
RFP No. BSCDCL/14

January 2017



SMART
CITY
BHOPAL

BHOPAL SMART CITY
DEVELOPMENT CORPORATION LIMITED

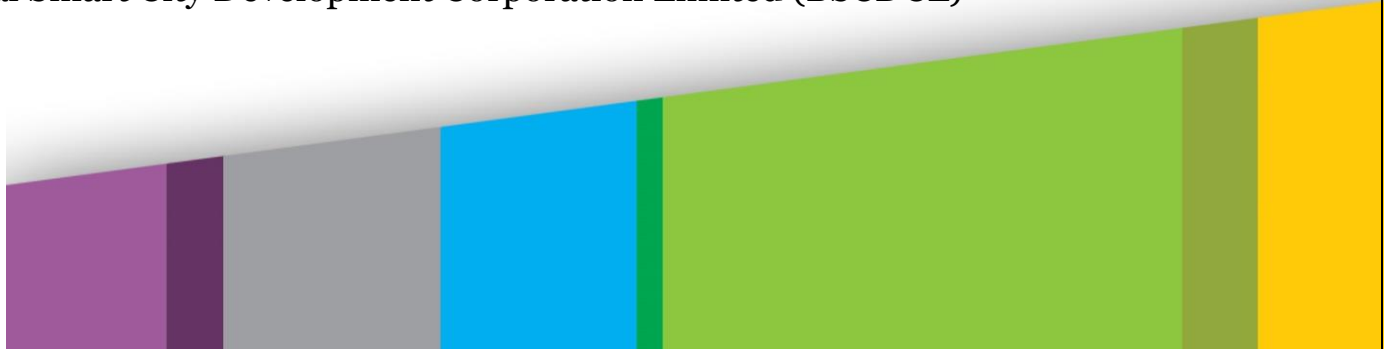


REQUEST FOR PROPOSAL

Selection of Master System Integrator for Integrated Command and Control Centre (ICCC) for Smart City Bhopal

Volume I- Instructions to Bidders

Bhopal Smart City Development Corporation Limited (BSCDCL)



Important Dates

S. No.	Activity	Deadline
1	Release of RFP	31 January 2017
2	Last date of receipt of queries on RFP	14 February 2017
3	Pre-bid Meeting date	15 February 2017
4	Posting of response to queries	17 February 2017
5	Last date for submission of Bids	07 March 2017
6	Date of opening of technical bids	08 March 2017
7	Date of Presentation of Solution and Approach and Methodology	To be intimated later to successful bidder
8	Date of opening of Commercial bids	To be intimated later to successful bidder

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Glossary of Terms

- **‘Bhopal Smart City’**- Bhopal Smart City comprising of Smart Governance, City Surveillance, Intelligent Transport Management System, Utility Management System for Electricity and Water, Integrated Control and Command Centre, Smart Network, Building Management System and Data Centre.
- **‘Master System Integrator (MSI)’**- Organization (Lead bidder in case of consortium) to be appointed by BSCDCL for implementation and maintenance of Integrated Control and Command Center (ICCC).
- **‘Consortium Partner’**- Organization that will work with MSI in consortium for implementation and maintenance of ICCC.
- **‘Bidder’**- The MSI and consortium partner (if any).

Definitions/Acronyms

Sr. No.	Abbreviation	Description
1.	ACD	Automatic Call Distributor
2.	AHU	Air Handling Unit
3.	BAS	Building Automation System
4.	BOM	Bills of Material
5.	BoQ	Bills of Quantity
6.	BCLL	Bhopal Link Limited
7.	BSCDCL	Bhopal Smart City Development Corporation Limited
8.	BMC	Bhopal Municipal Corporation
9.	CCC	Command and Control Centre
10.	ICCC	Integrated Control and Command Center
11.	CCTV	Close Circuit Television
12.	CERTIN	Indian Computer Emergency Response Team
13.	BEB	Bhopal Electricity Board
14.	DFMD	Door Frame Metal Detector
15.	DHCP	Dynamic Host Configuration Protocol
16.	DMS	Distribution Management System
17.	DNS	Domain Name Server
18.	EMS	Employee Monitoring System
19.	ERP	Enterprise Resource Planning
20.	ESS	Employee Self Service
21.	FMS	Facility Management Service
22.	FRS	Functional Requirement Specification
23.	GIS	Geographical Information System
24.	GOI	Government of India
25.	HVAC	Heating, ventilation and air conditioning
26.	IBMS	Integrated Building Management System
27.	ICT	Information and Communication Technology
28.	IED	Intelligent Electronic Device
29.	IEEE	Institute of Electrical and Electronics Engineers
30.	IT	Information Technology
31.	ITMS	Intelligent Transport Management System
32.	KPI	Key Performance indicators
33.	LDAP	Lightweight Directory Access Protocol
34.	LUN	Logical Unit Number
35.	MPLS	Multiprotocol Label Switching
36.	MSA	Master Service Agreement
37.	MSI	Master System Integrator
38.	MSI	Master Service Integrator
39.	MTBF	Mean Time Between Failures
40.	MW	Mega Watt
41.	NOC	Network Operation Centre
42.	BSCDCL	Bhopal Smart City Development Corporation Limited

43.	OEM	Original Equipment Manufacturer
44.	OFC	Optical Fibre Cable
45.	OWASP	Open Web Application Security Project
46.	PABX	private automatic branch exchange
47.	RAID	Redundant Array of Inexpensive Disks
48.	RTU	Remote Terminal Unit
49.	SAN	Storage Area Network
50.	SCADA	Supervisory Control and Data Acquisition
51.	SDC	State Data Centre
52.	SITC	Supply Installation Testing and Commissioning
53.	SLA	Service Level Agreement
54.	SNMP	Simple Network Management Protocol
55.	SRS	Software Require Specification
56.	SSL	Secure Sockets Layer
57.	STQC	Standard, Testing and Quality Certification
58.	UAT	User Acceptance Testing
59.	VLAN	Virtual Local Area Network
60.	VM	Virtual Machine
61.	DMZ	De- Militarized Zone

1. Introduction

1.1 Project Overview

Project Vision:

To establish an Integrated Control and Command Centre (ICCC) for Bhopal city to run operations for city and citizens using ICT as backbone and seamless integration with all the required & existing ICT systems / Smart components.

Integrated Control and Command Center (ICCC) of Bhopal City will be a place which will gather all the departments and mind of the city using ICT as a backbone.

ICCC will be a place where information from various department command centers and applications will be collected and analyzed for better planning of the city. ICCC will have BI engine which will process all the information and generate insights. These insights will be helpful in managing incidents across the city and do a better planning for the development.

ICCC will also have an Experience Center which will showcase the smart technologies used for making the command center and city smart. ICCC will also have a situation room, to manage incidents very effectively.

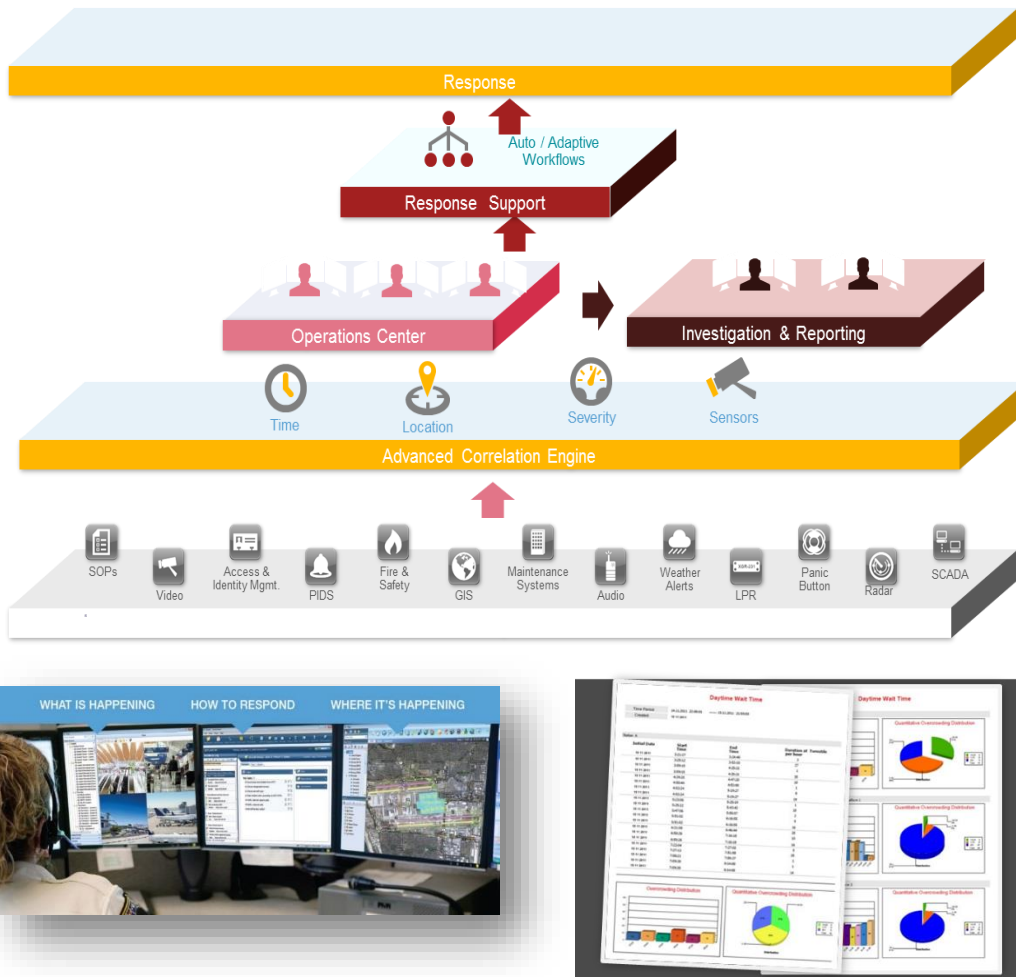
ICCC will have its own data center, co-located with command center and DR to be on cloud.

ICCC will have physical capacity for future activities like co-locating services and its infrastructure based on the agreed plan.

ICCC will be scalable to host more applications and services in future for managing city more effectively.

ICCC will eventually become single source of truth for the city and its operations. ICCC will help make Bhopal City smart and livable for its citizens.

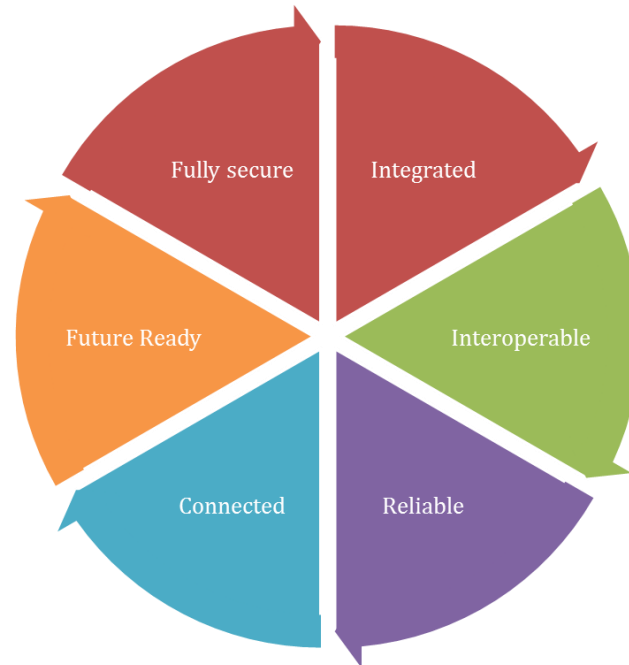
ICCC will manage the utilities for ABD area, and in future capable of managing utilities of the entire city.



Project Objectives:

BSCDCL envision the planned ICCC to fulfil following objectives:

- “Single source of truth” for all city’s civic functions
- Platform with the ability to receive, intelligently correlate & share information to better predict outcomes
- Act as City’s emergency and disaster management platform
- Ability to integrate multiple text, voice, data, video and smart sensors communication interfaces
- Ability to integrate and correlate online and offline interactions
- Capabilities to support GIS based incidents visualization
- Future proof - based on Modular, Open, Configurable architecture with capabilities to integrate innovative new applications
- Intelligent and Intuitive work-flow management
- Advanced historical records management and archiving capabilities
- Advanced industrial grade cybersecurity features



Bhopal is the capital of the Indian state of Madhya Pradesh and the administrative headquarters of Bhopal district and Bhopal division. The city was the capital of the former Bhopal State. Following are the major challenges that are being faced by current capital city:

- a. Rapid urbanization
- b. Severe pressure on city resources
- c. Unequal distribution of city resources
- d. Lack of social inclusion
- e. Livability challenges for citizens
- f. Environmental sustainability
- g. In efficiency in city operations

Migration towards cities is putting lot of pressure on cities infrastructure resulting in unplanned urbanization. City resources are becoming difficult to manage day by day to increasing population and further putting pressure on the city administration in terms of optimum utilization of resources. Liveability of city is also a challenge since the residents do not get required city resources. Safety and security of city residents has become a major issue. Unplanned growth is also resulting in environmental sustainability of the city. An inefficient city is also not preferred as investment destination which in turn results in less employment opportunity for residents. These are putting severe pressure on city administrators in terms of improvising the living conditions of the citizens in the cities.

These issues can be mitigated through the adoption of scalable solutions that take advantage of information and communications technology (ICT) to increase efficiencies, reduce costs, and enhance quality of life. However, the key obstacle in implementing such scalable ICT solutions is the complexity of how cities are operated, financed, regulated, and planned. For example, every city department makes investments independently, resulting in:

- a. Isolation of infrastructure and IT resources

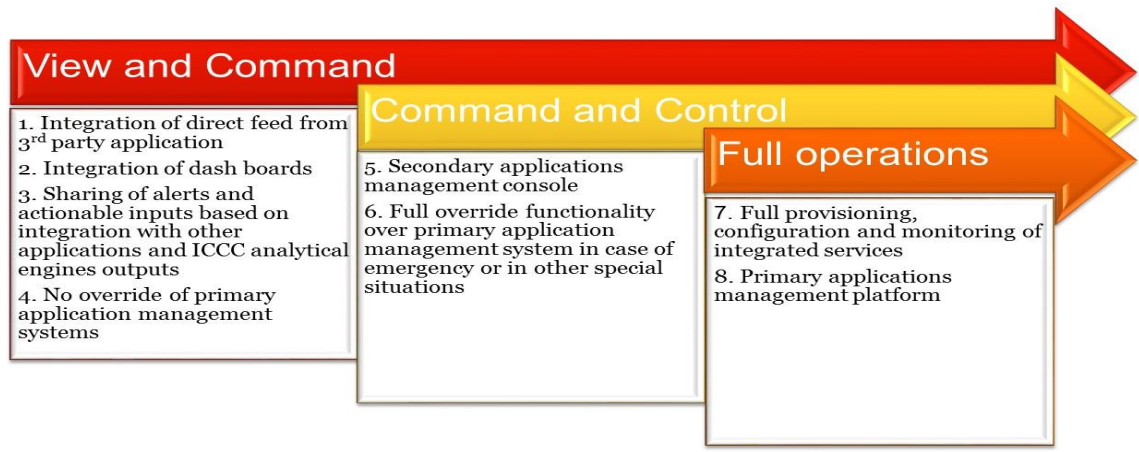
- b. No sharing of intelligence and information such as video feeds, data from sensors, etc.
- c. Duplication in investment and effort
- d. Difficulty in scaling infrastructure management

This fragmented approach is neither scalable nor economical and does not benefit from cross-functional sharing of data and services. For example, a city's congestion management solution can't use data from street-lighting sensors. Faced with this complexity, city leaders and stakeholders struggle on how to agree on the methodologies for implementing Smart City solutions.

