report to the SHO of the police station.

vii. Missing/ Unidentified person/ vehicle/ property :

Register & Search details of following along with photo :

- Missing Children
- Un-identified Children found
- Missing Persons
- Unidentified Person found
- Un-identified Dead Bodies
- Unclaimed/ seized vehicle/ property

- Outcome of the Missing/ Unidentified person/ vehicle/ property feature – The police officer can use the mobile application to enter the details about missing person, unidentified person, unclaimed/seized property and vehicle. The fields should be similar to the CCTNS fields for missing person, unidentified person, unclaimed/seized property and vehicle. After the police officer enters the details on the mobile application, then the details should be pushed to the CCTNS system.

viii. Summons and Warrants:

a. Service of Summons:

- Outcome of the Service of Summons feature: The police officer using mobile application can capture the photo, voice recording and details (Name, s/o w/o, Address of the person to whom the summons has been served. Then the police officer can generate a pdf file containing the photo and details which will be submitted in the court.

b. Summons Service Report:

- Generation of report based on compliance rate of the Police Station / Out Post/ Beat in service of summons issued by Court.
- Outcome of service of summonsreport feature – The police officer incharge of a Police Station/ Out Post/ Beat Post can enter the details of the total number of summons issued by the concerned court/ served/ unserved in their concerned area and automatic calculation of summons served percentage & summons unserved percentage.

c. Warrants Execution Report:

- Generation of report based on compliance rate of the Police Station / Out Post/ Beat in executing Bailable/ Non-Bailable warrants issued by Court.
- Outcome of warrants execution report feature – The police officer incharge of a Police Station/ Out Post/ Beat Post can enter the details of the total number of warrants issued by the concerned court, warrant served, warrants unserved in their concerned area and automatic calculation of Bailable/ Non-Bailable warrants served & unserved percentage.

ix. Officer Desk:

• Daily Situation Report :

- Outcome - Based on the existing daily situation report (excel sheet) format (datewise) having fields -
 - Total Cases Registered in the police station, FIR No., FIR brief, IO name.

- Arrested persons in the police station – Arrested person name, age, sex, resident of, FIR No., IO Name.
- Crime chart – Type of crime, Detected/Non detected.
- The SHO of the police station sends the daily situation report to SDPO and to district SP.
- **Common Library:** Link to www.indiacode.nic.in for the police officer to search any - Acts & Sections, Crime in India, Standard Operating Procedure's etc.
- **eVahaan search:** Checking of vehicle registration number and DL number through eSaarthi/eParivahan portal.

x. Staff Management:

- Total number of staff in Police station/ Outpost/ Beat.
- Number of staff available on duty (Day/Night)
- Number of staff on leave/absent
- Outcome of the Staff management feature – The incharge of police station / Outpost / Beat can enter the details regarding the present strength (rankwise) through the mobile application having fields but not limited to Total strength, Total staff - On duty, Total staff - Off duty, Total staff on leave, Total staff absent, etc.

xi. Directory:

- All Important phone numbers of the different stake holders such as Hospitals, Ambulances, Electricity Board, UT Administration, etc. for quick access and communication.
- Outcome of Directory feature – The officer can input and retrieve important contact details of a person / office/ department.

xii. GPS enabled live tracking and searches:

- Enabling the live location through GPS system in Beat/OP motorcycles for knowing the distance from the victim/complainant on the mobile application.
- Enabling GPS location based searches of various options/layers.
- Outcome of GPS enabled live tracking feature – The police officer can know the location of the police vehicle in the area and the exact location of the citizen (through SOS alert feature) for completing the task. The police officer can search a specific field using the GPS location in the near proximity of device such as Liquor shops in surrounding area, CCTV cameras in the surrounding area, or any other fields from the database.

xiii. Orders/Circulars/Press Release & Important notifications:

- List of orders, circulars & press notes for circulation among the police personnel.
- Control Room can circulate Important/Urgent notification.
- Outcome – The Police Officer can upload an order/ circular/ press note (pdf file) into the database storage for circulation among other officer using the mobile application.

xiv. Emergency Response:

- Event Details of emergency call received at ERSS 112 Control Room to be forwarded to the concerned Police Station / OutPost /Beat, immediately for taking necessary action.
- Integrating with the Dial 112 system.
- The fields of Emergency Response feature in the mobile application to be similar to the ERSS fields.
- Outcome of Emergency Response feature – The event details of the emergency call landed at the 112 control room system to be pushed to the mobile application.

3.B. Citizen Mobile Application

Services, their description & outcome:

i. SOS Alert:

- Outcome - When the distressed person is unable to make a call, then on pressing SOS button the alert along with GIS coordinates should be sent to the Emergency Response Center, Volunteer & respective beat officers/police station.
- Flow: Citizen User sends SOS alert → ERSS control room as well as nearest police officers using the mobile application (range of 1km).

ii. Police Assistance/ Emergency Help:

- Geo-fencing of all Police Stations and Beats and Out posts shall be maintained in the system.
- Display Police Station details & emergency contacts with Geo-location.
- Locate the nearest Police Station/Out Post around Citizen with map showing distance with direction and jurisdictional boundary.
- Call button - Make call directly to the Emergency helpline or to corresponding beat officer based on current location of victim during emergency.
- The feature should be able to input the data and retrieve the data from the ERSS system.
- Outcome of Police Assistance/ Emergency Help feature – The citizen can send the details regarding crime to 112 control room system.

iii. Share your problem:

- Outcome - Citizen can report any incident with Photos/Audio/Video along with current location. Incidents such as Assault, Domestic violence, Drinking in Public place, Gambling Activity, Illegal sale of Liquor, Dark Stretch areas, Eve teasing Location, Loud Music after 10 PM, Drug Sale, etc.

iv. Request/ Verification/ NOC:

- Citizens can submit request for verification of following:
 - Tenant/ Paying Guest Verification
 - Employee Verification
 - Domestic Help/Servant Verification
 - Character Verification.