Various perspectives of the implementation of Smart City solutions, and hurdles or challenges in each of them, are listed below:

1. Cities have an opportunity to use the network as the platform to offer urban services and to be sustainable. Using the network as the fourth utility - along with electricity, water, and natural gas, cities can integrate multiple systems to deliver on-demand services over a highly secure Internet-enabled cloud infrastructure. Such services and related networks can help cities address urban challenges as well as improve their livability index.
2. State-of-the-art systems, such as intelligent transportation, parking, safety, and energy management, are helping cities to implement Smart City services. City leaders are partnering with private organizations to expand infrastructure and to create scalable systems and processes for economic growth.
3. With the aim of providing all citizen services on a single unified network, it is recommended that the city council both lead and facilitate cross-department collaboration, breaking silos of operations. The methodology brings together different city management services, and helps enable information exchange between resources and applications across different domains. This leads to consolidated investments in shared technology infrastructure and a common data layer where multiple services like smart parking, smart traffic, and smart lighting can be delivered. All of these services can then be delivered from a common citywide foundational network.
4. This approach not only gives cities a way to maximize returns from their investments but also allows for cross-domain collaboration. For example, it is helpful for public safety departments to know lighting conditions in the city. Similarly, the traffic department would do well to understand environmental data trends, such as of quality of air or temperature, over time in order to make better planning decisions. In the event of a public safety situation, different department representatives sitting together in a common center can coordinate their response much better as well. Likewise, sensors can help city officials monitor key environmental metrics to better be aware of seasonality heat/cold bursts and plan emergency response plans.

Considering the above issues, Bhopal Smart City Development Corporation Limited (BSCDCL) has decided to develop state-of-art Integrated Control and Command Centre in Bhopal city which will help to deliver below services:



A. Command and View:

Following are the components on which only view and command operations will be performed:

- i. DIAL 100
- ii. DIAL 108
- iii. Traffic Management System
- iv. Safe City Cameras Feed
- v. Emergency Response and Disaster Management

B. Command and Control:

In command and control operations override functions will also be available. At command and control, there will be a provision of Management Console to provide override function.

Following are the components on which command and control operations will be performed:

- i. Smart Parking
- ii. Public Bike Sharing
- iii. Smart Pole & Smart lighting
- iv. Solid Waste Management Services
- v. Intelligent Transport Management System
- vi. BMC Call Centre & BMC Services
- vii. Bhopal Smart MAP (GIS)
- viii. Bhopal Plus (App)
- ix. Water Management System
- x. Dynamic Market Place (Mayor Express)
- xi. Crowdsourcing Data
- xii. Fire Brigade Control System
- xiii. Solar Roof Top

C. Full Operations:

As the name suggest, full operations will be full-fledged system equipped with all the operations rights to its specified users. This will have integration with various components with data feed view and sharing. It will also have management console to perform all the operations. Full operations will be performed on the components with following services. These will be provided under Area Based Development (ABD).

- i. Utilities

- ii. Lighting
- iii. Metering
- iv. Surveillance

Integration Capabilities

- 1) The ICCC will aggregate various data feeds from sensors and systems and further process information out of these data feeds to provide interface /dashboards for generating alert and notifications in real time.
- 2) The ICCC would also equip city administration to respond quickly and effectively to emergency or disaster situation in city through Standard Operating Procedures (SOPs) and step-by-step instructions. The ICCC shall support and strengthen coordination in response to incidents/emergencies/crisis situations.
- 3) Single Dashboard for City Infrastructure Management & Smart City Services for Smart Lighting, Utility/Surveillance System, GIS Services and Other Services of Authority work visualized real time on 2D/3D map of City. This dashboard can be accessed via web application as well as mobile app. The various information that may be accessed from the system but not limited to are as below:
 - Visual alerts generated by any endpoint that is part of the city infrastructure e.g. Surveillance cameras, City lights or any other sensors that manages various city management use cases.
 - Access information of water management resources
 - Information about waste management resources
 - Various citizen services e.g. Land records, Municipality tax, billing etc.
 - City environmental data
 - Take action based on events generated by any city infrastructure device
- 4) The system shall provide reporting & audit trail functionalities to track all the information and monitor operator interactions with the system and to impart necessary training to the users
- 5) Sample Use Cases describing the need of integrated systems:
 - *Urban Flooding Scenario:* The water level sensors (used for flood detection on streets) will send the ambient water levels accumulated on the street to the ICCC through the available connectivity. The ICCC shall baseline the existing water level and rainfall prediction with erstwhile flood levels to generate an alert for flooding. This alert will then be passed over to the citizens through the variable messaging displays and public address system to warn them of possible flooding in a locality.
 - *Evacuating Hazardous places in event of fire:* As soon as the Command Center is intimated of a fire through any of the available channels, Fire tenders shall be dispatched to the location along with guidance for shortest path to the accident site. Event trigger shall be also sent to nearest Police Station & nearby hospitals. IP based public address system will be triggered to vacate the nearby fuel stations (if there is any) to reduce the extent of casualty. Information will be passed

over to trauma centres in the vicinity to prepare for increased number of emergency care patients.

S.No	List of Services	Brief of Scope for Integration
1	Integration of Smart Parking	<ul style="list-style-type: none"> • ICCC will be required to integrate with the command center of the Smart Parking solution, which is a PAN City initiative. • ICCC will be required to receive feeds on the status of parking across the city which are managed by the Smart Parking command center (feeds received from all the edge devices of the Parking Solution). • These feeds will provide information of available, non-available parking slots, functional and non - functional parking slots. • ICCC will also be required get video feeds from the parking areas on real-time basis. • Such video feeds will only be saved for 7 days. • These video feeds will also help monitor assets of BMC, BSCDCL and BCLL. • All the information received will also be required to be mapped on the GIS map. • All the information received from the smart parking command center will also go into the Analytical layer which will help city in better planning and running of operations. • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • This initiative is under BMC.
2	Integration of Public Bike Sharing	<ul style="list-style-type: none"> • ICCC will be required to integrate with the command center of the Public Bike Sharing solution, which is a PAN City initiative. • ICCC will be required to receive feeds on the status of utilization of public bike sharing docks across the city. • These feeds will provide information of available, non-available cycles in slots, functional and non - functional PBS stations. • ICCC will also be required get video feeds from the PBS stations on real-time basis. • Such video feeds will only be saved for 7 days. • These video feeds will also help monitor assets of BMC, BSCDCL and BCLL. • ICCC will also be required to get information regarding the position of the cycles deployed under the PBS project. • All the information received will also be required to be mapped on the GIS map. • All the information received from the PBS command center will also go into the Analytical layer which will help city in better planning and running of operations.

		<ul style="list-style-type: none"> • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • This initiative is managed by BSCDCL.
3	Integration of Smart Pole & Smart Lighting	<ul style="list-style-type: none"> • ICCC will be required to integrate with command center of Smart Poles (Pan City Initiative) to receive all kinds of feeds such as environment sensor, lighting sensors. Video, etc. • ICCC will be required to get information on the status of working of the installed LED lights, as well as other sensors and other cameras. • ICCC will also get real-time video feed from the installed Smart Poles. • Such video feeds will only be saved for 7 days. • These video feeds will also help monitor assets of BMC, BSCDCL and BCLL. • All the information received will also be required to be mapped on the GIS map. • All the information received from the Smart Pole command center will also go into the Analytical layer which will help city in better planning and running of operations. • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • This initiative is managed by BSCDCL.
4	Integration of Solid Waste Mgmt. Services (Tracking of Solid Waste Vehicles)	<ul style="list-style-type: none"> • ICCC will be required to integrate with the control room of Solid Waste Vehicle tracking project (Pan City Initiative) to receive feeds on the location of the solid waste vehicles. • ICCC will also get other information which is received in the control room like fuel utilization of Vehicles. • All the information received will also be required to be mapped on the GIS map. • All the information received from the command center will also go into the Analytical layer which will help city in better planning and running of operations.

		<ul style="list-style-type: none"> • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • This initiative is managed by BMC.
5	Integration of Intelligent Traffic Management System (Police)	<ul style="list-style-type: none"> • ICCC will be required to integrate with Command Center of Traffic Management System, to receive real-time feeds of the camera installed by them. • These video feeds will not be saved, but will be utilized in Analytical layer to help administration monitor its assets and do a better urban planning. • ICCC will also be required to send video feeds received from Smart Parking, Smart Pole, PBS in real-time basis to the command center of Traffic (if required). • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center.
6	Integration of BMC Call Centre & BMC Services	<ul style="list-style-type: none"> • ICCC will be required to integrate its helpdesk and system with BMC call center, in case if there is some information or notification is to be sent to BMC call center for doing some action in the field regarding Municipal Corporation work. • All the information received from the command center will also go into the Analytical layer which will help city in better planning and running of operations. • ICCC will be required to integrate with the backend system of Bhopal Municipal Corporation services which is SAP based system to monitor the performance of the application. • Along with this ICCC should be able to show the utilization by citizens of various sections of Bhopal Plus application in the form of a Dashboard. • ICCC should be able to integrate with the existing ICT systems and edge / end / mobile devices of various BMC departments such as Garden, General Administration Department, Water Supply, Sewerage, Assessment and Collection (Property Tax, Shops and establishment), Fire (Fire Brigade Section), Transport of Heavy Vehicles and Maintenance (Workshop), Audit and License Issue to receive and send information. • ICCC should be able to map the data received from various BMC departments on its GIS Platform. • ICCC will be required to send BMC field agents alerts and notifications for any emergency / incidents / disaster in the city for doing required action. ICCC

		system should also be able to get acknowledgement from the receivers.
7	Integration with Bhopal Smart MAP (GIS)	<ul style="list-style-type: none"> • ICCC will be required to use the GIS platform developed by BSCDCL for the city. • There will be a requirement for enhancing the existing platform and using it in the ICCC for doing all the necessary actions. • This is an ESCRI based platform with almost 96 layers. • Along with this ICCC should be able to show the utilization by citizens of various sections of Bhopal Plus application in the form of a Dashboard. • All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations.
8	Integration with Bhopal Plus	<ul style="list-style-type: none"> • ICCC will be required to integrate with the backend system of Bhopal Plus to monitor the performance of the application. • Along with this ICCC should be able to show the utilization by citizens of various sections of Bhopal Plus application in the form of a Dashboard. • All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations.
9	Integration with DIAL 100	<ul style="list-style-type: none"> • ICCC will be required to integrate with the command center of DIAL 100, which is a public safety initiative by Police Department. ICCC will be required to get information regarding the location and other details of DAIL 100 vehicles present in Bhopal area. • Such information will be useful in case of incident / disaster management for the city. • All the information received from the command center will also go into the Analytical layer which will help city in better planning and running of operations. • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • ICCC will be required to integrate to send the alerts and notifications for any emergency / incidents / disaster in the city for doing required action.
10	Integration with DIAL 108 & Jannani Express	<ul style="list-style-type: none"> • ICCC will be required to integrate with the command center of DIAL 108 and Jannani Express, which is a public health initiative by Health Department. ICCC will be required to get information regarding the location and other details of DAIL 108 & Jannani Express vehicles present in Bhopal area. • Such information will be useful in case of emergency / incident / disaster management for the city. • All the information received from the command center will also go into the Analytical layer which will help city in better planning and running of operations.

		<ul style="list-style-type: none"> • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. • ICCC will be required to integrate to send the alerts and notifications for any emergency / incidents / disaster in the city for doing required action.
11	Integration with Transport Management System (BCLL)	<ul style="list-style-type: none"> • ICCC will be required to integrate with command center of BCLL to get all kinds of feeds from Transport Management System. • These feeds will be sensor based feeds on location of public transport vehicles, bus station information operations, etc. • All the information received from the command center will also go into the Analytical layer which will help city in better planning and running of operations. • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center.
12	Integration with CCTV Surveillance (Police Dep't.)	<ul style="list-style-type: none"> • ICCC will be required to integrate with Command Center of CCTV System, to receive real-time feeds of the camera installed by them. • These video feeds will not be saved, but will be utilized in Analytical layer to help administration monitor its assets and do a better urban planning. • ICCC will also be required to send video feeds received from Smart Parking, Smart Pole, PBS in real-time basis to the command center of Police (if required). • ICCC should also be able to trigger the commands / alerts (if required) to the respective command center.
13	Integration with Dynamic Market Place (Mayor Express)	<ul style="list-style-type: none"> • ICCC will be required to integrate with the backend system of Dynamic Market Place (Mayor Express) to monitor the performance of the application. • Along with this ICCC should be able to show the utilization by citizens of various sections of Dynamic Market Place application in the form of a Dashboard. • All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations. • This is BMC initiative.
14	Integration with Emergency Response and Disaster Mgmt.	<ul style="list-style-type: none"> • ICCC will be required to integrate with existing ICT system of the Emergency Response and Disaster Management to send them alerts and notifications for any emergency / incidents / disaster in the city for doing required action. • ICCC system should also be able to get acknowledgement from the receivers.

		<ul style="list-style-type: none"> All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations.
15	Integration with Water Management System	<ul style="list-style-type: none"> ICCC will be required to integrate Water Management System control room to get all kinds of sensor and edge devices feeds. ICCC should be able to map this information on the GIS layer and help authority monitor the water management of the city. ICCC should also be able to trigger the commands / alerts (if required) to the respective command center. All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations.
16	Integration with Met Department (Local Weather Forecast)	<ul style="list-style-type: none"> ICCC should be able to receive real-time data on the weather forecast from Met Department and map the same on its platform as well as GIS layer. All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations. This information will also help in predictive analysis for urban planning based on weather forecast.
17	Integration with Area Based Development (ABD) Services: i. Utilities ii. Lighting iii. Metering iv. Surveillance	<ul style="list-style-type: none"> ICCC will be required to integrate with control rooms / systems all the listed services of the Area Based development (ABD). These services are planned for the near future. ICCC will be required to get all kinds of feeds from all the sensors / edge devices installed for these services in the field. In case of video feeds, feeds will only be saved for only 7 days. ICCC will be required to monitor these services in real-time and manage the operations of these services. All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations. This information will also help in predictive analysis.

<p>18</p>	<p>Integration of Crowdsourcing Data with ICCC</p>	<ul style="list-style-type: none"> • MSI has to make provision in the ICCC for receiving the data from crowdsourcing and perform standard operation at ICCC. It is planned to collect data as part of future IT initiative under which citizen of Bhopal would be sharing data. Received data would be part of existing data repository where data is received from various type of sensors owned by Bhopal smart City. All the operations like data analytics will be performed on the received data through crowdsourcing too. Connectivity between end devices and ICCC will be provided by BSCDCL. • For example, in near future if any resident welfare society intends to share data with BSCDCL (ICCC) for surveillance purpose, this video feed would be received at ICCC and become part of other feeds coming from various CCTV camera installed in the city by BSCDCL.
<p>19</p>	<p>Integration with Fire Brigade Control System</p>	<ul style="list-style-type: none"> • Fire brigade section is the part of Bhopal Municipal Corporation. There are 18 fire brigade vehicles and 15 motor bikes are available to cater to whole city. BMC has plans to strengthen and upgrade the fire brigade control system of the city. MSI has to integrate the city fire brigade control system with ICCC. This will help BMC in efficient usage of its resources and to achieve minimum response time in case of rescue operations. • For example: If the ICCC receives information about fire in the city, the ICCC should able to trigger a command to appropriate fire station and its vehicle which can reach within minimum time with guidance about traffic conditions and shortest route.
<p>20</p>	<p>Integration with Solar Roof Top Project</p>	<ul style="list-style-type: none"> • ICCC will be required to integrate the energy management system of solar roof top project to get all kinds of sensor and edge devices feeds. • ICCC should be able to map this information on the GIS layer and help authority monitor the energy management system of the city. • ICCC should also be able to trigger the commands / alerts (if required) to the respective stakeholders. • All the information received from the application will also go into the Analytical layer which will help city in better planning and running of operations.

Phase	MSI	BSCDCL	Other Departments
Pre – Implementation	<ul style="list-style-type: none"> • Adhere to defined SLAs and timelines • Define Project Implementation Plan • Conducting site survey, obtaining necessary permissions, developing system requirements, standard operating procedures etc. • Providing physical layout of the ICCC (with 3D simulation) • Assessment of IT Infrastructure and Non IT Infrastructure requirements, assessment of business processes, assessment of software requirements, assessment of integration requirement, assessment of connectivity requirement all locations (including buildings). • Formulation of solution architecture, detailed design of smart city solutions, development of test cases (Unit, System Integration and User Acceptance), SoP documentation • MSI will define the formats for data exchange between various services and systems in agreement with BSCDCL. 	<ul style="list-style-type: none"> • Provide necessary information to MSI for doing surveys • Facilitate Interaction with other Departments for getting the required integration • Help MSI get necessary approvals for implementing ICCC. • Help MSI finalize the protocols for data exchange between ICCC and various other systems. • Review the documents submitted by MSI and provide feedback 	<ul style="list-style-type: none"> • Provide necessary information to MSI for doing future integrations. • Provide necessary information to MSI for finalizing the data exchange between the systems.
Implementation	<ul style="list-style-type: none"> • Adhere to defined SLAs and timelines • Physical Setup of ICCC as per the layout agreed with BSCDCL. • Helpdesk setup, procurement of equipment, edge devices, COTS software (if any), licenses. • Physical Security and Housekeeping setup • IT and Non IT Infrastructure installation, development, testing and production environment setup • Safety and security of IT and Non IT Infrastructure • Establishment and configuration of Network Connectivity (provided by service provider) as per service level between ICCC and various other command centers / applications for integration. • Software Application customization (if any), development of bespoke solution (if any), data migration, integration with third party services/application (if any) • User Manuals , training curriculum and training materials • Role based training(s) 	<ul style="list-style-type: none"> • Provide building structure for setting up ICCC (based on agreed plan) • Provide necessary Electricity and Water Connection to the ICCC facility. • Provide necessary network connectivity as per the desired requirements between ICCC and other systems for integration • Facilitate Interactions with other Departments for getting the required integration. • Help MSI get necessary approvals for implementing ICCC. • Review the documents submitted by MSI and provide feedback. • Provide manpower for getting trained on ICCC operations 	<ul style="list-style-type: none"> • Provide necessary access to the current ICT setup for integration with ICCC.

	<ul style="list-style-type: none"> • SoP implementation, Integration with GIS Platform, Integration of solutions with Command and Control Centre • Facilitating UAT and conducting the pre-launch security audit of applications. • User training and roll-out of solution • Integration of the various services & solution with ICCC platform • Develop provisions for a scalable system 		
<p>Post – Implementation</p>	<ul style="list-style-type: none"> • Deploying manpower • Security of ICCC premises • Annual technical support • Preventive, repair maintenance and replacement of hardware and software components • Provide a centralized Helpdesk and Incident Management Support till the end of contractual period • Recurring refresher trainings for the users and Change Management activities • Conducting disaster recovery site testing through regular mock drills • Provide required access and information for Audits • Preventive, repair maintenance and replacement of non ICT components • Overall maintenance of the ICCC facility and continuity of operations as per SLAs. • Monitoring of Network Connectivity (provided by service provider) as per service level and report the non-compliance. • Submit Quarterly Reports • Adhere to defined SLAs • Payment of utilities bills during the operations period (like electricity, telephone, internet, water, etc.) 	<ul style="list-style-type: none"> • Facilitate Interactions with other Departments for getting the required integration. • Help MSI get necessary feeds for ICCC. • Help MSI get necessary approvals (if any). • Review the documents submitted by MSI and provide feedback • In case of any incident or disaster facilitate communication from ICCC to field agents (in case of absence of ICT setup with field agents) 	<ul style="list-style-type: none"> • Provide and receive (if applicable) data feeds to/ from ICCC to their current ICT setup in the predefined formats. • Perform needful action in case of any incident or disaster

1.2 Bidding Data Sheet

Particulars	Details
Name of Purchaser	Bhopal Smart City Development Corporation Limited (BSCDCL)
Name of the Engagement	Selection of Master System Integrator for Integrated Command and Control Centre of Bhopal Smart City for Bhopal Smart City Development Corporation Limited (BSCDCL)
Release Date of RFP by BSCDCL	31/01/2017
Last date & time for purchase of RFP Documents	06/03/2017 by 05:30 pm
Last date & time for submission of Pre-Bid Queries	14/02/2017
Pre-Bid Meeting	15/02/2017 at 12 Noon at office of Bhopal Smart City Development Corporation Limited (BSCDCL) Address: Zone 14, near Tatpar petrol pump, BHEL Govindpura, Bhopal Madhya Pradesh- 462023
Publish response to pre-bid queries	17/02/2017
Last date (deadline) for submission of the bid (online as well as hardcopy submission)	07/03/2017 05:30 pm
Opening of the Bid responses	10/03/2017 02:00 pm
Opening of Technical Bids	Will be intimated to successful bidders later
Presentation by Bidders	Will be intimated to successful bidders later
Opening of Commercial Bids	Will be intimated to successful bidders later
Validity of Proposal	Proposals must remain valid 180 days after the Submission date.
Method of Selection	The method of selection is Quality and Cost Based Selection Method (QCBS). The weights given to Technical and Financial proposals are: Technical = 70 and Financial = 30 The Contract will be awarded to the bidder quoting the highest overall score (Technical and Financial).

Particulars	Details
Address of Communication	To, Chief Executive Officer Bhopal Smart City Development Corporation Limited (BSCDCL), Zone-14, Bhopal Municipal Corporation, BHEL, Govindpura, Bhopal -462023 Phone-0755- 2477770
Bidding in Consortium	<p>Consortium of up to 3 members including Lead Bidder is allowed (Lead Bidder and 2 Consortium Partner)</p> <p>The lead bidder shall be jointly & severally responsible for complete scope, whereas partner shall be severally responsible only for its respective scope.</p> <p>The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project. The members of the consortium shall enter into an Agreement for the purpose of submitting the proposal and the same shall be submitted with the proposal, failing which bid will be summarily rejected.</p> <p>The MSI or Consortium shall not participate in more than one bid. Otherwise, such bids shall stand cancelled.</p>
Sub-Contracting	<ul style="list-style-type: none"> • Limited sub-contracting is allowed for outdoor activities such as fibre laying, camera installation, network provisioning, mechanical and civil work as required in the project. • Bidder need to mention details of any sub-contracting proposed in the bid along with name of sub-contractor and activity assigned. Any change in sub-contractor at later date will be allowed only after approval of BSCDCL. • Subcontractor should have past experience of successfully completing the similar kind of work of minimum INR 5 Crores value. • BSCDCL will approve the Subcontractor.
Tender Fees	INR 50,000/- To be submitted online on www.mpeproc.gov.in website
Earnest Money Deposit / Bid Security	INR 50,00,000/- To be submitted online on www.mpeproc.gov.in website or via Bank Guarantee

Particulars	Details
Project Duration	Pre Implementation Phase : 90 days Implementation Phase : 240 days Post Implementation: 5 years (operations & maintenance)

Note

1. The date of opening of the commercial bids will be intimated to the qualified Bidders through email or Telephone.
2. BSCDCL reserves the right to change any schedule of bidding process.
3. Contract may be further extended after completion of 5 years of O&M period on yearly basis for next 5 years. This extension will depend on the past performance of MSI and approval of BSCDCL.
4. Extension may be granted with escalation of 10% on the average prices quoted for O&M of 5 years (Price Component of OPEX of financial bid as per Clause 8.3 of this RFP) for 6th Year. 7th year onwards price will be escalated by 10% each previous year.

1.3 RFP Format

The intent of this RFP is to invite bids from the Bidders for implementation of an integrated solution for the Authority.

The Request for Proposal (RFP) consists of three volumes viz.

- **RFP Volume 1: Instruction to Bidders**

Volume 1 details the instructions with respect to the bid process management, technical evaluation framework, and the technical & financial forms. This volume also contains the contractual, legal terms & conditions applicable for the proposed engagement.

- **RFP Volume 2: Scope of work including Functional & Technical Specifications**

Volume 2 of the RFP provides information regarding the Project Implementation Plan, business requirements/applications to be covered and corresponding process related documentation, scope of work for the selected bidder and functional requirements.

- **RFP Volume 3: Special Conditions of Contract**

This volume contains the contractual, legal terms & conditions applicable for the proposed engagement.

2. Instruction to Bidders

2.1 General

- a. While every effort has been made to provide comprehensive and accurate background information, requirements and envisaged solution(s) specifications, Bidders must form their own conclusions about the solution(s) needed to meet the BSCDCL's requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b. All information supplied by Bidders as part of their bids in response to this RFP, may be treated as contractually binding on the Bidders, on successful award of the assignment by BSCDCL on the basis of this RFP.
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of BSCDCL. Any notification of preferred bidder status by BSCDCL shall not give rise to any enforceable rights by the Bidder. BSCDCL may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of BSCDCL.
- d. Sealed bids shall be received by the BSCDCL on the e-Procurement portal of Madhya Pradesh (mpeproc.gov.in) before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of tender offers being declared a public holiday by the Government of Madhya Pradesh, the offers will be received up to the appointed time on the next working day. The BSCDCL may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on e-Procurement portal.
- e. Telex, cable or facsimile offers will be rejected.

2.2 Eligible Bidders

Bids may be submitted by either of the following categories of bidders only:

The Bidder can be either a Single System Integrator (SI) or a Consortium of companies/ corporations as described below.

a. Sole Bidder

The Sole Bidder must be a System Integrator company which has the capabilities to deliver the entire scope as mentioned in the RFP- Volume-2- Scope or Work. The Sole Bidder cannot bid as a part of any other consortium bid under this RFP.

b. Consortium of Firms

Bids can be submitted by a consortium of firms. A consortium should not consist of more than three parties (including the Lead Bidder). One of the Firms would be designated as a "Lead Bidder". The Lead Bidder would have the sole responsibility of ensuring the delivery of products and services mentioned in all volumes of this RFP. The Lead Bidder would also be responsible for ensuring the successful execution of integrated solution including meeting the SLAs. The list of Consortium Members needs to be declared in the bid which cannot be changed by the bidder later on. Any change in the consortium partner will need to be approved by BSCDCL.

The Lead Bidder will be responsible for:

- i. The management of all consortium members who are part of bid and
- ii. The supply, delivery and installation of all products and services submitted in their bid as part of the contract.

Bids submitted by consortium should comply with the following requirements also:

- i. The Lead Bidder shall be authorized to incur liabilities and receive instructions for and on behalf of any and all consortium members. Entire execution of the Contract, including payment, shall be done exclusively by/with the Lead Bidder
- ii. Any firm which is not a Lead Bidder to this RFP can be a partner in any number of bids submitted against this RFP
- iii. Any of the Lead Bidders cannot be a Consortium Member with another bidder in a separate bid
- iv. Internal arrangement between the Consortium Members is left to the bidders. It is the responsibility of the lead Bidder to ensure that all the other Consortium Members in the bid are compliant to all the clauses as mentioned in the bid, failing which bid can be disqualified.

The Consortium Members will be responsible for:

- i. Responsible for the delivery of project components as per agreed roles & responsibility as defined in Consortium Agreement (as per Annexure 7 of this volume of the RFP).

2.3 Compliant Bids/Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the Bid may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP, in the bid
 - ii. Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP

2.4 Bidder to Inform

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Specifications, and Schedules of this RFP. If bidder has any doubts/clarifications as to the meaning of any portion of the Conditions or the specifications he shall, before the last date for Submission of Pre-

Bid Queries, set forth the particulars thereof and submit them to BSCDCL in writing in order that such doubt may be removed or clarifications are provided.

2.5 Bid Preparation costs

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentations etc. for the purposes of clarification of the bid, if so desired by the BSCDCL.

2.6 Pre-bid meeting & Clarification

2.6.1 Bidders Queries

Any clarification regarding the RFP document and any other item related to this project can be submitted to BSCDCL as per the submission mode and timelines mentioned in the Fact Sheet. The pre-bid queries should be submitted in excel sheet format, along with name and details of the organization submitting the queries.

BSCDCL shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time shall not be entertained by BSCDCL.

Bidders must submit their queries as per the format mentioned in Section 5 - Annexure I.

2.6.2 Responses to Pre-Bid Queries and Issue of Corrigendum

BSCDCL will organize a pre-bid conference and will respond to any request for clarification or modification of the bidding documents. BSCDCL shall formally respond to the pre-bid queries after the pre-bid conference. No further clarifications shall be entertained after the date and time of submission of queries.

BSCDCL shall endeavor to provide timely response to all queries. However, BSCDCL makes no representation or warranty as to the completeness or accuracy of any response made in good faith. BSCDCL does not undertake to answer all the queries that have been posed by the bidders.

Any modifications of the RFP Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by BSCDCL exclusively through a corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP. However, in case of any such amendment, the bid submission date may be extended at the discretion of BSCDCL.

Any corrigendum/notification issued by BSCDCL, subsequent to issue of RFP, shall only be available/hosted on the website URL mentioned in the fact sheet. Any such corrigendum shall be deemed to be incorporated into this RFP.

2.7 RFP Document Fee

RFP can be downloaded from the website <https://www.mpeproc.gov.in/> .