- The fields of the above mentioned verification services to be similar to the verification fields in the CCTNS system.
- Outcome of Verification feature - The verification request generated using the citizen mobile application should be pushed to the CCTNS system and to the mobile application used by the incharge of the concerned police station.

v. Safety Tip:

- Press release, Awareness Campaigns (Self Defense Tips, Type of attack with Description, Cyber Crime awareness), Do's/Don'ts, etc
- Outcome of safety tip feature – The citizen can know the press releases published by the department, crime awareness, etc. using the mobile application.

vi. Report, Search & View Lost/ found Article:

- Citizen can report Lost/ abandoned/ found Article. Wherein a digitally signed report will be issued to the citizen.
- Citizen can search for found Vehicles via. Chassis Number & Registration Number
- The fields of the Report, Search & View Lost/ found Article feature in the mobile application to be having the same fields as in the CCTNS System. The feature should be able to input the data and retrieve the data from the CCTNS system.

vii. Search Status:

- Search status for NOC/ Verification requests.
- Outcome of the Search Status details – The citizen can know the status of the services applied through the mobile application.

viii. Senior Citizen Corner:

- Senior Citizen Registration
- view list of Doctors/Pharmacists
- view list of Senior Citizen homes
- view list of Senior Citizen Associations
- Outcome of Senior Citizen Corner feature – The senior citizen can input the details and register using the mobile application. The police officer of an area will have the list of senior citizens living in the area. The senior citizen can also search for list of doctors/pharmacists/senior citizen homes/ senior citizen association areawise.

ix. Contact Us:

- Telephone Directory, Geo Locations of Police Station/ Outposts
- Outcome of Contact us feature – The citizen can view the nearest police station/ out post/ beat using the GPS location

x. Suggestions / Advice/ Tips/ Feedback:

- Citizen can share their suggestions/ Advice/ Tips/ Feedbacks with the police station/ Out post/ Beat post.

xi. Traffic eChallan payment:

- The link to echallan payment site (www.parivahan.gov.in) to be provided in the mobile application.
- Outcome of the Traffic echallan payment feature – The citizen can make payments for the issued traffic echallan through the link provided in the mobile application.

xii. Information:

- Wanted criminals
- List of Missing persons.
- Un-identified Children and person found
- Un-identified Dead Bodies
- Unclaimed/seized vehicle/ property.
- Outcome of the Information feature – The citizen can view the information regarding wanted criminals, proclaimed offenders, list of missing person details, unidentified dead body through the mobile application.

4. Technical specifications of the platform

4.1 **Modular Design** - Applications, Platforms and infrastructure are to be characterized as service-oriented, component-based & reusable. The Platform should be modular in design, operations and implementation.

4.2 **Platform Architecture** - The supplier is expected to ensure balance between adoption of standards used by market leading vendors and products, and adherence to industry standards and open architectures. Platforms are to be acquired, developed or enhanced in such a way that department processes; application and infrastructure services and data can be shared and integrated across the organization.

4.3 **Application Architecture** - Application architectures must be highly granular and loosely coupled. This is focused on loosely coupling Platforms compliant to Service Oriented Architecture to facilitate application recovery. This is to ensure that the failure of one component does not cascade to others. A tier can also be scaled to run separate applications to optimize performance. The citizen application should use bare minimum permissions required on device.

4.4 **Web Based design**- Desktop interface designed for this purpose shall be web based and the Purchaser shall be able to access through the latest available version of the web browser having HTML 5 support like Fire Fox and Chrome.

4.5 **Mobile Apps** - Mobile based interface shall be available on Android & IOS via native app. Mobile Apps should be integrated with Server on standard technologies using SOA (Service Oriented Architecture).

4.6 **Business Process Requirement**- Application requirements shall be based on Department's processes and the functional requirements that derive from them. The application Platform should empower the Department Users in defining the processes without any requirement of software development or software coding.

4.7 **Data Access** - The applications will access data through business rules i.e. the applications must not access data directly without going through APIs managed by business rules/ validation/workflow. Data should be collected once and be capable of use as and when required.

4.8 **Central data storage** - Data shall be stored at servers as decided by the Police Department.

4.9 **Application Scalability** - The application portfolio and the IT infrastructure are to be vertically and horizontally scalable in size, on demand and functionality to meet changing technical requirements.

4.10 **Ownership**- Irrespective of the Operation/ Outsourcing option adopted for operation of the Platform, the ownership and physical possession of the data will always remain with the Police Department of Dadra & Nagar Haveli and Daman & Diu. Custom source code of solution developed on RADP will be ownership of Police Department of Dadra & Nagar Haveli and Daman & Diu.

4.11 **Interface with other Platform** - As per the requirement, Platform should be able to interface/integrate with several other Platforms being operated or proposed by Police Department of Dadra & Nagar Haveli and Daman & Diu. The details thereof shall be provided in prebid meeting. APIs must be made available so that Integrated Command and Control Center can connect to the system if required.

4.12 **Report Generation** - The Platform will provide a report generating tool, which can be used to generate customized reports at the levels decided by the admin.

4.13 **MIS Reports** - The Platform should allow for a graphical interface to view the summary data in MIS reports. This would include trend graphs, graphs indicating how much of the target has been met etc.

4.14 **Change Management** - Platform shall provide option to administrator to change workflow and user interfaces by configuring the changes in the application without doing any specific software development or software coding.

5. Platform Administration - Mobile/Web backend as Service

5.1 There should be an option that in a single App, multiple Projects/ Modules can be deployed.

5.2 For the consumer based apps, there should be a standard feature of user authentication with OTP over SMS. This feature can be enabled from the project configuration interface.

5.3 Platform shall standardize the API's which will be used by Mobile Apps and Web Apps.

5.4 Platform shall push the changes in the project to the Mobile Apps and Apps shall update themselves automatically without the need of new App installation in most of the cases.

5.6 Right of enabling GPS (mandatory or not) shall be available with Admin and he should be able to configure from the project configuration interface.

5.7 Platform should have a standard Look up controls to fetch data from the server based on certain inputs.

5.8 Platform should have standard features to get the data from third party API's in look up controls.

5.9 Platform should have Option to define business rules without any programming.

5.10 Platform should have standard features for specific types of events like save data, update data, search data etc.

5.11 Platform should be able to develop multiple mobile/web based applications.

5.12 Platform should provide configuration of generic types of events like button clicks, data selection etc. and should configure the behavior of the event.

5.13 Platform shall support multiple databases like oracle, MS SQL etc.

5.14 Platform shall setup the data types based on the controls created on the form and selected data type of the controls

6. Access and Identity Management

6.1 The Platform shall have option to create different roles

6.2 The Platform shall have option to specify the rights for each and every section/form/workflow of the application for a particular role

6.3 The Platform shall have option to track complete usage history for a particular user ID

6.4 The Platform shall have option to create users for the roles and align them with organization hierarchy

6.5 The Platform shall provide a mechanism to authorize users to access the Platform, revoke users from accessing the Platform, and modify the security information associated with users. The Platform shall also be able to automatically lock account that violates policy. Such accounts can be reopened by Admin only.