Tender Fee of Rs. 50,000/- (Rupees Fifty Thousands Only) shall be paid online through e-Procurement portal <https://www.mpeproc.gov.in/>. The tender fee shall be non-refundable.

Without the payment of tender fee the bids will be taken as incomplete and non-responsive and shall not be considered.

2.8 Earnest Money Deposit (EMD)

EMD of Rs. 50,00,000 /- (Rupees Fifty Lakhs Only) shall be paid either online to BSCDCL account, or through a Bank Guarantee. EMD should be valid for six months from the date of submission of tender. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to BSCDCL before submission of tender. No exemption for submitting the EMD will be given to any agency. Bid security in any other form will not be entertained. Scheduled bank payable at Bhopal.

For Unsuccessful bidders: The bid security of all unsuccessful bidders would be refunded without interest by BSCDCL on finalization of the bid in all respects by the successful bidder.

For Successful bidders: The bid security, for the amount mentioned above, of successful bidder would be returned without interest upon submission of Performance Bank Guarantee by the successful bidder.

The above mentioned refund would be completed within 3 months of the release of the RFP.

In case bid is submitted without the bid security then BSCDCL reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

The EMD may be forfeited in any of the following circumstances:

- a. If a bidder withdraws its bid during the period of bid validity.
- b. In case of a successful bidder, if the bidder fails to submit the performance bank guarantee and/or sign the contract in accordance with this RFP.

2.9 Bid Validity Period

Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.

On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his bid. – not to be deemed

2.10 Contents of Bid

The two bids system shall be followed. Technical and Commercial Offers shall be uploaded separately through the e - Procurement portal <https://www.mpeproc.gov.in/>.

Document Set	Name of Document	Content
One	RFP Document fee & Bid Security/Earnest Money Deposit (EMD)	<ul style="list-style-type: none"> a. RFP Document Fee receipt b. Bid Security/Earnest Money Deposit (EMD) receipt
Two	Pre-Qualification Bid	<ul style="list-style-type: none"> a. Pre-Qualification bid as per Section 6.1 and 6.2 along with the required supporting documents. b. Total Responsibility declaration as per Section 6.6
Three	Technical bid	<ul style="list-style-type: none"> a. Technical bid Filled up Bills of Material (BOM) as per format provided in Annexure b. 10 of this volume of the RFP.
Four	Commercial bid	<ul style="list-style-type: none"> a. Commercial bid

- a. Please note that Prices should NOT be indicated in the Technical Bid but should only be indicated in the Commercial Bid.
- b. All the pages of the bid must be sequentially numbered. The bid documents must contain in the beginning of the document, a list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- c. The original bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the bids.
- d. All pages of the bid shall be initialed and stamped by the person (or persons) who sign the bid.
- e. Failure to submit the bid before the submission deadline specified in the Fact Sheet would cause a bid to be rejected.
- g. BSCDCL will not accept delivery of bid by fax, or e-mail.

2.11 Bid Formats

2.11.1 Pre-Qualification Bid Format

Section #	Section Heading	Details
1.	Pre-qualification checklist	As per format provided in section 6.1
2.	Pre-Qualification Bid Covering Letter	As per format provided in section 6.2
3.	Consortium Agreement	As per format provided in Annexure 7 of this Volume
4.	About Bidder	As per format provided in section 6.3 of this document.
5.	Legal	<ol style="list-style-type: none"> 1. Copy of Certification of Incorporation/Registration Certificate 2. PAN card 3. VAT registration <p><i>As per Pre-qualification criteria – Sl # 1</i></p>
6.	Annual Turnover	<p>Details of annual turnover with documentary evidence.</p> <p><i>As per Pre-qualification criteria – Sl # 2</i></p>
7.	Net worth	<p>Details of net worth with documentary evidence.</p> <p><i>As per Pre-qualification criteria – Sl # 3</i></p>
8.	Certification	<p>Relevant ISO certification</p> <p><i>As per Pre-qualification criteria – Sl # 5</i></p>
9.	Self-certificate for non-blacklisting clause	<p>As per format provided in section 6.4.</p> <p><i>As per Pre-qualification criteria – Sl # 6</i></p>
10.	Power of Attorney	Documentary evidence as per format provided in Annexure 8 and 9

Section #	Section Heading	Details
11.	Project Experience	Citation details of projects as per format in Section 7.4 and 6.7, as applicable
12.	Total responsibility certificate	As per format in 6.6

2.11.2 Technical Bid Format

Section #	Section Heading	Details
1.	Technical Bid Checklist	As per format provided in section 7.1
2.	Technical Bid Covering Letter	As per format provided in Section 7.2
3.	About Bidder	<ul style="list-style-type: none"> · Details about bidder (whether sole bidder or consortium) · Bidder's General Information as required in Technical Criteria 3.6.1
4.	Understanding	Details as required in Technical Criteria 3.6.1.
5.	Solution proposed	Details as required in Technical Criteria 3.6.1. Please refer to section 7.5.1.
6.	Project/credential summary	As per format provided in Section 7.3
7.	Bidder's Experience	Project citation as per format provided in section 7.4 and supporting documentary evidences and Self-certifications as per format in section 6.7 as Applicable
8.	Project Plan and Resources	<ul style="list-style-type: none"> · Project plan as per format provided in Section 7.5.2 · Manpower Plan as per format provided in section 7.5.3 I & II · Summary of resources as per format provided in Section 7.6.1 · CV of resources as per format provided in Section 7.7
9.	Manufacturers'/Producers' Authorization Form	As per format provided in section 7.9
10.	Proposed Bill of Material (BoM)	As per format provided in Annexure 10
11.	Anti-Collusion Certificate	As per format provided in section 7.10

12.	Non-disclosure agreement	As per format provided in section 11 (Annexure 6)
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2.11.3 Commercial Bid Format

The Bidder must submit the Commercial Bid in the formats specified in Section 8.

Section #	Section Heading	Details
1.	Total Price Summary	As per format provided in Section 8.1
2.	Price component for CAPEX	As per format provided in Section 8.2
3.	Price component for OPEX	As per format provided in Section 8.3

2.12 Language

The bid should be prepared and submitted by the bidders in English language only. If any submitted supporting documents are in any language other than English, translation of the same in English language is to be provided (duly attested) by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

2.13 Authentication of Bids

An authorized representative (or representatives) of the Bidder shall initial all pages of the Pre-Qualification, Technical and Commercial Bids.

Bid should be accompanied by an authorization in the name of the signatory (or signatories) of the Bid. The authorization shall be in the form of a written power of attorney accompanying the Bid or in any other form demonstrating that the representative has been duly authorized to sign.

2.14 Amendment of Request for Proposal

At any time prior to the due date for submission of bid, BSCDCL may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder(s), modify the RFP document by amendments. Such amendments shall be uploaded on the e-procurement portal website <https://www.mpeproc.gov.in/>, through corrigendum and shall form an integral part of RFP document. The relevant clauses of the RFP document shall be treated as amended accordingly.

It shall be the responsibility of the prospective bidder(s) to check the procurement portal <https://www.mpeproc.gov.in/> from time to time for any amendment in the RFP document. In case of failure to get the amendments, if any, BSCDCL shall not be responsible.

In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, BSCDCL, at its discretion, may extend the deadline for submission of bids. Such extensions shall be uploaded on procurement portal <https://www.mpeproc.gov.in>.

2.15 Bid Price

Commercial Bid shall be as per the format provided in Section 8. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between BSCDCL and the Bidder.

Bidders shall quote for the entire scope of contract on a “overall responsibility” basis such that the total bid price covers Bidder’s all obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product/services.

Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected.

2.16 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP.

2.17 Total Responsibility

Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution as per the format mentioned in Section 6.6.

2.18 Late Bids

Late submission will not be entertained and will not be permitted by the e-Procurement Portal.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

BSCDCL shall not be responsible for any non-receipt/non-delivery of the documents due to technical snag whatsoever at Bidder’s end. No further correspondence on the subject will be entertained.

BSCDCL reserves the right to modify and amend any of the above-stipulated condition/criterion.

2.19 Right to Terminate the Process

BSCDCL may terminate the RFP process at any time and without assigning any reason. BSCDCL makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by BSCDCL.

2.20 Non-Conforming bids

A bid may be construed as a non-conforming bids and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP.
- b. If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements of the solution.

2.21 Acceptance/Rejection of Bids

- a. BSCDCL reserves the right to reject in full or part, any or all bids without assigning any reason thereof. BSCDCL reserves the right to assess the Bidder's capabilities and capacity. The decision of BSCDCL shall be final and binding.
- b. Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures and attested.

In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the Bid, SCDCL reserves the right to reject the Bid and forfeit the EMD.

If there is any discrepancy in the commercial bid, it will be dealt as per the following:

- a. If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.
- b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- c. If there is a discrepancy between words and figures, the amount in words shall prevail.
- d. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of BSCDCL, the bid is liable to be disqualified.

2.22 Confidentiality

All the material/information shared with the Bidder during the course of this procurement process as well as the subsequent resulting engagement following this process with the successful bidder, shall be

treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The employees of the successful Lead bidder and Consortium members who are proposed to be deployed on the project need to furnish a Non-Disclosure Agreement (NDA) as per RFP Volume III.

2.23 Disqualification

The bid is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a. During validity of the bid, or its extended period, if any, the bidder increases its quoted prices
- b. The bidder's bid is conditional and has deviations from the terms and conditions of RFP
- c. Bid is received in incomplete form
- d. Bid is not accompanied by all the requisite documents
- e. Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any
- f. Financial bid is enclosed with the same document as technical bid.
- g. Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- h. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately
- i. If any of the Lead Bidder is also partner in any other bid, then all the affected bids shall be disqualified

2.24 Key Personnel

BSCDCL has identified certain key positions and minimum qualifications for each of the positions that should be part of project team of the bidder (hereby referred to as "key personnel"). Details of these key positions are provided in Section 3.6.4.

2.24.1 Initial Composition; Full Time Obligation; Continuity of Personnel

Bidder shall ensure that each member of the Key Personnel devotes substantial working time as per the staffing schedule/ manpower plan to perform the services to which that person has been assigned as per the bid.

Bidder shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the defined term of the engagement unless that person resigns, is terminated for cause, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires.

In any such case, the BSCDCL's prior written consent would be mandatory.

2.24.2 Evaluations

Bidder shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. Bidder shall provide reasonable written notice to BSCDCL of the date of each evaluation of each member of the Key Personnel. BSCDCL shall be entitled to provide inputs to the bidder for each such evaluation. Bidder shall promptly provide the results of each evaluation to BSCDCL, subject to Applicable Law.

2.24.3 Replacement

In case any proposed resource resigns, then the Bidder has to inform BSCDCL within one week of such resignation.

Bidder shall promptly initiate a search for a replacement to ensure that the role of any member of the Key Personnel is not vacant at any point in time during the contract period, subject to reasonable extensions requested by Bidder to BSCDCL.

Before assigning any replacement member of the Key Personnel to the provision of the Services, Bidder shall provide BSCDCL with:

- a. a resume, curriculum vitae and any other information about the candidate that is reasonably requested by BSCDCL; and
- b. An opportunity to interview the candidate.

The bidder has to provide replacement resource of equal or better qualification and experience as per the requirements of this RFP.

If BSCDCL objects to the appointment, Bidder shall not assign the individual to that position and shall seek an alternative candidate in accordance with the resource requirements of this RFP.

The bidder needs to ensure at least 4 weeks of overlap period in such replacements. BSCDCL will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost incurred by the bidder due to resource replacement.

2.24.3 High Attrition

If in the first 6 month period from the Contract Effective Date and in any rolling 12 months period during the Term of contract, 15 percent or more of the members of the Key Personnel cease or reduce their involvement in the Services for any reason other than with BSCDCL's prior written consent, Bidder shall:

- a. provide BSCDCL with a reasonably detailed explanation as to the reasons for such change, including, where applicable and permitted, notes from any exit interviews conducted by Bidder with any departing member of the Key Personnel; and
- b. if such change to Key Personnel has or is likely to have any material adverse impact on the provision of the Services or any substantial part thereof, undertake, at its own costs, such remediation acts as are reasonably necessary in order to improve the retention of the Key Personnel including making reasonable changes to the human resources policies and procedures applicable to the Key Personnel (including those related to compensation, benefits and other conditions so that they are competitive with the market) as may be necessary to ensure that such policies and procedures comply with Good Industry Practice.

2.25 Fraud and Corrupt Practices

- a. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, BSCDCL shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, BSCDCL shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to BSCDCL for, inter alia, time, cost and effort of BSCDCL, in regard to the RFP, including consideration and evaluation of such Bidder’s Bid.
- b. Without prejudice to the rights of BSCDCL under Clause above and the rights and remedies which BSCDCL may have under the LOI or the Agreement, if a Bidder is found by BSCDCL to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by BSCDCL during a period of 3 years from the date such Bidder is found by BSCDCL to have directly or through an agent, engaged or indulged in any Prohibited Practices.
- c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - i. “*corrupt practice*” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of BSCDCL who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of BSCDCL ,

shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical consultant/adviser of BSCDCL in relation to any matter concerning the Project;

- ii. *“fraudulent practice”* means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. *“coercive practice”* means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. *“undesirable practice”* means (i) establishing contact with any person connected with or employed or engaged by BSCDCL with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. *“restrictive practice”* means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.26 Conflict of Interest

- a. A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, BSCDCL shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to BSCDCL for, inter alia, the time, cost and effort of BSCDCL including consideration of such Bidder’s Bid, without prejudice to any other right or remedy that may be available to BSCDCL hereunder or otherwise.
- b. BSCDCL requires that the bidder provides solutions which at all times hold BSCDCL’s interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of BSCDCL.

2.27 Sub-Contracting

The bidder would not be allowed to sub-contract / outsource work, except for the following:

- Fibre optic network build, other cabling and fixtures work, and all civil work during implementation
- Facility Management Staff at Command Control Center & City Operation Center

Sub-contracting / Outsourcing shall be allowed only with prior written approval of BSCDCL. However, even if the work is sub-contracted / outsourced, the sole responsibility of the work shall lie with the lead bidder. The lead bidder shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to BSCDCL.

2.28 Eligible Goods and Services, and OEM Criteria:

- a. For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- b. The Bidder shall quote only one specific make and model from only one specific OEM, for each of the goods. Providing more than one option shall not be allowed. All goods quoted by the Bidder must be associated with item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the Bidder.
- c. The OEM for each products or technology quoted should be in the business of that product or solution or technology for at least 3 years as on the date of release of the RFP.
- d. All the OEMs should have authorized presence in India either directly or through channel partner(s) as on the date of release of RFP.
- e. Bidder must quote products in accordance with above clause “Eligible goods and related services.

Adequate supporting documents pertaining to the above points, along with a summary compliance table, should be submitted in the technical proposal by the Bidder.

2.29 Right to vary quantity

- a. At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased not more than 10%. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.
- b. If the BSCDCL does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding document.