- 6.6 The Platform shall have ability to generate report on roles, rights associated with roles and users associated with roles.
- 6.7 Standard user based APIs should be available in the Platform by default
E.g. API to get active user, API to get deactivated users
- 6.8 The Platform shall allow special privileges and access rights to the administrators of the platform. It shall allow multi-factor and highly secured authentication and authorization mechanism for administrators
- 6.9 Platform shall have feature to delete User, Role, group or permissions
- 6.10 Platform shall have API's to access the features of the identity and access management module which shall be accessible from other modules
- 6.11 System shall allow editing of the profile based on 2 factor authentication mechanism. 2 factors could be OTP + Password etc. Unique exclusive keypad to be provided for entering User-ID, OTP, and Password
- 6.12 System shall have well defined and secured mechanism of retrieving the password with proper audit trail. Best practices should be followed to ensure that password and other sensitive information is not leaked. Forced password change every 3 months shall be implemented.

7. Security Features

- 7.1 Platform should have provisions to authenticate the user access over the network
- 7.2 AES based encryption standard shall be implemented.
- 7.3 All TCP/IP communications between mobile app and central server shall be HTTPS based only.
- 7.4 SSL certificate (EV) to be provided by the supplier for HTTPS based interface.
- 7.5 Platform should have security clearance certificate as per audit policy of NIC/ SDC from NIC empaneled CERT-IN auditor. The costing of the security audit of the apps is to be borne by the Supplier
- 7.6 Platform shall have secured mechanism of verifying the identity of the devices which connects to the platform and thereby authorizing them to access the platform.

8. Off-line Mode

- 8.1 Mobile apps should be available in offline modes
- 8.2 It should be possible to restrict the opening of certain pages/activities in the offline mode
- 8.3 Data saved in offline mode shall be automatically synced to server once network connection is available
- 8.4 Platform shall allow automatic creation/ alteration of the local tables in Mobile devices as per the requirement
- 8.5 Central server shall be able to push the user specific data to the user's device based on the standardized protocols and rules and shall have capability of clearing the user data also
- 8.6 Platform shall support auto scheduling of the data which needs to be pushed to devices
- 8.7 Platform shall allow instant pushing of the data to the devices of the user

9. Organization Hierarchy Management

- 9.1 Platform shall provide the standard interface to create the organization hierarchy structure for Police Department of Dadra & Nagar Haveli and Daman & Diu.

9.2 Application Administrator should be able to bind the Roles to the specific hierarchy

9.3 Platform shall allow linking between the different hierarchy levels

9.4 Platform shall intelligently allow routing of the data as per the configured hierarchy. This shall include the auto escalation of certain task to a higher level of hierarchy

9.5 Platform shall allow user to be allocated to multiple hierarchy levels/units. In that case, platform shall maintain the hierarchy-user wise data

9.6 Platform shall have hierarchy based as well as user based functionality in other standard features of platform like workflow and communication modules (certain process will be user specific, whereas certain process will be organizational hierarchy specific)

9.7 Platform shall allow creation of the master/main hierarchy level and associate it to the main role and user for that hierarchy level. Further, it shall allow creation of sub-hierarchy levels, roles and users. Example, for Police Department of Dadra & Nagar Haveli and Daman & Diu, hierarchy level will be Branch and role associated with Branch will be SP. Branch will also have its internal users who will have roles and rights along with sub-hierarchy.

9.8 Platform shall allow access to specific apps to specific sub-tree of the hierarchy based on requirement. E.g. In case, a particular app is to run in 1 division only then there shall be provision of granting the access of that particular app to officers of that division only

10. User Interface

10.1 Platform shall provide an easy to use interface to specify the look and feel of the mobile apps & web portal

10.2 It should be possible to specify the color scheme to be used in the Mobile apps including: Application background color, Action Bar color, Color of the Buttons, Colors of the controls, Colors of the labels, Colors of the text etc.

10.3 Images- It should be possible to specify the image which shall be used in different pages of the apps

10.4 Logo - It should be possible to specify the logo of the App. This logo will be provided before compiling the App.

10.5 Mobile Applications User Interface shall be available in English, Hindi and Gujarati languages and it should support the languages.

11. Application Features- Form Designer

11.1 Platform shall allow creation of different pages in Mobile App and web portal

11.2 Platform shall allow to define the menu/sub-menu which will navigate to certain page

11.3 Platform shall specify which pages will be opened on mobile app and which will not be opened

11.4 Platform shall specify which pages will be opened on web portal and which will not be opened

11.5 Platform should facilitate Rapid Application Development, allowing creating web portal and Mobile apps without doing any software coding.

11.6 Administrator shall have vast list of UI controls to configure forms and User interfaces. Following are the minimum set of UI controls that shall be available in the platform: Textbox, Label, Dropdown list, Display Grid, Input Grid, Button, Hyperlink, Radio Buttons, Check box, Shopping Cart like feature to add items to it and to place to order, Image holders, Camera control on Mobile, Web cam on web, List with check box, File uploader, File downloader, Specific button (Save,

Delete, Update, Search), Custom Button with custom actions, HTML Viewer, Hyperlink control, Menu Icon, Dropdown , Multiselect dropdown, Date, Month, Year and Time.

11.7 Platform shall be expandable and supplier shall provide custom controls, if required. E.g., a smiley widget or star widget to take the rating etc.

11.8 Platform shall allow addition and updation of the UI controls on the specific pages of the app/website

11.9 Each control shall have a set of UI level attributes that can be configured while defining. For example values of dropdown, length of text field, numeric, alphanumeric etc.

11.10 Platform shall have a standard interface for the following, Notification Manager to show all notifications. User should have option to check the notifications read by user, Navigation drawer to navigate between different projects

11.11 Full access to native device features should be available and should be interoperable across iOS and Android platforms.

11.12 Platform shall allow pagination of the data in the grid

11.13 Platform shall allow sorting, searching and filtering of the data in the grids

11.14 Platform shall allow creation of the input grid where different user controls like textbox, checkbox and radio button can be placed in the grid columns for capturing the input

12. Service Enablement and API Publishing

12.1 RADP should have GUI based Integration window to configure various integration scenario.

12.3 RADP should be able to expose and consume SOAP (Simple Object Access Protocol) and REST (Representational State Transfer) services

12.4 RADP shall have functionality to call the SOAP or the REST based API after the form submission. There shall be provision of sending the form data as well as the data extracted from the database to the external services

12.5 RADP shall be able to import the WSDL file and define the service based on the WSDL file

12.6 RADP Platform shall expose API's for the third parties to push the data to the platform. Platform shall allow all the features and events which can be associated with the form submission to the successful API call by third party also. System should allow sending notifications and do further processing on the service call by the third party

13. Data Management

13.1 Platform shall allow taking the data from other software/Apps though web services

13.2 Platform shall allow exporting the data to other software/Apps with admin defined access rights.

13.3 Platform shall have a systematic way to register the web services in the system and shall allow utilization of the data directly from third party software/Apps/Modules

13.4 Platform shall have a robust reporting mechanism to track the failure of communication from other modules/Apps

13.5 Platform shall have feature to specify whether the data export/transfer is integral part of some transaction and shall roll back the transaction if export fails

13.6 Platform shall allow creation of customized adapters for import and export of the data

13.7 Platform shall provide the methodology to create the unique data ID of different transactions/records

13.8 Platform should have an interface to define the unique ID configuration logic

13.9 Platform should have an interface to bind the controls from the page/forms to a particular event and then use their data in the event processing

13.10 Platform should maintain the relations between the data tables and should have an easy interface to retrieve the relational data

14. Workflow

14.1 Platform must be able to provide configuration interface for automation of the existing and proposed processes by Police Department of Dadra & Nagar Haveli and Daman & Diu,

14.2 Work flow should handle the routing of request and approval

14.3 The workflow Platform should provide sufficient flexibility to cope with any change in the process.

14.4 The workflow component shall maintain proper audit trails and facilitate reports of all transactions performed on the Platform.

14.5 Platform should provide an easy to use condition builder

14.6 Workflow engine should have a branching logic

14.7 Workflow engine should be integrated with the user management APIs and Organizational Hierarchy management modules

14.10 There should be an option to configure multiple workflows in a project

14.11 There should be an option whereby different projects/Modules should be able to share the workflows

14.12 All workflow related work as specified above shall be doable by configurable UI without need of any software development and/or software coding

14.13 Workflow engine shall be integrated with the communication module to send notifications via email and SMS

14.14 System shall have provision to integrate with Payment gateway, if required.

15. Data Extraction & Reporting Module

15.1 Platform should have a dynamic reporting engine using which any data stored in the Platform can be retrieved based on user defined logics/conditions and authorizations

15.2 Platform shall have query builder module where user can create customized queries

15.3 Platform shall allow hierarchical data extraction. Platform shall allow that reports shall be visible to different users as per their hierarchy.

15.4 Platform shall allow creation of the cross tab reports by aggregating data from multiple data tables/sources with following features: Combine data from multiple data tables/source, Easily configure the rows and columns of the cross table, Configure the aggregation/formulas at multiple levels for both rows and columns for the crosstab data and Set the formatting for every column in the cross tab

15.5 Platform shall allow exporting reporting in Excel/PDF/HTML format

15.6 Platform should provide an interface to configure the reports in the PDF format.

15.7 Reporting engine should have configurable filter parameters i.e., admin shall be able to enable and disable filter fields during configuring forms.

15.8 Platform shall allow creation of time specific reports in a standardized manner. Platform shall allow to create reports with standard Data/time filters on data like Year till date, Month till date, Week till date, in a Year, in a month, in a day and for specific time period

16. Dashboard and Analytics Module

16.1 Platform shall allow graphical data representation in the form of Dashboard and following are the graphs/charts which must be available: Line chart, Bar chart, Column chart, Donut chart, Button chart, Timeline chart, Pie chart, Combo chart and Gantt chart

16.2 Platform shall have both the animated and non-animated versions of the chart

16.3 Dashboard/charts shall have a drill down functionality whereby the user can drill down on the specific information from the high level data

16.4 Charts/Graphs shall have a zoom in feature on the mobile devices

16.5 There shall be provision to show charts on true scale or logarithmic scale

16.6 Platform shall allow to rotate the charts/graphs on the mobile devices as per orientation

16.7 Platform shall allow extraction and display the correlated data from different time range for analytics

17. File Management

17.1 RADP shall have features to upload files from mobile apps and the web based platform.

17.2 PDF files, image files (jpeg and png), voice, biometric files, html and other popular formats must be supported

17.3 Only the authorized and concerned users shall have access to the files

17.4 There should be provision to capture comments/notes with the files

17.5 Efficient searching and indexing of the files and documents shall be possible

18. Data Processing

18.1 Platform shall have features to process the data submitted in the form (Save or Update) both before saving/updating the data and after saving/updating the data. Platform shall also provide "Save draft" option, wherein users can fill some fields and saves data later after filling complete details.

18.2 Platform shall have an intuitive UI for defining the rules for modifying the data

18.3 Platform shall allow modification of the data, removing, updating, and inserting the form data based on pre-defined logics before saving/updating the data

18.4 Post Save/update, platform shall allow insert/update/update or insert in other tables

18.5 Platform shall allow conditional execution of the data processing instructions

18.6 Platform shall have an exception handling mechanism to handle situations like what to do incase record to be updated is not available

18.7 Platform shall maintain the audit trail of all data processing instructions along with success/failure status

18.8 Platform shall allow performing calculations on the data before processing data

18.9 Platform shall have an intuitive condition builder UI

18.10 Platform shall allow the form data as well as data from other tables to be inserted/updated in the other tables

19. Version Control and user test mode

19.1 RADP shall maintain 2 versions of the Apps, production version and development version

19.2 In Development version, administrator and users with appropriate permissions shall be able to define new modules/forms/workflows

19.3 There shall be version associated with every change in the apps/modules

19.4 Admin shall have provision to test the development version on mobile as well web

19.5 Platform shall allow committing the new features/functionalities from the development version to the production version

19.6 Platform shall allow the roll out of the new changes in the production version without any downtime or with minimal downtime unless platform itself is upgraded

19.7 Platform shall allow creation of mock/trial version of the apps

19.8 The user testing version shall be similar to the production version but shall have different backend databases

19.09 The user creation (identity and access management) shall be done only on the production server

19.14 Version control mechanism shall be handled through proper security mechanism with proper authentication and authorization

20. Scheduler

20.1 Platform shall have provision to schedule the background jobs

20.2 Platform shall have intuitive UI to setup the frequency and time of the execution of the jobs

20.3 Platform shall allow recurring jobs, like hourly, daily, weekly, monthly, yearly

20.4 Platform shall allow scheduling of the reports, notifications, SMS and emails

20.5 Platform shall allow rule based extraction of the reports based on the user hierarchy

21. Formula & Validation

21.1 Platform shall have provisions to do arithmetic calculations based on the events like text change, button click etc.

21.2 Platform shall have provision to do client-side validations. Validations can be based on arithmetic formulas or Boolean conditions or availability/mandatory conditions.

21.3 Platform shall provide 2 types of validations.

a. Mandatory Validations: These types of validations which must be cleared before saving/updating the form data

b. Warning validations: These types of validations will only show alert message to the user but will allow the user to save/update the data even if not cleared

22. Communication Manager

22.1 RADP shall have unified communication manager to send messages via email, notification and SMS.

- 22.2 Platform should keep trails of any communication event
- 22.3 Platform should have interface to create the template for the notifications
- 22.4 The templates will take the static text values as well as the dynamic values from the data tables or active pages
- 22.5 The notification center should have option to attach a particular template to any workflow or page
- 22.6 Platform shall allow conditional notification
- 22.7 Platform shall allow the notifications to be scheduled in advance
- 22.8 Platforms should support sending attachments in emails
- 22.9 Platform should allow the configuration of rules on when to send the email

23. Project Team Structure

S No	Category	No of resources	Qualification
1	Project Manager	1	B.tech. in CSE/IT, MBA(preferred), with minimum 5 years of experience in Application Development or in Information Technology field including minimum 2 years of work experience in project management.
2	Technical Support cum Trainer	2	B.tech. in CSE/IT, with minimum 3 years of experience in mobile application development field.