- c. Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding document, on the rates and conditions given in the contract if the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionally increased.

2.30 Withdrawal, Substitution, and Modification of Bids

- a. A Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial) as per the instructions/ procedure mentioned at e-Procurement website
- b. Bids withdrawn shall not be opened and processed further.

2.31 Site Visit

The Bidder may wish to visit and examine the site or sites and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

- b. The BSCDCL will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the BSCDCL adequate notice of a proposed visit of at least fourteen (14) days. Alternatively, the BSCDCL may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the RFP. Failure of a Bidder to make a site visit will not be a cause for its disqualification.
- c. No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

3. Selection Process for Bidder

3.1 Opening of Bids

The Bids shall be opened by BSCDCL in presence of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders should be advised to carry the identity card or a letter of BSCDCL from the bidder firms to identify that they are bona fide representatives of the bidder firm, for attending the opening of bid.

There will be three bid-opening events

- a. **Set 1 (RFP Document fee & Bid Security/EMD) and Set 2 (Pre-Qualification bid)**
- b. **Set 3 (Technical bid)**
- c. **Set 4 (Commercial bid)**

The venue, date and time for opening the Pre-qualification bid are mentioned in the Fact sheet.

The date and time for opening of Technical & Commercial bid would be communicated to the qualified bidders.

The Technical Bids of only those bidders will be opened who clears the Pre-qualification stage.

The Commercial Bids of only those bidders will be opened who score equal to or more than qualifying marks in Technical Bid.

3.2 Preliminary Examination of Bids

BSCDCL shall examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be nonresponsive for any reason or not meeting any criteria specified in the RFP, shall be rejected by BSCDCL and shall not be included for further consideration.

Initial Bid scrutiny shall be held and bids will be treated as non-responsive, if bids are:

- a. Not submitted in format as specified in the RFP document
- b. Received without the Letter of Authorization (Power of Attorney)
- c. Found with suppression of details
- d. With incomplete information, subjective, conditional offers and partial offers submitted
- e. Submitted without the documents requested
- f. Non-compliant to any of the clauses mentioned in the RFP
- g. With lesser validity period

3.3 Clarification on Bids

During the bid evaluation, BSCDCL may, at its discretion, ask the Bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

3.4 Evaluation Process

BSCDCL shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.

The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender

Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or conformations on their bids.

The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

3.4.1 Stage 1: Pre-Qualification

- a. BSCDCL shall validate the Set 1 “RFP Document fee & Bid Security/Earnest Money Deposit (EMD)”.
- b. If the contents of the Set 1 are as per requirements, BSCDCL shall open the “Pre-Qualification Bid”. **Each of the Pre-Qualification condition mentioned in Section 3.5 is MANDATORY.** In case, the Bidder does not meet any one of the conditions, the bidder shall be disqualified.

Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through Email and Phone and subsequently, the Bid Security amount shall be returned to the respective disqualified Bidders after the submission of Performance Bank Guarantee by the successful Bidder.

- c. Technical and Financial bids for those bidders who don't pre-qualify will not be opened. Financial bid will not be opened for those bidders, who don't qualify the technical evaluation. Bid Security amount shall be returned for those who don't qualify the financial evaluation stage and after PBG is submitted by successful bidder.

3.4.2 Stage 2: Technical Evaluation

- a. Set 3 “Technical bid” will be evaluated only for the bidders who succeed in Stage 1.
- b. BSCDCL will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at BSCDCL's discretion.
- c. The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 3.6.
- d. Bidders may be asked to give demonstration of the envisaged solution to BSCDCL as per the demo scripts that shall be shared with the Bidders who qualify the Pre-Qualification Stage.
- e. Bidders shall present the bid to BSCDCL as per the agenda mentioned in Section 3.6.2 (Point no. C) – ***“Approach & Methodology & Solutions proposed”***

- f. Each Technical Bid will be assigned a technical score out of a maximum of 1000 marks. Only the bidders who get an Overall **Technical score of 70%** or more and minimum 50% in each section of the Technical Evaluation Framework as given in Section 3.6 will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid.
- g. Technical bids of the Bidders qualifying in the Pre- Qualification criteria will be opened and will also be invited for doing the technical presentation.

3.4.3 Stage 3: Commercial Evaluation

- a. All the technically qualified bidders will be notified to participate in Commercial Bid opening process.
- b. The commercial bids for the technically qualified bidders shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at BSCDCL’s discretion.
- c. Commercial Bids that are not as per the format provided in Section 8 (Annexure 4) shall be liable for rejection.
- d. The Normalized commercial score of the technically qualified bidders will be calculated, while considering the Total Cost of Bid given by each of the Bidders in the Commercial Bid as follows:

Normalized Commercial Score of a Bidder = {Lowest TCB/ Bidders TCB} X 1000 (adjusted to 2 decimals)

Example:

Bidders	Total Cost of Bid	Calculation	Normalized Commercial Score
Bidder-1	120	$(120/120)*1000$	1000
Bidder-2	130	$(120/130)*1000$	923.08
Bidder-3	140	$(120/140)*1000$	857.14
Bidder-4	150	$(120/150)*1000$	800.00
Bidder-5	160	$(120/160)*1000$	750.00

1. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
2. Any conditional bid would be rejected
3. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail.”
 - c. If the Bidder does not accept the error correction, its Bid will be rejected and its EMD may be forfeited.
 - d. Kindly note e that the indicative/estimated quantity provided in the RFP would be used for evaluation purposes; however the payment would be done on actual usage basis.

3.4.4 Stage 4: Final score calculation through QCBS

1. The final score will be calculated through Quality and Cost selection method based with the following weight-age:
 Technical: 70%
 Commercial: 30%
Final Score = (0.70* Technical Score) + (0.30* Normalized Commercial Score)

Example:

Bidders	Technical score	Normalized commercial score	Final Score (70:30)
Bidder-1	930	1000	951
Bidder-2	850	923.08	871.924
Bidder-3	890	857.14	880.142
Bidder-4	910	800.00	877
Bidder-5	970	750.00	904

2. The bidder with the highest Final score shall be treated as the Successful bidder.
 In the above example, Bidder-1 will be treated as successful bidder.

3. In the event the Final scores are 'tied', the bidders whose score is tied securing the lowest (among all the tied bidders) financial score will be adjudicated as the Best Value Bidder for award of the Project.

3.5 Pre-Qualification Criteria

#	Parameter	Pre-qualification criteria description	Evidence required	Applicability
1.	Legal Entity	<p>MSI should be:</p> <ul style="list-style-type: none"> A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto. Registered with the Service Tax & VAT Authorities in India Should have been operating for the last five years in India as on the date of publishing of RFP notice (including name change / impact of mergers or acquisitions). 	<ul style="list-style-type: none"> Copy of Certificate of Incorporation Copy of Registration Certificates with the Service Tax & VAT Authorities Copy of purchase orders showing at least 5 years of operations OR Certified true copy of balance sheet and PL statements for last 5 years 	MSI
		<p>Consortium Members should be:</p> <ul style="list-style-type: none"> A company incorporated in India under the Companies Act, 1956/2013 and subsequent amendments thereto. Registered with the Service Tax & VAT Authorities in India 	<ul style="list-style-type: none"> Copy of Certificate of Incorporation Copy of Registration Certificates with the Service Tax & VAT Authorities 	Consortium Members
2.	Turnover	<p>Bidder should have an average annual turnover of at least INR 250 Crores in any of the 3 out of last 4 financial years (FY 2012-13, 2013-14, 2014-15 and 2015-16) from IT system integration services / ICT system integration services / tele-</p>	<p>Certificate from the Statutory Auditor / Chartered Accountant. In case Chartered Accountant certificate is submitted the said certificate also need to be counter signed by</p>	MSI

#	Parameter	Pre-qualification criteria description	Evidence required	Applicability
		<p>communication infrastructure / utility management / Transport management / command & control center implementation / Network Operating Center (NOC) in India.</p> <p>Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	Company Secretary / authorized signatory of the bidder.	
3.	Net Worth	The MSI should have positive Net Worth in Financial Year 2015-16.	Self-Certificate along with Extract of audited financial statements for the financial year.	MSI
4.	Experience in development Smart City component*	<p>Bidder (MSI or Any Consortium Partner) should have experience in implementation and maintenance of following project of value not less than INR 10 Crore each:</p> <p>a) Utility Management (Water OR Electricity)</p> <p>or</p> <p>b) Command & Control Centre / Network Operations Centre (NOC) in India or abroad in last 10 years.</p> <p>Note:</p> <ul style="list-style-type: none"> • Bidder can propose separate (one or more) projects for each component for evaluation. • Each project should have minimum value of INR 10 Crores 	<p>Case Study+ Copy of work order + Completion/Phase completion Certificates from the client (in case of ongoing project)</p> <p>In case the experience shown is that of the bidder's parent / subsidiary company, then the following additional documents are required:</p> <p>i. Letter from the Company Secretary of the bidder certifying that the entity whose experience is shown is parent/subsidiary Company</p> <p>ii. Shareholding pattern of the bidding entity as per audit reports</p>	MSI or Any Consortium Partner
5.	Certification	Bidder/ Consortium Partner responsible for Smart Governance component should have valid CMMi level 3 or above Certificate	Submit a copy of the requisite certificates	MSI or Consortium Partner

#	Parameter	Pre-qualification criteria description	Evidence required	Applicability
6.	Blacklisting	Bidder and Consortium partner should not have been blacklisted by Govt. of India/ Govt. of Madhya Pradesh on the date of bid submission.	Self-certificate on company's letter head duly signed by company secretary.	MSI and Consortium Partner
7.	Earnest Money Deposit (EMD)	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. Fifty Lakhs only (Rs. 50,00,000/-), it should be valid for 6 months from the date of submission of tender.	EMD may be submitted in Demand Draft in the name of CEO, Bhopal Smart City Development Corporation Development Limited (BSCDCL) payable at Bhopal. OR EMD may be submitted in the form of Bank Guarantee (BG) as per format mentioned in the RFP on stamp paper of value required under law duly signed by authorized representative of Bank.	MSI

Note:

1. For parameter 4, the proposed project will be considered for evaluation only if its scope covers following under the individual component:
 - **Smart Governance:** Any application covering core and supportive Municipal functions or Citizen Centric e-Governance solution
 - **Utility Management System (Water or Electricity):** Assignment in which Electrical or Water city level / township level / campus level distribution system is automated for real time management and operations.
 - **Command & Control Centre (CCC):** Assignment in which CCC comprising of Command Centre Application, Management (Video wall) room, Operations room, Contact center/helpdesk are built.

2. For International projects, original client certificate and other documents shall be duly verified by Indian embassy / High Commission. The same shall be submitted with the bid document.
3. For projects where fee has been received in any currency other than Indian Rupees, than the foreign currency conversion rate available on Reserve Bank of India's portal as on the date of publication of the tender document shall be used for conversion of amount in foreign currency to Indian Rupees equivalent.
4. Bidders are allowed to submit experience in terms of technical qualification of their holding company and/or subsidiary company only. However, the parent/ subsidiary company of the Bidder should on its own meet the technical experience as stipulated in this Volume and should not rely for meeting the technical experience criteria on its sister subsidiary/ co-subsidiary company or through any other arrangement like Technical Collaboration agreement. For the purpose of this clause,
 - a. a 'holding company', in relation to one or more other companies, means a company of which such companies are subsidiary companies; and
 - b. a 'subsidiary company' in relation to any other company (that is to say the holding company), means a company in which the holding company— (a) controls the composition of the Board of Directors; or (b) exercises or controls more than one-half of the total share capital at its own
5. For the purpose of evaluation criteria, if the bidding company (the lead bidder in case of consortium) is 100% subsidiary of an international or Indian company then the lead bidder's parent company's or parent company's other subsidiary relevant experience can be considered as lead bidder's experience.
6. Projects executed for bidder's own or bidder's group of companies shall not be considered.

3.6 Technical Evaluation Framework

The Bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table.

Section #	Evaluation Criteria	Total Marks
A	Bidder's Organizational Strength and Experience	450
B	Proposed Solution, Approach & Methodology (Innovation)	200
C	Proposed Experience Center	100
D	Resources Planning, Project Governance and Key Personnel	150
E	Technical Presentation (Innovation)	100
Overall Technical Score Total		1000

Important: Qualification criteria for technical evaluation and progression to commercial evaluation stage.

- Minimum 50% of the maximum allotted marks in each section as given in the table above

AND

- Minimum 70% marks of the overall technical score total.

N.B- BSCDCL (or a nominated party) reserves the right to check/validate the authenticity of the information provided in the Pre-qualification and Technical Evaluation criteria and the requisite support must be provided by the Bidder.

OEM representative should be present at the time of Technical Presentation at BSCDCL.

The following sections explain how the Bidders shall be evaluated on each of the evaluation criteria.

Technical bids of the Bidders qualifying in the Pre- Qualification criteria will be opened and will also be invited for doing the technical presentation.