Police Department of Dadra & Nagar Haveli and Daman & Diu shall have right of substitution of any resource(s) provided by the bidder. Bidder shall provide replacement of same or better qualification within 3 weeks of written notice issued by the Police Department.

24. Team Deployment

- Vendor would be required to deploy a team consisting of members with requisite skills and experience as per capability of the proposed team. All personnel deployed shall be full time employees of the bidder.
 - All the team members should be deployed on fulltime basis.
 - Vendor should consider team members of equivalent or higher credentials as replacement.
 - All resources to report to the designated officer of the Police Department of Dadra & Nagar Haveli and Daman & Diu.
 - Project Manager to submit following weekly reports to the designated officer of the Police Department of Dadra & Nagar Haveli and Daman & Diu –
 - Total Bugs faced.
 - Total personnel trained.
 - Changes made in the Application.
 - Usage of the Applications.
- (Any other report as per the requirement of the Police Department of Dadra & Nagar Haveli and Daman & Diu)

CHAPTER - 4-A

SERVICE LEVEL AGREEMENT (SLA)

1. Guarantee/ Warranty

- 1.1 The Supplier shall provide comprehensive on-site warranty for the entire RADP and the mobile applications supplied under the Contract at least for a period of **03 (Three) year** from the date of Go-Live of the Mobile Applications.
- 1.2 There shall be a fortnightly review of the performance of RADP by Nodal officer for the Mobile Application which shall generate fortnightly performance report highlighting problems, breakdowns encountered in the duration. This review report shall be generated jointly by the IT support team provided by the supplier and Central IT team of Dadra & Nagar Haveli and Daman & Diu Police (which will be administering the project). This fortnightly review will be part of MIS Dashboard.
- 1.3 The Guarantee/ Warranty covers any bugs or performance issues of RADP supplied as per the technical specifications of this tender during Guarantee/ warranty period.
 - 1.3.1 Performance issues shall be restricted to RADP (& Mobile Applications) and shall not cover performance issues dependant on:
 - 1.3.1.1 the Cloud operations
 - 1.3.1.2 Hand held devices
 - 1.3.1.3 Cellular data services
 - 1.3.1.4 All other IT infra and other resources provided by Police Department of Dadra & Nagar Haveli and Daman & Diu.
- 1.4 The Supplier shall also provide RADP updates as and when published by the supplier during Guarantee/ warranty period of 3 years.
- 1.5 The Supplier must setup a maintenance base in a location as provided by the police department of Dadra & Nagar Haveli and Daman & Diu within a period of two months of the supply order to provide maintenance service, of the System being offered, “efficiently and promptly”. Certificate in this regard shall be attached by the Bidders with their technical bid.

2. Service Level Agreement

- 2.1 This section details the various service levels to be adhered to by the supplier. The performance of the supplier and the payment is linked to the Key Performance Indicators listed in the document. The SLAs are intended to:-
 - i. Clearly articulate the performance criteria to be used to monitor SLA as well as the criteria used to calculate the penalty if any due to violation of SLAs.
 - ii. Help supplier monitor and attain the required service levels.

iii. Bring to attention of Police Department of Dadra & Nagar Haveli and Daman & Diu any drop in performance levels.

2.2 The Bidder will be required to meet the SLAs as per contract.

2.3 The resources deployed under the project will report to the concerned officer as nominated by the nodal officer of the Police Mobile Application (RADP) Project. The resources will be provided weekly off in a week during the project. If a resource is absent on duty without authorization/any reasonable cause, then the amount for absent days will be deducted from the monthly manpower payment of the resource on PRORATA basis and additional penalty for unauthorized absence will also be imposed as per rules.

2.4 Response time for resolving issue will depend on the priority of issues as tabulated below. The Nodal officer for the Police Mobile Application (RADP) shall be authorized to decide on the priority of fault. Any incident which involves invoking of penal SLA clauses shall also be taken by the Nodal Officer and his decision will be final.

S.no.	Priority	Response time	Resolution Time in hours
1	P1 (High, Critical, Fatal)	30 minutes	6 hours
2	P2 (Production Severely Impacted)	2 hours	2 days
3	P3 (Degraded Operations)	8 hours	4 days
4	P4 (Minimal Impact)	8 hours	Next maintenance release

Table: 4-A.2.4.i

Application Availability	Availability of RADP components measured within the monitoring cell shall be at least 99.9%	
	Severity of Violation: High (P1)	
	The service shall be monitored on a monthly basis	
	Availability over the month	Violations for calculation of penalty
	<99.9% & >=99.0%	1
	<99.5% & >99.0%	2
<99.0%	3	
In addition to the above, if the service level in any month falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.		
Application Performance	Average Application response time during random checking (5 times) and during peak usage hours as measured from a client terminals shall not exceed 4 seconds.	
Severity of Violation: High (P1)		

	The list of critical business functions and peak usage hours will be identified by the State during the Supply and System Integration Phase.	
	The service shall be monitored on a monthly basis	
	Application response time over the month	Violations for calculation of penalty
	> 4s & ≤ 5s	2
	> 5s & ≤ 6s	4
	> 6s	5
	In addition to the above, if the average turnaround time during random checking (5 times) in any month falls goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Delay in resolution of bugs in the mobile application/RADP	SLA	Penalty
	Bugs in the mobile applications and in RADP should be resolved within the resolution time period.	Severity Level – P3
		Violation for calculation of penalty – 2 for non-resolution of reported bug within the resolution time.
	Penalty will be deducted as per table 4-A.3.i from the annual payment to be paid for the platform.	

2.5 MANPOWER PENALTY

S.no.	Parameter	SLA	Penalty
1	Shortfall of attendance of compulsory resource	Unauthorized absence of the resource for consecutive 7 days or more per month. If a resource is absent for 7 consecutive working days then the resource will have to be replaced if required.	Severity Level – High (P1) Violations for calculation of penalty – 1 each per resource in a month.
		Unauthorized absence of the resource for total 4 days or more per month.	Severity Level – Minimal Impact (P4) Violations for calculation of penalty – 1 each/resource in a month. One (1) additional violation will be added for each additional absent days in a month.