3.6.1 Bidder's Organizational Strength and Experience (Total Mark -450)

#	Criteria	Criteria Details	Documentary Evidence	Marks Allotted
1.	MSI should have an average annual turnover of at least INR 250 Crores in any of the 3 out of last 4 financial years (FY 2012-13, 2013-14, 2014-15 and 2015-16)	<p>Average annual turnover form IT system integration services / ICT system integration services/ communication infrastructure / city surveillance / utility management / Transport management / command & control center implementation in India.</p> <p>Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>>250 Crores to <= 300 Crores – 5 Marks >300 Crores to <= 350 Crores – 10 Marks >350 Crores to <= 400 Crores – 20 Marks >400 Crores – 30 Marks</p>	<p>Certificate from the Statutory Auditor / Chartered Accountant. In case Chartered Accountant certificate is submitted the said certificate also need to be counter signed by Company Secretary / authorized signatory of the bidder.</p>	30
2.	Experience of managing Services of Telecom /IT Networks in India for any service providers	<p>Experience in managing Services of Telecom /IT Networks in India for any service providers last seven (7) financial years.</p> <ul style="list-style-type: none"> • 3 citations (at least 1 should be successfully completed) = 90 marks • 2 citations (at least 1 should be successfully completed) =60 marks, • 1 citation successfully completed = 30 marks • else 0 Marks 	<p>Case study + Copy of work order/Client certificate detailing Scope & value + Completion/ Phase completion Certificates from the client</p> <p>In case the experience shown is that of the bidder's parent / subsidiary company, then the following additional documents are required:</p> <p>i. Letter from the Company Secretary of the bidder certifying that the entity whose experience is shown is parent/subsidiary Company.</p>	90
3.	Experience in Implementation and maintenance of large scale Utility	<p>Experience in Implementation & maintenance of large Utility Management System Project in last seven (7) financial years. Value of project should be at least of INR 10 crores.</p>	<p>Letter from the Company Secretary of the bidder certifying that the entity whose experience is shown is parent/subsidiary Company.</p>	90

#	Criteria	Criteria Details	Documentary Evidence	Marks Allotted
	Management System in India or Abroad	<ul style="list-style-type: none"> • 3 citations (at least 1 should be successfully completed) =90 marks, • 2 citation (at least 1 should be successfully completed) = 60 marks • 1 citation successfully completed = 30 marks • else 0 Marks 	ii. Shareholding pattern of the bidding entity as per audit reports	
4.	Experience in Implementation of integrated Smart City / township / campus system including Command and Control Centre (CCC)	<p>Experience in Implementation & maintenance of Command & Control Centre Project in last ten (10) financial years. Value of project to be at least of INR 10 crores.</p> <ul style="list-style-type: none"> • 3 citations (at least 1 should be successfully completed) =90 marks, • 2 citation (at least 1 should be successfully completed) = 60 marks • 1 citation successfully completed = 30 marks • else 0 Marks 		90
5.	Experience in IT / Telecom services projects in last 7 years each of value greater than 50 Crores in India or Global.	<p>Experience in IT / Telecom services projects in last 7 years each of value greater than 50 Crores in India or Global.</p> <ul style="list-style-type: none"> • 4 citations (at least 1 should be successfully completed) =150 marks, • 3 citations (at least 1 should be successfully completed) =100 marks, • 2 citation (at least 1 should be successfully completed) = 75 marks • 1 citation successfully completed = 35 marks • else 0 Marks 		150
Total				450

Note:

1. For parameter 2,3,4,5

- i. Bidders are allowed to submit experience in terms of technical qualification of their holding company and/or subsidiary company only. However, the parent/ subsidiary company of the Bidder should on its own meet the technical experience as stipulated in this Volume and should not rely for meeting the technical experience criteria on its sister subsidiary/ co-subsidiary company or through any other arrangement like Technical Collaboration agreement. For the purpose of this clause,
 - a. a 'holding company', in relation to one or more other companies, means a company of which such companies are subsidiary companies; and
 - b. a 'subsidiary company' in relation to any other company (that is to say the holding company), means a company in which the holding company— (a) controls the composition of the Board of Directors; or (b) exercises or controls more than one-half of the total share capital at its own
- ii. For the purpose of evaluation criteria, if the bidding company (the lead bidder in case of consortium) is 100% subsidiary of an international or Indian company then the lead bidder's parent company's or parent company's other subsidiary relevant experience can be considered as lead bidder's experience.
- iii. The proposed project will be considered for evaluation only if its scope covers following under the individual component:
 - **Utility Management System (Water or Electricity):** Assignment in which Electrical or Water city level / township level / campus level distribution system is automated for real time management and operations.
 - **Command & Control Centre (CCC):** Assignment in which CCC comprising of Command Centre Application, Management (Video wall) room, Operations room, Contact centre/helpdesk are built.
- iv. For International projects, original client certificate and other documents shall be duly verified by Indian embassy / High Commission. The same shall be submitted with the bid document.
- v. For projects where fee has been received in any currency other than Indian Rupees, than the foreign currency conversion rate available on Reserve Bank of India's portal as on the date of publication of the tender document shall be used for conversion of amount in foreign currency to Indian Rupees equivalent Projects executed for bidder's own or bidder's group of companies shall not be considered.

3.6.2 Proposed Solution, Approach and Methodology (Total Marks-200)

Bidder has to provide answers of the below mentioned questions in form of write-up (maximum 3 A4 sheets per question except for question no 10, for which max 50 sheets are permitted) as a part of Technical Proposal evaluation.

Sr #	Questions	Maximum Marks
1.	Please explain your understanding of the project.	15
2.	Please provide the proposed solution and network architecture of Bhopal Smart City	15
3.	Please explain how would you ensure that the implementation phase is completed within stipulated timeframe of 6 months	15
4.	What will be approach towards the scalability, Interoperability and modularity features considering the future expansion of the project? The response to this question shall be given considering growth of Bhopal as well as new applications or systems that may be envisaged / developed in the future by BSCDCL.	15
5.	Please identify major risks for the project and also propose suitable mitigation plan for each of these risks.	15
6.	How the proposed solution ensures the fool proof security to the system from various threats including hacking attempts, internal threats, etc? Please explain in detail approach towards the security of the overall solution from external and internal threats	15
7.	What have been your key learnings from the similar projects and how do you propose to incorporate them in executing this assignment	15
8.	How SLAs mentioned under this RFP will be measured? What tools will be used for SLA measurement?	15
9.	What should be the Cloud Strategy of BSCDCL with respect to scope of this RFP? Please elaborate on pros and cons of this strategy.	15
10.	Please explain your detailed approach and methodology for executing this project	15
11.	Innovation in ICCC solution.	50
Total		200

3.6.3 Proposed Experience Center (Total Marks-100)

Sr #	Parameters	Maximum Marks
12.	Technology used (Cost effective and Latest)	30
13.	Value proposition and relevance to Smart City service delivery	30
14.	Technology Refresh/Upgradation (Every 2 years, minimum investment assured per year)	40
Total		100

3.6.4 Resource Planning (Total Marks-150)

#	Criteria	Criteria Details	Marks Allotted
1.	Resource Deployment Plan & Governance structure	Bidder would be evaluated for Resource Deployment Plan & Governance Structure	40
2.	Program Manager	Refer to Team Evaluation Matrix Below	14
3.	Citizen Service/Municipal Domain expert	Refer to Team Evaluation Matrix Below	8
4.	Water SCADA or Electrical SCADA expert	Refer to Team Evaluation Matrix Below	8
5.	IBMS expert	Refer to Team Evaluation Matrix Below	8
6.	Command Center Design Expert (Civil)	Refer to Team Evaluation Matrix Below	8
7.	ITMS Expert	Refer to Team Evaluation Matrix Below	8
8.	Solution Architect	Refer to Team Evaluation Matrix Below	8
9.	Project Manager-Software	Refer to Team Evaluation Matrix Below	8
10.	Project Manager-Infrastructure	Refer to Team Evaluation Matrix Below	8
11.	Database Architect	Refer to Team Evaluation Matrix Below	8
12.	Security Expert	Refer to Team Evaluation Matrix Below	8
13.	Command and Control Centre management Expert	Refer to Team Evaluation Matrix Below	8
14.	Mobile App development Expert	Refer to Team Evaluation Matrix Below	8
Total			150

Team Evaluation Matrix

Program Manager = 14 marks

a) Educational Qualification:

- BE / B. Tech / MCA with MBA/M. Tech = 2 Marks
- BE / B. Tech / MCA = 1 Marks
- Else 0

b) Certification :

- PMP / Prince 2 Certification = 2 Marks

c) Work experience in the capacity of Project/Program Manager in ICT implementation Projects:

- ≥ 10 years = 6 marks
- ≥ 8 and < 10 year = 4 Marks
- ≥ 5 and < 8 year = 2 Marks
- Else 0

d) Project/Program management Experience in ICT implementation Project of value > 100 crores:

- ≥ 3 Projects = 2 Marks
- 2 Projects = 1 marks
- Else 0

e) Project/Program management Experience Smart City ICT implementation Project:

- 1 Project = 2 Marks
- Else 0

Citizen Service/Municipal Domain expert = 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA + MBA/PGDM (2 Years Full Time) = 2 Marks
- Else 0 Marks

b) Work experience in Implementation of Citizen Centric Service/Municipal domain ICT Projects:

- ≥ 9 years = 3 Marks
- ≥ 6 and < 9 year = 1 Marks
- Else 0

c) International work experience in Implementation of Citizen Centric Service/Municipal domain ICT Projects:

- At least 1 Project = 3 mark
- Else 0

Electrical or Water SCADA expert = 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks

- Else 0 Marks

b) Work experience in Implementation of SCADA Projects:

- ≥ 9 years = 4 marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience in Implementation of SCADA Projects:

- At least 1 Project = 2 mark
- Else 0

IBMS expert = 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience in Implementation of IBMS Projects:

- ≥ 9 years = 4 marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience in Implementation of IBMS Projects:

- At least 1 Project = 2 mark
- Else 0

Command Center Design Expert (Civil)= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/ Architect = 2 Marks
- Else 0 Marks

b) Work experience in designing of Command Center / Network Operating Centre Projects:

- ≥ 9 years = 4 marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience in designing of Command Center / Network Operating Centre Projects:

- At least 1 Project = 2 mark
- Else 0

Intelligent Transport Management System (ITMS) Expert= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience in Implementation of ITMS Projects:

- ≥ 9 years = 4 marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience in Implementation of ITMS Projects:

- At least 1 Project = 2 mark

- Else 0

Solution Architect= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as IT/ICT solution architect:

- ≥ 9 years = 4 marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience as IT/ICT solution architect:

- At least 1 Project = 2 mark
- Else 0

Project Manager-Software = 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as Project Manager in software Implementation Project:

- ≥ 9 years = 4 Marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience as Project Manager in software Implementation Project:

- At least 1 Project = 2 Marks
- Else 0

Project Manager – IT/ICT Infrastructure= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as Project Manager in IT/ICT Infrastructure Project:

- ≥ 9 years = 4 Marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience as Project Manager in IT/ICT Infrastructure Project:

- At least 1 Project = 2 Marks
- Else 0

Database Architect= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as Database architect:

- ≥ 9 years = 4 Marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience as Database architect:

- At least 1 Project = 2 Marks
- Else 0

IT Security Expert= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 1 Marks
- Else 0 Marks

b) Certification

- CISA= 2 Mark

c) Work experience as IT Security Expert:

- ≥ 9 years = 4 Marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

d) International work experience as IT Security Expert:

- At least 1 Project = 1 Marks
- Else 0

Command and Control Centre (CCC) Expert = 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as CCC Expert:

- ≥ 9 years = 4 Marks
- ≥ 6 and < 9 year = 2 Marks
- Else 0

c) International work experience as CCC Expert:

- At least 1 Project = 2 Mark
- Else 0

Mobile App development Expert= 8 Marks

a) Educational Qualification:

- Bachelor's Degree in Engineering/MCA = 2 Marks
- Else 0 Marks

b) Work experience as Mobile App development Expert:

- ≥ 5 years = 4 Marks
- ≥ 3 and < 5 year = 2 Marks
- Else 0

c) International work experience as Mobile App development Expert:

- At least 1 Project = 2 Marks
- Else 0

3.6.5 Demo and Presentation (Total Marks-100)

#	Criteria	Criteria Details	Marks Allotted
1	Presentation (45 minutes presentation + 15 minutes Q&A)	<ul style="list-style-type: none"> • Quality of presentation • Understanding of requirements • Innovation of the solution • Ability to clearly explain the proposed solution • Quality of responses given to queries of presentation panel 	40
2	Presentation on Uniqueness of Solution (Innovation & Futuristic Approach)	Demonstrate uniqueness and fulfillment of proposed solution as per requirement of BSCDCL.	20
3	Demonstration	<ul style="list-style-type: none"> • Demonstration of Smart Governance Application or • Demonstration of Utility Management system or • Demonstration of Command and Control Centre or ITMS system or NOC system 	40
Total			100

Note: The Presentation has to delivered by proposed Program Manager

4. Award of Contract

4.1 Notification of Award

BSCDCL will notify the successful Bidder in writing by e-mail followed by courier to be confirmed by the Bidder in writing by email followed by courier.

4.2 Signing of Contract

After the notification of award, BSCDCL will issue Purchase Order (PO)/Letter of Intent (LOI). Accordingly, a contract shall be signed between successful bidder and BSCDCL or the agency designated by BSCDCL. As an acceptance of the PO/LOI, the Bidder shall sign and return back a duplicate copy of the Purchase Order to BSCDCL or the agency designated by BSCDCL. The bidder shall return the duplicate copy along with a Performance Bank Guarantee within 15 working days from the date of issuance of PO/LOI.

On receipt of the Performance Bank Guarantee, BSCDCL or the agency designated by BSCDCL shall enter into a contract with the successful bidder. The Master Service Agreement is provided in RFP Volume III.

4.3 Performance Bank Guarantee (PBG)

Within fifteen (15) working days from the date of issuance of LOI, the successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) to the BSCDCL. The PBG shall be from a Nationalized Bank or a Scheduled Commercial Bank in the format prescribed in Section 9 - Annexure 5 (a), payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Performance Bank Guarantee shall be for an amount equivalent to 10% of total contract value. PBG shall be invoked by BSCDCL, in the event the Bidder:

- a. fails to meet the overall penalty condition as mentioned in RFP Volume II or any changes agreed between the parties,
- b. fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of BSCDCL,
- c. Misrepresents facts/information submitted to BSCDCL

The performance bank guarantee shall be valid till satisfactory completion of Post Implementation Support. The performance bank guarantee may be discharged/returned by BSCDCL upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the Bidder being unable to service the contract for whatever reason(s), BSCDCL shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of BSCDCL under the contract in the matter, the proceeds of the PBG shall be payable to BSCDCL as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract.

BSCDCL shall notify the bidder in writing of the exercise of its right to receive such compensation within 40 days, indicating the contractual obligation(s) for which the bidder is in default. BSCDCL shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

In case the project is delayed beyond the project schedule as mentioned in RFP Vol 2, the performance bank guarantee shall be accordingly extended by the Bidder till completion of scope of work as mentioned in RFP Volume II.

This Performance Bank Guarantee shall be valid only up to the completion of the period of 'Go-Live' + 84 months for the Solution.

On satisfactory performance and completion of the order in all respects and duly certified to this effect by the Project Coordinator, Contract Completion Certificate shall be issued and the PBG would be returned to the Bidder.

4.4 Warranty & Maintenance

Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of BSCDCL.

During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.

BSCDCL or designated representatives of the bidder shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to BSCDCL and within time specified and acceptable to BSCDCL.

If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, BSCDCL may proceed to take such reasonable remedial action as may be necessary, at the successful bidder's risk and expense and without prejudice to any other rights, which BSCDCL may have against the bidder under the contract.

During the comprehensive warranty period, the successful bidder shall provide all product(s) and documentation updates, patches/fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to BSCDCL.

The successful bidder hereby warrants BSCDCL that:

The implemented integrated solution represents a complete, integrated solution meeting all the requirements as outlined in the RFP and further amendments if any and provides the functionality and performance, as per the terms and conditions specified in the contract.

- ii. The proposed integrated solution shall achieve parameters delineated in the technical specification/requirement.
- iii. The successful bidder shall be responsible for warranty services from licensors of products included in the systems.
- iv. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.

4.5 Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event BSCDCL may award the contract to the next best value bidder or call for new bids.

In such a case, BSCDCL shall invoke the PBG and/or forfeit the EMD.

5. Annexure 1 – Template for Pre-Bid Queries

Bidder shall submit all pre-bid queries in excel in the following format.