3. PENALTY

The penalty for not meeting the SLA is linked to the severity level of the breach of the SLA. The penalty is applicable if the services are down entirely due to the platform/mobile application and within the bounds of the platform/mobile application. Following are the penalties assigned for not meeting the expected service levels:

Severity Level	Penalty as % of Total amount payable during the month (Amount will be deducted from monthly manpower payment and from the yearly payment for the platform on pro-rata basis)
P1	5%
P2	1.5%
P3	1.0%
P4	0.5%

Table: 4-A.3.i

Total penalty falling under P1 severity level for a month is capped to 40% of the Monthly Payment.

Total penalty falling under P2, P3, and P4 severity level for a month is capped to 10% of the Monthly Payment.

The cap will be increased to 60% for the remaining period of contract if the penalties exceed 25% in two consecutive months.

The Purchaser reserves its right to terminate the maintenance contract at any time after giving due notice without assigning any reason. Contractor shall not be entitled to claim any compensation against such termination. However, while terminating the contract if any payment is due to the contractor for the maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms.

4. OTHER TERMS

If any act or failure by the Bidder under the agreement results in failure or inoperability of systems then the Purchaser has to take corrective actions to ensure functionality of its property.

Purchaser may seek to recover such amounts from the Implementation Agency, to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder, limited to the contract value.

The Purchaser shall implement all penalty clauses after giving due notice to the Bidder.

If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Purchaser reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for nonperformance.

CHAPTER – 5
PERFORMA FOR BILL OF QUANTITIES (BOQ)

(Attach with price bid)

TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT

Date of opening TimeHrs.

We _____ hereby certify that we are established manufacturers/ authorized distributor/dealer of M/s _____ with factories at _____ which are fitted with modern equipment and where production methods, quality control and testing of all materials manufactured or used by us are open to inspection by the representative of the purchaser. We hereby offer to supply the following items at the prices indicated below:

One Time Expenditure (CAPEX)		Unit rate (Incl. tax)	Quantity	Total (Incl. tax)	
S.no.	Item				
1	Supply, installation, Testing and commissioning of Rapid Application development platform and development & deployment of mobile applications for police and for citizen with 5 developers license and unlimited end user license of the mobile applications developed on RADP including software warranty for 3 years.		1 quantity of RADP 1 enterprise License with 5 developer licenses		
(A) Total One Time Expenditure (CAPEX) (1)					
Recurring Expenditure (OPEX)		Unit rate/ month (Incl. tax)	Quantity/ Month	Total Quantity	Total (Incl. tax)
S.no.	Item				
1	Deployment of 1 project manager for 1 st year (Unit rate to be quoted per month basis)		1	12 man month	
2	Deployment of 2 Technical cum Training resource for 1 st year (Unit rate to be quoted per month basis)		2	12 man month	
3	Deployment of 1 Technical cum Training resource for the 2 nd and 3 rd year		1	24 man month	
	Sub Total				
(B) Total Recurring Expenditure (OPEX)					
Total (A + B)					

- 1. Prices quoted shall be inclusive of all taxes. Taxes shall not be paid extra.**
- 2. OPTIONAL BID WILL NOT BE ENTERTAINED.**

- 3. CONDITIONAL BID WILL NOT BE ENTERTAINED.**
- 4. Benchmark for Lowest Financial Bid (L-1) shall be determined on overall total value of Bill of Quantity (BOQ)**
- 5. Final bidder shall be selected as per Chapter 3.**

It is hereby certified that we have understood all the terms and conditions specified in the tender document and are thoroughly aware of the nature of job required to be done and RADP & related services to be supplied. We agree to abide by all the tender terms and conditions.

We hereby offer to carry out the job and (or) supply the RADP & related services detailed above or such portion(s) thereof as you specify in the notification of award.

A Standard EXCEL Sheet of BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the EXCEL Sheet of BOQ file, open it and complete the (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the Standard EXCEL Sheet of BOQ format file is found to be modified by the bidder, the bid will be rejected.

(Signature and seal of
Bidder)

Dated: _____

CHAPTER-6
Contract Form

(This is draft contract form and is subject to changes)

CONTRACT No. -----

This Contract made on the ----- day of -----, (hereinafter referred to as the “**Contract Date**”) between the Dy. Inspector General of Police, UT, Dadra & Nagar Haveli and Daman & Diu (hereinafter referred to as the “**Purchaser**” which term will include its representatives, successors and permitted assignees) of the one part and M/s -----, a Company incorporated under the Companies Act, 1956 and having its office at ----- (hereinafter referred to as the “**Supplier**” which term will include its representatives, successors and permitted assignees) of the other part.

WHEREAS

- A.** The Purchaser is desirous to procure Rapid Application Development Platform (hereinafter referred to as the “**Stores**”) for Police Department of Dadra & Nagar Haveli and Daman & Diu and had sought a commercial offer for the supply of the System.
- B.** With respect to the enquiry issued by the Purchaser -----, the Supplier had submitted its Price Bid dated --
- C.** The Purchaser has accepted the Supplier’s Commercial offer read with the clarifications/confirmation (if any) submitted by the Supplier vide letter ---for the supply of the Stores and associated services at a total cost of Indian Rs.---/- (Indian Rupees -----only).

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

- 1. DEFINITIONS OF TERMS:** In this Contract, capitalized words will have the same meaning as respectively assigned to them in the conditions of Contract herein.
- 2. CONTRACT DOCUMENTS:** The following documents, (each a “**Contract Document**” and collectively, the “**Contract Documents**”) are hereby expressly incorporated into this Contract and shall form and be read and construed as part of this Contract viz: -
 - Exhibit-A: Tender enquiry No.----- dated -----
 - Exhibit-B: Supplier’s commercial offer dated -----
 - Exhibit-C: Supplier’s written clarification and confirmation letter dated -- (if any)
 - Exhibit-D: Purchaser’s Letter of Intent No-----/ ____/-----
- 2.1 Order of Precedence:** In case of conflict between the terms in this Contract and the Contract Documents, the terms of this Contract shall prevail. In case of conflict between the terms in any two Contract Documents, the Contract Document mentioned later in the above list shall prevail.

3. SCOPE OF WORK: The Scope of Work shall include supply, packing, transportation, scheduling of transportation, transit insurance, delivery at site, unloading, storage till delivery of stores at Purchaser’s Delivery Site, any other services associated with the delivery of RADP & development of the mobile applications for citizens & for police.