SL #	RFP Volume, Section	RFP page no	Content in the RFP	Clarification sought

6. Annexure 2 – Formats for Submission of the Pre-Qualification Bid

6.1 Pre-qualification bid checklist

Sl #	Checklist Items	Compliance (Yes or No)	Page No. and Section No. in bid
1.	RFP Document fees		
2.	Earnest Money Deposit		
3.	Pre-Qualification Covering letter		
4.	Consortium Agreement, if applicable as per Annexure 7		
5.	<ul style="list-style-type: none"> · Copy of Certification of Incorporation/Registration Certificate · PAN card · VAT registration · 		
6.	Audited financial statements for the last four financial years (FY 2012-13, 2013-14, 2014-15 and 2015-16). And Certificate from the Statutory Auditor		
7.	Declaration of non-blacklisting		
8.	Power of attorney for Lead Bidder of Consortium		
9.	Project Citations and Self-certifications, as Applicable		
10.	Total Responsibility Certificate		
11.	Valid ISO certification		

6.2 Pre-Qualification Bid Covering Letter

Date: dd / mm / yyyy

To,

[]

Sub: Request for Proposal for Selection of System Integrator for Implementation of Bhopal Smart City Solution

Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

With reference to your “**Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal**” we hereby submit our Prequalification bid, Technical Bid and Commercial Bid for the same.

We hereby declare that:

- a. We hereby acknowledge and unconditionally accept that the BSCDCL can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of Agency for providing services.
- b. We have submitted EMD of INR 50 Lakhs (via DD or BG) and Tender fee of INR 50,000 online through e- procurement portal.
- c. We hereby declare that all information and details furnished by us in the Bid are true and correct, and all documents accompanying such application are true copies of their respective originals.
- d. We agree to abide by our offer for a period of 180 days from the date of opening of pre-qualification bid prescribed by **BSCDCL** and that we shall remain bound by a communication of acceptance within that time.
- e. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the RFP. We do hereby undertake to provision as per these terms and conditions.
- f. In the event of acceptance of our bid, we do hereby undertake:
 - i. To supply the products and commence services as stipulated in the RFP document
 - ii. To undertake the project services for entire contract period from the date of signing of the contract as mentioned in the RFP document.
 - iii. We affirm that the prices quoted are inclusive of design, development, delivery, installation, commissioning, training, providing facility management and handholding support, and inclusive of all out of pocket expenses, discounts etc.
- g. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

- h. We understand that the **BSCDCL** may cancel the bidding process at any time and that **BSCDCL** is not bound to accept any bid that it may receive without incurring any liability towards the bidder.
- i. We fully understand and agree to comply that on verification, if any of the information provided in our bid is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so

In case of any clarifications please contact _____ email
at _____

Thanking you,

Yours sincerely,

(Signature of the Lead bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

6.3 Company profile

A. Brief company profile (required for both bidder and consortium member)

SL. NO.	PARTICULARS	DESCRIPTION OR DETAILS
1.	Name of Bidder	
2.	Legal status of Bidder (company, Pvt. Ltd., LLP etc.)	
3.	Main business of the Bidder	
4.	Registered office address	
5.	Incorporation date and number	
6.	Service Tax number	
7.	VAT number	
8.	PAN details	
9.	Primary Contact Person (Name, Designation, address, mobile number, fax, email)	
10.	Secondary Contact Person (Name, Designation, address, mobile number, fax, email)	
11.	EMD details	
12.	Role in Consortium (if applicable)	Brief scope of work in the consortium

B. Certificate of Incorporation (required for both bidder and consortium member)

C. Financial Turnover

The financial turnover of the company is provided as follows:

	2012-13	2013-14	2014-15	2015-16
Annual Turnover				

Copy of audited financial statements or declaration from the appointed statutory auditor to be provided as proof of the financial turnover.

Positive net worth of the last five financial years as on 31.03.2016. Copy of self-certified statutory auditor certificate to be submitted along with the bid

D. Certifications (required for both bidder and consortium member)

Provide copy of valid certification for ISO certifications as required in Pre-Qualification criteria as on release date of the RFP.

6.4 Declaration of Non-Blacklisting

(To be provided on the Company letter head)

Declaration for Lead Bidder:

Place

Date

To,

[]

Subject: Self Declaration of not been blacklisted in response to the Request for Proposal for selection of **“Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL)at Bhopal”**

Ref: RFP No. <<.....>> **dated** <<>>

Dear Sir,

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT and or Central Government / PSUs in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Declaration for Consortium Member:

(To be provided on the Company letter head)

{Place}

{Date}

To,

[]

Subject: Self Declaration of not been blacklisted in response to “**Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL)at Bhopal**”

Ref: RFP No. <<.....>> **dated** <<>>

Dear Sir,

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT 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.

(Signature of the Consortium Member)

Printed Name

Designation

Seal Date:

Place: Business Address:

6.6 Total Responsibility Certificate

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions as per the requirement of the RFP for the duration mentioned in all the volumes of the RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

6.7 Self-certificate for Project execution experience (In Bidding Entity's Letter Head)

This is to certify that < Name of the Bidding entity > has been awarded with < Name of the Project > as detailed under:

Name of the Project	
Client's Name, Contact no. and Complete Address	
Contract Value for the bidder (in INR)	
Current status of the project (Completed/Ongoing)	
Activities completed by bidding entity as on bid submission date <i>(N.B Only relevant activities as sought in the Criteria to be included)</i>	
Value of Work completed for which payment has been received from the client.	
Date of Start	
Date of Completion	

(Authorized Signatory)

Signature:

Name:

Designation:

Bidding entity's name

Address:

Seal:

Date:

7. Annexure 3 – Formats for Submission of the Technical Bid

7.1 Technical Bid Check-List

Sl #	Checklist Item	Compliance (Yes/No)	Page No. and Section No. in the Bid
1	Technical Bid Letter		
2	Credential summary		
3	Project Citations and Self-certifications, as applicable		
4	Detailed proposed solution		
5	Project plan and manpower plan		
6	Proposed CVs		
7	Compliance to Requirement (Technical / Functional Specifications)		
8	Proposed Bill of Material		
9	Manufacturers'/Producers' Authorization Form Anti-Collusion certificate		
10	Non-disclosure agreement		
11	Manufacturers'/Producers' Authorization Form (one for each OEM)		

7.2 Technical Bid Covering Letter

Date:
dd/mm/yyyy

To,

[]

Subject: Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal

Ref: RFP No. <<.....>> **dated** <<>>

Dear Sir,

I (in case of single bidder) or We, <<name of the undersigned Bidder and consortium members>>, having read and examined in detail all the bidding documents in respect of **“Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal”** do hereby propose to provide our services as specified in the bid submitted by us.

It is hereby confirmed that I / We are entitled to act on behalf of our company / corporation / firm / organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We declare that all the services shall be performed strictly in accordance with the RFP documents.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to BSCDCL,, Government of [State] is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its evaluation process. We also confirm that we shall not attract conflict of interest in principle.

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance bank guarantee in the form prescribed at Annexure 5 (a) of Section 9 of the RFP Volume I.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a Bid you receive. This bid is valid for 180 days after opening of technical bid. We shall extend the validity of the bid if required by Purchaser.

Thanking you,

Yours sincerely,

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

7.3 Credential Summary

Sl #	Project Name	Client Name	Project			Documentary evidence provided (Yes or No)	Project Status (Completed or Ongoing or Withheld)
			Client Type	Value (in INR)	Project Components		
1							
2							
3							
4							
5							
6							
7							

- *Client type – Indicate whether the client is Government or PSU or Private*
- *Project Components – Indicate the major project components like setting up of NOC, Wide Area Network, city/ public Wi-Fi, application development for security surveillance, command and control center, Maintenance, Hardware procurement and deployment, DC setup and maintenance, Facility management services, provisioning manpower, IT support and maintenance*
- *Documentary evidence provided – Indicate the documentary evidence provided with the detailed project credential like work order or purchase order or completion certificate or letter of appointment*
- *Project Status – Completed (date of project completion) or Ongoing (project start date)*

7.4 Bidder's Experience - Client Citations

Prime Bidder or Consortium member is requested to furnish the credentials in the following format for both Pre-qualification and Technical criterion. All credentials should be followed by relevant documentary proof.

General Information

Name of the project

Client for which the project was executed

Name and contact details of the client

Project Details

Description of the project

Scope of services

Technologies used

Relevance to the current project

Outcomes of the project

Other Details

Total cost of the project

Total cost of the services provided by the respondent

Duration of the project (no. of months, start date, completion date, current status)

Other Relevant Information

Letter from the client to indicate the successful completion of the projects (if any)

Copy of Work Order/Agreement

N.B - If the project is ongoing, bidder must clearly specify which of the stages/phases/milestones are completed and which are ongoing and at what stage of completion and produce a self-certificate as per the format provided in Section 6.7.

7.5 Overview of Proposed Solution

7.5.1 Structure of Proposed Solution

Bidders are required to provide a detailed approach & methodology to execute the entire project. Bidders are advised to comply with the below provided headers/Approach components while detailing out their solution.

Sl. No.	Item
1.	<p>Understanding of requirement and Implementation approach</p> <ul style="list-style-type: none"> · Understanding of requirements · Work Plan & its adequacy
2.	<p>Robustness and quality</p> <ul style="list-style-type: none"> · End to end integrated solution proposed · Hardware deployment and integration approach encompassing all solutions · Timelines and modalities for implementation in a time bound manner · Project implementation approach or strategy and operations and maintenance plan including comprehensiveness of fall-back strategy and planning during rollout · Any other area relevant to the scope of work and other requirements of the Project
3.	<p>Assessment of Manpower deployment, Training and Handholding plan</p> <ul style="list-style-type: none"> · Deployment strategy of Manpower · Contingency management · Mobilization of existing resources and additional resources as required · Training and handholding strategy (must include training of Operators before Go-Live and during implementation phase)

7.5.2 Project Plan

A **Detailed Project Plan** covering break-up of each phase into the key activities, along with the start and end dates must be provided as per format given below.

Activity-wise Timelines							
Sl. No.	Item of Activity	Month wise Program					
		1	2	3	4	5	...
	Project Plan						
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2							
2.1							
2.2							
3							
3.1							
4							

Activity-wise Timelines

Sl. No.	Item of Activity	Month wise Program
----------------	-------------------------	---------------------------

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their bid.

7.5.3 Manpower Plan

I.Till Go-Live (Implementation)



Sl No.	Manpower	Months				Total
		Month 1	Month 2	Month 12	
1.	Program Manager					Onsite
2.	Citizen Service/Municipal Domain expert					Onsite
3.	Water SCADA or Electrical SCADA expert					Onsite
4.	IBMS expert					Onsite
5.	Surveillance Expert					Onsite
6.	ITMS Expert					Onsite
7.	Solution Architect					Onsite
8.	Project Manager-Software					Onsite
9.	Project Manager-Infrastructure					Onsite
10.	Database Architect					Onsite
11.	Security Expert					Onsite
12.	Command and Control Centre management Expert					Onsite

13.	Mobile App development Expert					Onsite
-----	-------------------------------	--	--	--	--	--------

II. After Go-Live (Operation & Maintenance for 5 Years)

#	Type of Resource	Minimum Quantity	Minimum Deployment during Operation and Maintenance phase
1.	Project Manager	1	100%
2.	Solution Architect	1	Onsite Support to Project team on need basis
3.	Project Manager-Software	1	100%
4.	Project Manager – Infrastructure	1	100%
5.	Database Architect/DBA	1	100%
6.	Security Expert	1	Onsite Support to Project team on need basis
7.	Command Centre Expert	1	100%
8.	IBMS expert	1	Onsite Support to Project team on need basis
9.	Help Desk Manager	1	100%
10.	Help Desk Executives (24*7 – 1 in each shift)	3	100%
11.	Command Center Operators (24*7 – 10 in each shift)	30	100%

7.6 Details of Resources proposed

7.6.1 Summary of Resources proposed

SL No.	Name of Staff	Proposed Role	Qualification	Certification	Experience	Area of Expertise	Position Assigned	Time committed for the engagement

7.7 Curriculum Vitae (CV) of Team Members

1	Proposed Position				
2	Name of Firm				
3	Name of Expert				
4	Date of Birth		Citizenship:		
5	Education				
6	Membership in Professional Associations (Professional Certifications)	•			
7	Countries Of Work Experience	•			
Language Skills (mark Excellent/Good/Average)		Language	Read	Write	Speak
		English			
		Hindi			
		<Add Language>			
8	Employment Records				
From:			To:		
Employer					
Position Held					
From:			To:		
Employer					
Position Held					
From:			To:		
Employer					
Position Held					
9	Work Undertaken That Best Illustrates Capability To Handle The Tasks Assigned				
<i>Project Name</i>					
<i>Year</i>					
<i>Location</i>					
<i>Client</i>					
<i>Main project Features</i>					
<i>Position Held</i>					

Activities performed

Expert's contact information:

e-mail:

phone:

Certification:

I, the undersigned, certify that to the best of my knowledge and belief that

- This CV correctly describes my qualifications and my experience
- I was not part of the team who wrote the Scope of Work for this RFP.
- I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Name of Expert

Signature

Date

7.8 Compliance to Requirement (Technical / Functional Specifications)

The bidder should provide compliance to the requirement specifications (both technical and functional) specified in the Section 4 of the Volume II of this RFP. The same should be reproduced here, and compliance against each requirement line item should be marked. .

7.9 Manufacturers'/Producers' Authorization Form

(This form has to be provided by the OEMs of the hardware and software solutions proposed. This letter of BSCDCL should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.)

Date:

To,

CEO, Bhopal Smart City Development Corporation Limited (BSCDCL)
Zone- 14, Bhopal Municipal Corporation, BHEL, Govindpura
Bhopal- 462023

Subject: Manufacturer's Authorization Form

Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

We _____ (Name of the OEM) who are established and reputable manufacturers of _____ (List of Goods) having factories or product development centers at the locations _____ or as per list attached, do hereby authorize. _____ (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. _____ Dated _____ for the above goods manufactured or developed by us.

We hereby extend, our warranty for the hardware goods supplied by the bidder and or maintenance or support services for software products against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP.

Thanking you,

Yours faithfully,

(Signature)

For and on behalf of: _____ (Name of the OEM)

Authorised Signatory

Name:

Designation:

Place:

Date:

7.10 Anti-Collusion Certificate

[Certificate should be provided by Lead Bidder and on letter head]

Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of our Bid for **Request for Proposal for Selection of Master System Integrator for Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL)** in **Bhopal, Madhya Pradesh** against the RFP issued by Purchaser, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant bid.

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

8. Annexure 4 – Formats for Submission of the Commercial Bid

8.1. Total Price Summary

Sl #	Head	Amount (in Rs.)	Amount (in words)
1.	Total CAPEX price		
2.	Total OPEX price		
3.	Total price (1+2)		

N.B –

Bidder must ensure that all amounts to be quoted in INR.

Value coated as total price must contain all the components required for the successful implementation of the project. Nothing extra will be paid by the authority beyond the value coated in the above form, until there is change request is approved by Authority.

Taxes as applicable at the time of invoicing shall be considered. Any changes (upward or downward) in the taxes/duties shall be accordingly revised at the time of actual payments and paid. Service Tax & Cess will be paid by BSCDCL as per the norms defined by Government of India at the time of actual payment.