4. CONTRACT PRICE

4.1 The prices for supply of the Stores and other associated services is detailed specifically in the Supplier’s Commercial offer (Exhibit-B) read with Supplier’s written clarification and confirmation letter dated -----(Exhibit-C). The contract price is Indian Rs.----- --/- (Indian Rupees ----- only). (Inclusive of all taxes)

- 5. CONTRACT PERFORMANCE GUARANTEE
- 6. PAYMENT SCHEDULE
- 7. DELIVERY
- 8. INSURANCE
- 9. INSPECTION AND TESTS
- 10. WARRANTY
- 11. DELAY IN THE SUPPLIER’S PERFORMANCE
- 12. LIQUIDATED DAMAGES
- 13. FORCE MAJEURE
- 14. PATENT INDEMNIFICATION
- 15. WAIVER
- 16. ASSIGNABILITY
- 17. SEVERABILITY
- 18. GOVERNING LAW
- 19. TERMINATION FOR DEFAULT
- 20. TERMINATION FOR INSOLVENCY
- 21. TERMINATION FOR CONVENIENCE
- 22. RESOLUTION OF DISPUTES

(The clauses 5 to 22 shall be according to the Conditions of Contract in Chapter-2 of the issued tender)

23. ENTIRE CONTRACT: This Contract including the Contract Documents constitute the final expression of agreement between the parties and supersedes all previous agreements and understandings, whether written or oral, relating to the Contract. This Contract may not be altered, amended, or modified except in writing, signed by the duly authorized representatives of both parties.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives as of the last day and year written below:

Signed by:	Signed by:
Name: -----	Name: -----
Title:	Title: -----
Date:	Date:
For and on behalf of The President of	For and on behalf of -----

India	----- ----- --
Witness	Witness
Signature:	Signature:
Name:	Name:
Address:	Address: -----
Date:	Date:

CHAPTER - 7
OTHER STANDARD FORMS

ANNEXURE-C1

BIDDER PARTICULARS
(Attach with Technical Bid)

1. Name of the Bidder :

 2. Address of the Bidder :

 - 3 Name of the Manufacturer(s) :

 4. Address of the Manufacturer :

 5. Name & address of the person to whom all references shall be made regarding this tender enquiry. :
- Telephone :
- Fax :
- e-mail :

Witness:

Signature

Signature

Name

Name

Address

Designation
Company

Date

Seal

Date

ANNEXURE-C1-A

Business Details

(To be submitted on the Letterhead of the bidder)

Sno	Name of the bidder	Status of the company (public Ltd/Pvt. Ltd/ Proprietor/ Partnership)	Contact details of the bidder (phone, email, fax etc.)	Detail of incorporation of the company	
				Date	ROC ref no

Sno	Name of the bidder	Turnover of the company			
		FY 2017-18	FY 2018-19	FY 2019-20	Average of last three FYs

Sno	Year	Name of the client with address and phone number	Project Start date	Project completion date	Project value

SIGNATURE AND SEAL OF
BIDDER

ANNEXURE-C2
BID FORM
(Attach with Technical Bid)

Date: ___/___/___

To

The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

Sir,

Having examined the Bid Documents of **TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT**. We, _____, offer to supply and deliver _____

(Name of the Firm)
Services)

(Description of Stores and

in conformity with the said tender provisions for sums as may be ascertained in accordance with the Schedule of Prices provided in the Price Bid.

We undertake, if our bid is accepted, to complete supply, installation, testing, commissioning, operation and maintenance of the Solution as per the schedule specified in the Tender.

We further undertake that, if our bid is accepted, we will obtain the Guarantee of a Commercial Bank in a sum equivalent to 10% of the Contract Price for the due Performance of the Contract as per **terms and conditions** of the Tender.

We agree to abide by this bid for a period of **365 days** from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period. This bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We have noted the contents of Contract Form (Chapter 6) and agree to abide by terms and conditions in the same.

We understand that you are not bound to accept the lowest or any bid you may receive. We also understand that you have the right to vary the quantities and/or split the total order among the Bidders and/or procure the available and compatible items/ equipments under DGS&D Rate Contract.

SIGNATURE AND SEAL OF
BIDDER

Annexure – C3
G U A R A N T E E
(Attach with Technical Bid)

To

The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

REF: TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT.

We guarantee that everything to be supplied and fabricated by us hereunder shall be brand new, free from all encumbrances, defects and faults in material, workmanship and manufacturer and shall be of the highest grade and quality and consistent with the established and generally accepted standards for materials of the type ordered and shall be in full conformity with the specifications, drawings or samples, if any, and shall operate properly. We shall be fully responsible for its efficient and effective operation. This guarantee shall survive inspection of and payment for, and acceptance of the RADP, but shall expire **36 months** after their acceptance by the Purchaser.

The obligations under the Guarantee expressed above shall include all costs relating to labor, repair, maintenance (preventive and unscheduled), and transport charges from site to manufacturers' works and back and for repair/adjustment or replacement at site of any part of the equipment/ item which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by the Purchaser to the Supplier.

SIGNATURE OF THE WITNESS

SIGNATURE AND SEAL OF BIDDER

DATE _____

ANNEXURE- C4
BID LETTER
(Attach with Price Bid)

To

The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

REF: TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT.

Sir,

We declare:

1. a) That we are manufacturers/authorized agents of _____.
b) That we /our principals are equipped with adequate machinery for production, quality control and testing of materials manufactured and used by us and that our factory is open for inspection by your representatives.
2. We hereby offer to supply the Stores at the prices and rates mentioned in the Price Bid at **Chapter 5**.
3. Period of Delivery: We do hereby undertake that in the event of acceptance of our bid, the **supply, installation, testing, commissioning, operation and maintenance of “Rapid Application Development Platform” in Police Department of Dadra & Nagar Haveli and Daman & Diu** shall be completed at site within **stipulated period** from the date of Award of Contract, and that we shall perform all the incidental services as per contract.
4. Terms of Delivery: The prices quoted are inclusive of all charges up to delivery at all the location (site) to be indicated by Police Department of Dadra & Nagar Haveli and Daman & Diu.
5. We enclose herewith the complete Price Bid as required by you and also enclosed the Check List.
6. We agree to abide by our offer for a period of **365 days** from the date fixed for opening of the Price Bids and that we shall remain bound by a communication of acceptance within that time.
7. We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to supply as per these terms and conditions.
8. Certified that the Bidder is:
a sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

or

a partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

or

a company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/ deletions should be duly attested by the person authorized to sign the tender document.

9. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the contract, shall constitute a binding Contract between us.

Dated this _____ day of _____ 2020.

Signature of the Bidder

Details of enclosures:

Full address:
Telephone
Fax No.
Mobile No.
Email address:

ANNEXURE- C5
PROFORMA FOR CONTRACT PERFORMANCE BANK GUARANTEE
(To be stamped in accordance with Stamp Act)

Bank Guarantee No _____
Ref _____

Date _____

To,
The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

Dear Sir,

In consideration of the Dy. Inspector General of Police, UT of Dadra & Nagar Haveli and Daman & Diu (hereinafter referred to as the "Purchaser" which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assignees) having awarded to M/s _____ with its Registered/ Head Office at _____ (hereinafter referred to as the Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the Purchaser's letter No. _____ dated __/__/____ entering into a formal contract to that effect with the Purchaser and the Contractor having agreed to provide a Contract Performance Bank Guarantee for the faithful performance of the entire Contract equivalent to _____* _____ Ten percent of the said value of the Contract to the Purchaser.

We _____ (Name & Address of the bank) having its Head office at _____ (hereinafter referred to as the "Bank" which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees) do hereby guarantee and undertake to pay the Purchaser, on mere demand any and all moneys payable by the Contractor to the extent of Rs ____* ____ as aforesaid at any time up to _____ (day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable till the Purchaser discharges this guarantee.

The Purchaser shall have the fullest liberty without affecting in any way the liability of the bank under this guarantee, from time to time to extend the time for performance of the contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting the guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractors, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The bank shall not be relieved of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any

other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities. We undertake to pay to the Government any amount so demanded by the Government, notwithstanding.

- a) any dispute or difference between the Government or the Contractor or any other person or between the Contractor or any person or any suit or proceeding pending before any court or tribunal or arbitration relating thereto; or
- b) the invalidity, irregularity or un-enforceability of the contract; or
- c) in any other circumstances which might otherwise constitute discharge of this Guarantee, including any act of omission or commission on the part of the Government to enforce the obligations by the Contractors or any other person for any reason whatsoever.

We, the Bank further agree that the guarantee herein contained shall be continued on and remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till the Purchaser, certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

We _____ hereby agree and undertake that any claim which (indicate the name of the bank) the Bank may have against the Contractor shall be subject and subordinate to the prior payment and performance in full of all the obligations of the Bank hereunder and the Bank will not without prior written consent of the Government exercise any legal rights or remedies of any kind in respect of any such payment or performance so long as the obligations of the Bank hereunder remain owing and outstanding, regardless of the insolvency, liquidation or bankruptcy of the Contractor or otherwise howsoever. We will not counter claim or set off against its liabilities to the Government hereunder any sum outstanding to the credit of the Government with it.

Notwithstanding anything contained herein above our liability under this guarantee is limited to total amount of Rs _____*_____ and it shall remain in force up to and including _____**_____ and shall be extended from time to time for such further period as desired by M/s _____ on whose behalf this guarantee has been given.

Dated this _____ day of _____ 2020 _____ at

WITNESS

(Signature) _____

(Signature) _____
(Name) _____

NAME _____
(Official address) _____
Attorney _____

(Banker's Rubber Stamp) _____
Attorney as per Power of

- * This sum shall be ten percent (10%) of the Contract Price.
- ** The date will be tenure of contract plus 60 days after completion of all contractual obligations from the date of award of the contract. In case of Bank guarantee issued by a Foreign Bank, the same shall be confirmed by any Scheduled Bank in India.

Annexure – C6
TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)
(Attach with Technical Bid)

Date: _____

To,

The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender/Work: -

TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT.

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender/Work "from the website(s)namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours
Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure – C7

Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency i.e. bidder)

(Place)

(Date)

To,

The Dy. Inspector General of Police
UT, Dadra & Nagar Haveli and Daman & Diu

Tender Reference No: _____

Subject: Self Declaration of not been blacklisted in response to the **TENDER FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, OPERATION AND MAINTENANCE OF RAPID APPLICATION DEVELOPMENT PLATFORM AND DEVELOPING & DEPLOYMENT OF MOBILE APPLICATIONS FOR USE BY POLICE PERSONNEL OF POLICE DEPARTMENT AND BY CITIZEN OF THE UNION TERRITORY OF DADRA & NAGAR HAVELI AND DAMAN & DIU IN POLICE DEPARTMENT.**

Dear Sir,

We confirm that our company/all members partner of the company, _____ is not blacklisted in any manner whatsoever by any of the state and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. Nor any criminal case is registered against our company/any partner of the company.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder.

Annexure – C8

Compliance Sheet for Pre-Qualification Proposal

S No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number

(Signature of the Bidder, with Official Seal)

Annexure – C9

Compliance Sheet for Entity's Profile

Entity Details

Sno	Required Details	Remarks
1.	Legal Name of Entity	
2.	Type of Business	<ul style="list-style-type: none">○ Corporation○ Individual○ Sole Proprietorship○ Joint Venture○ Partnership○ Limited Liability Partnership○ Other
3.	Company Identification No. (CIN)	
4.	Business Address: City District State Zip code Telephone Nos. Contact email	
5.	Registered Address of the Company: City District State Zip code Telephone Nos. Contact email	
6.	Company Website URL	
7.	Contact Person Name Telephone Nos. Contact email Company Website URL	
8.	PAN No. of bidder TIN No. of bidder Service Tax no. of bidder	
9.	Name of Bid and Contract Signing Authority – I Name Designation Contact No. Email Power Of Attorney or resolution of Board of Directors through which authorized as signatory Authority – II Name Designation	

	Contact No. Email	
10.	<ul style="list-style-type: none"> ○ Memorandum of Association and ○ Articles of Association of the company Bye Laws and certificates of registration (in case of registered firm) 	
11.	Whether MOA of Bidding Company allows entering into the bid of respective services? If yes, indicate the relevant clause.	

(Signature of the Bidder, with Official Seal)

Annexure – C10

Company’s Financial Details

1.	Authorized Capital of the Indian Company	
2.	Paid up Capital of the Company	
3.	Turnover of the Indian company for last three years	
4.	Net worth of the Indian company for last three years	
5.	Profit of the Indian company for Last three years	
6.	Customer references	
7.	Past 3 year record	
8.	Quality certificates received, if any	
9.	Customer approval letters if any	
10.	Awards and recognition received , if any	

(Signature of the Bidder, with Official Seal)

Annexure – C11

Company’s Legal Details

1.	In the past five years prior to the date of this application, has this entity or any principal of the entity has been deemed to be in default on any contract, or been forcefully terminated from any contract? If yes, state the names of the entity, relationship to firm and the circumstances. (Submit affidavit)	Yes No.
2.	Whether an undertaking (Affidavit) submitted that the bidder has not been blacklisted/debarred by any central/state Government department/organization	Yes No
3.	Whether An undertaking (Affidavit) submitted to the effect that there has been no litigation with any Government department/organization on account of similar services	Yes No
4.	Whether the entity has undergone legal proceedings in the past three years. If yes, Submit details	<input type="checkbox"/> <input type="checkbox"/> Yes <input type="checkbox"/> <input type="checkbox"/> No

(Signature of the Bidder, with Official Seal)