Financial Bid format is uploaded in Excel Format in www.mpeproc.gov.in. At the time of financial bidding, bidder is requested to download the file, and update the same. In case of CAPEX component part, if there is a need for addition of rows in the format for including more items. Bidder is free to do the needful, provided bidder copy and paste the formula in the inserted row as given in other rows of CAPEX sheet.

Bidder is requested to check final figure in all the totals of all sheets. BSCDCL is not responsible for errors in the financial bid document.

Bidder is required to upload the updated financial bid in the prescribed excel format in the www.mpeproc.gov.in at the time of financial bid submission.

8.2 Price component for CAPEX:

The Bidder shall consider all the components and quantity to fulfill the RFP and project requirements in totality.

SI#	Line Item	Total Price
1	Integration of Smart Parking	
2	Integration of Public Bike Sharing	
3	Integration of Smart Pole	
4	Integration of Solid Waste Mgmt. Services (Tracking of Solid Waste Vehicles)	
5	Integration of Intelligent Traffic Management System (Police)	
6	Integration of BMC Call Centre	
7	Integration with Bhopal Smart MAP (GIS)	
8	Integration with Bhopal Plus	
9	Integration with DIAL 100	
10	Integration with DIAL 108 & Jannani Express	
11	Integration with Transport Management System (BCLL)	
12	Integration with CCTV Surveillance (Police Deptt.)	
13	Integration with Dynamic Market Place (Mayor Express)	
14	Integration with Emergency Response and Disaster Mgmt.	
15	Integration with Water Management System	
16	Integration with Met Department (Local Weather Forecast)	
17	Integration with Crowdsourcing Data	
18	Integration with Fire Brigade System	
19	Integration with Solar Roof Top System	
20	Integration with Area Based Development (ABD) Services	
Sub Total of Service Components\$		0

SI#	Line Item	Make & Model (if applicable)	Unit of Measurement (if applicable)	Proposed Quantity (if applicable)	Unit base price (if applicable)	Total Price
1	2	3	4	5	6	7=5*6
A	Primary Command & Communications Center (CCC)					
A1	Video Wall Solution- 55" LED in a 7 X 4 arrangement (minimum 1)					
A2	Monitoring Workstations (3 monitors) for Live and Playback (minimum 30)					
A3	Office Desktops (minimum 30)					
A4	Network Colour Laser Printers (minimum 4)					
A5	IP Phones (as per the need)					
A6	Indoor Fixed Dome Cameras for internal surveillance (minimum 15)					
A7	Set of Switches to connect Workstations + Desktops					
A8	Electrical Cabling & Necessary Illumination Devices					
A9	Fire Safety System with alarms					
A10	Public Address System					
A11	Access Control System (RFID/Proximity based, for all staff)					
A12	Command Center Workstation Furniture and Fixtures					
A13	Office Desk Furniture and Fixtures					
A14	Ergonomic chairs for Command & Communication Center					
A15	Chairs for office staff					

A16	Conference Table (for 10 personnel) & Chairs (minimum 2)					
A17	Conference Table with table top touch screens/capacitive, 84" (for 20 personnel) & Chairs, along with video conferencing facility, and two (2) 55 inch LED screens. (minimum 1)					
A18	LCD Projector					
A19						
A20						
A21						
A22						
A23						
A24						
A25						
A26						
A27						
A28						
A29						
A30						
B	Data Center					
Common DC Infrastructure						
B1	DC Core Router					
B2	Internet Routers					
B3	DC Switches (All types)					
B4	Firewall					
B5	Intrusion Prevention System					
B6	Server load balancer					
B7	Enterprise Management System					

B8	Anti-virus Software for Servers					
B9	Backup Software					
B10	Desktop for mgmt. staff					
B11	SAN Storage					
B12	Tape Library					
B13	Racks for all Infra in DC					
B14	Indoor Fixed Dome Cameras					
B15	Fire Proof Enclosure for Media Storage					
B16	Networking Cost (Passive Components)					
B17	GIS Map Integration					
B18	Viewing Software for GIS					
B19	Customised dashboard with all required integrations as per Scope of work defined					
B20						
B21						
B22						
B23						
B24						
B25						
B26						
B27						
B28						
B29						
B30						
B31						
B32						
Infrastructure for CCC solution : Server Hardware (inclusive of Operating System)						

B33	Blade Servers					
B34	Chassis for Blade Server					
B35						
B36						
B37						
B38						
B39						
B40						
B41						
B42						
B43						
B44						
B45						
B46						
Applications						
B47	Command and Communications Software					
B48	Solution Implementation					
B49	Virtualisation software					
B50	RDBMS Licenses					
B51	Customisation/Integration of the existing systems of Authority					
B52						
B53						
B54						
B55						
B56						
B57						

B58					
B59					
B60					
B61					
B62					
B63					
Non ICT Components					
B64	UPS				
B65	Diesel Generator Set				
B66	Fire Alarm System				
B67					
B68					
B69					
B70					
B71					
B72					
B73					
B74					
B75					
B76					
B77					
B78					
C. Situation Room					
ICT Components					
C01					
C02					
C03					

C04					
C05					
C06					
C07					
C08					
C09					
C10					
C11					
C12					
C13					
C14					
C15					
C16					
C17					
C18					
C19					
C20					
Non – ICT Components					
C21					
C22					
C23					
C24					
C25					
C26					
C27					
C28					
C29					

C30					
D. Experience Center					
ICT Components					
D01					
D02					
D03					
D04					
D05					
D06					
D07					
D08					
D09					
D10					
D11					
D12					
D13					
D14					
D15					
D16					
D17					
D18					
D19					
D20					
Non – ICT Components					
D21					
D22					
D23					

D24					
D25					
D26					
D27					
D28					
D29					
D30					
E. Required Civil Work					
Non ICT Components					
E01	Wiring, Cabling and Earthing				
E02	Paint				
E03	False Ceiling				
E04	False Flooring				
E05	Ducting				
E06	Conduit				
E07	3D Design				
E08					
E09					
E10					
E11					
E12					
E13					
E14					
E15					
Sub Total of Infrastructure Components *					
Total CAPEX Price					

Total CAPEX Price (in words) -

N.B – Bidder must ensure that all the line items are covered as specified in BOM and all required fields in the Commercial bid format are duly filled and calculated appropriately. All amounts to be quoted in INR.

Taxes as applicable at the time of invoicing shall be considered. Any changes (upward or downward) in the taxes/duties shall be accordingly revised at the time of actual payments and paid. Service Tax & Cess will be paid by BSCDCL as per the norms defined by Government of India at the time of actual payment

The sequence of items provided in the above table (for Infrastructure Components including Hardware, AMC and Software licenses & support) must match with the sequence of items provided in the Proposed Bills of Material as per Annexure 10 this volume of the RFP.

**** Sub Total of Infrastructure Components shall include cost of all ICT Component and Non ICT Components which are required for the establishment of ICCC. ICT Components like Hardware, AMC and Software licenses & support (for ICCC, Data Center, Situation Room and Experience Center), and Non ICT Components like all the expenses incurred for the civil work like electric work, etc., and all related Non ICT Components like furniture, fixtures, electric fittings, etc.***

\$ Sub Total of Service Components shall include one-time cost of integration effort for services. This cost should be broken in 17 lines (one for each identified service) with total in sub total cost.

8.3. Price component for OPEX

The Bidder may add any additional line item (with adequate details and pricing information) in table below towards the end that may be required to fulfill the RFP and project requirements in totality.

Year 1	Year 2	Year 3	Year 4	Year 5	Total price
1	2	3	4	5	6 = 1+2+3+4+5

Total OPEX Price (in words) -

N.B – Taxes as applicable at the time of invoicing shall be considered. Any changes (upward or downward) in the taxes/duties shall be accordingly revised at the time of actual payments and paid. Service Tax & Cess will be paid by BSCDCL as per the norms defined by Government of India at the time of actual payment.

OPEX cost shall include of manpower (technical, non-technical, operators, physical security, housekeeping, etc.), training, and required maintenance of ICCC setup (both ICT & non-ICT Components). OPEX cost shall also include cost of cloud subscription for DR.

9 Annexure 5 (a) – Performance Bank Guarantee

Ref: _____

Date _____

Bank Guarantee No. _____

<Name>

<Designation>

<Address> <Phone

Nos.> <Fax Nos.>

<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the System Integrator”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to [BSCDCL] (hereinafter called “the Purchaser”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the System Integrator shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment

under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Date _____

Place _____

Signature _____

Witness

Printed name _____

(Bank's common seal)

10. Annexure 5 (b) – Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <<Name of the bidder>> (hereinafter called 'the System Integrator') has submitted the bid for Submission of RFP <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to <<Purchaser>> .

Know all Men by these presents that we <<... >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the << Purchaser >> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

- (a) Withdraws his participation from the bid during the period of validity of bid document; or
- (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees

<<Amount in words>> only)

II. This Bank Guarantee shall be valid up to <<insert date>>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

11. Annexure 6 – Non-Disclosure Agreement

WHEREAS, we the undersigned Bidder, _____, having our principal place of business or registered office at _____, are desirous of bidding for RFP No. <<>> dated <<DD-MM-2017>> **“Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal”** (hereinafter called the said 'RFP') to the “[BSCDCL]”, hereinafter referred to as 'Purchaser'

and,

WHEREAS, the Bidder is aware and confirms that the Purchaser's business or operations, information, application or software, hardware, business data, architecture schematics, designs, storage media and other information or documents made available by the Purchaser in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and or or proprietary to the Purchaser,

NOW THEREFORE, in consideration of disclosure of confidential information, and in order to ensure the Purchaser's grant to the Bidder of specific access to Purchaser's confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

1. The confidential information to be disclosed by the Purchaser under this Agreement (“Confidential Information”) shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, security or zoning strategies & policies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser.
2. Confidential Information does not include information which:
 - a. the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - b. information in the public domain as a matter of law;
 - c. is obtained by the Bidder from a third party without any obligation of confidentiality;
 - d. the Bidder is required to disclose by order of a competent court or regulatory authority;
 - e. is released from confidentiality with the written consent of the Purchaser.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

3. The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event a degree of confidentiality less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:
 - a. to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;
 - b. to only make copies as specifically authorized by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - c. to restrict access and disclosure of Confidential Information to their employees, agents, consortium members and representatives strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
 - d. to treat Confidential Information as confidential unless and until Purchaser expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.
4. Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Purchaser or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information.

Therefore, the Bidder shall disclose or allow access to the Confidential Information only to those personnel of the Bidder who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Bidder will take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Bidder's confidentiality obligation. Further, the Bidder shall procure that all personnel of the Bidder are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.

5. The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.
6. The Bidder agrees that upon termination or expiry of this Agreement or at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
7. Confidential Information shall at all times remain the sole and exclusive property of the Purchaser. Upon completion of the Tendering process and or or termination of the contract or

at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Purchaser. Without prejudice to the above the Bidder shall promptly certify to the Purchaser, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.

8. In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall give sufficient notice and render best effort assistance to the Purchaser to enable the Purchaser to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Purchaser. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.

For and on behalf of:

(BIDDER)

Authorised Signatory

Name:

Designation:

Office Seal:

Place:

Date :

12. Annexure 7 - Consortium Agreement

DRAFT MEMORANDUM OF UNDERSTANDING EXECUTED BY MEMBERS OF THE CONSORTIUM

[On Non-judicial stamp paper of INR 100 duly attested by notary public]

This Memorandum of Understanding (MoU) entered into this day of [Date] [Month] 2015 at [Place] among _____ (hereinafter referred to as "_____") and having office at [Address], India, as Party of the First Part and _____ (hereinafter referred as "_____") and having office at [Address], as Party of the Second Part and _____ (hereinafter referred as "_____") and having office at [Address], as Party of the Third Part.

The parties are individually referred to as Party and collectively as Parties.

WHEREAS DIT, Govt. of [state] has issued a Request for Proposal dated [Date] (RFP) from the Applicants interested in **Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal:**

AND WHEREAS the Parties have had discussions for formation of a Consortium for bidding for the said Project and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship.

AS MUTUAL UNDERSTANDING OF THE PARTIES, IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

- i. The purpose of this Agreement is to define the principles of collaboration among the Parties to:
 - a. Submit a response jointly to Bid for the **“Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal”** as a Consortium.
 - b. Sign Contract in case of award.
 - c. Provide and perform the supplies and services which would be ordered by the Purchaser pursuant to the Contract.
- ii. This Agreement shall not be construed as establishing or giving effect to any legal entity such as, but not limited to, a company, a partnership, etc. It shall relate solely towards the Purchaser for **“Request for Proposal for Selection of System Integrator (MSI) for Implementation of Integrated Command and Control Center for Bhopal Smart City Development Corporation Limited (BSCDCL) at Bhopal”** for and related execution works to be performed pursuant to the Contract and shall not extend to any other activities.

- iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.
- iv. ----- (Name of Party) shall act as Lead Partner of the Consortium. As such, it shall act as the coordinator of the Party’s combined activities and shall carry out the following functions:
 - a. To ensure the technical, commercial and administrative co-ordination of the work package
 - b. To lead the contract negotiations of the work package with the Purchaser.
 - c. The Lead partner is authorized to receive instructions and incur liabilities for and on behalf of all Parties.
 - d. In case of an award, act as channel of communication between the Purchaser and the Parties to execute the Contract
- v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement.
- vi. That the broad roles and the responsibilities of each Party at each stage of the Bidding shall be as below:

Party A: _____
Party B: _____
Party C: _____
- vii. That the broad roles and the responsibilities of each Party at each stage of the Project Execution shall be as below:

Party A: _____
Party B: _____
Party C: _____
- viii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary steps to see the Project through expeditiously.
- ix. That this MoU shall be governed in accordance with the laws of India and courts in [state] shall have exclusive jurisdiction to adjudicate disputes arising from the terms herein.

In witness whereof the Parties affirm that the information provided is accurate and true and have caused this MoU duly executed on the date and year above mentioned.

(Party of the first part)

(Party of the second part)

(Party of the third part)

Witness:

- i. _____
- ii. _____

13 Annexure 8 - Format for Power of Attorney to Authorize Signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Add in the case of a Consortium)

Our firm is a Member or Lead bidder of the Consortium of _____, _____ and _____.

Dated this the _____ day of _____ 2015

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. To be executed by all the members individually.*
- b. The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

14 Annexure 9 - Format for Power of Attorney for Lead bidder of Consortium

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney]

Whereas _____ has invited RFP response for _____ (Name of the Project)

Whereas, the Members of the Consortium comprising of M/s._____, M/s._____, M/s._____ and M/s._____ (the respective names and addresses of the registered offices to be given) are interested in bidding for the Project and implementing the same in accordance with the terms and conditions contained in the RFP Documents.

Whereas, it is necessary for the members of the Consortium to designate one of them as the lead member with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's RFP response for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT

We, M/s._____ and M/s _____ and M/s_____ hereby designate M/s.

_____ being one of the members of the Consortium, as the lead member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortium's RFP response for the Project, including submission of the RFP response, participating in meetings, responding to queries, submission of information or documents and generally to represent the Consortium in all its dealings with Client or any other Government Agency or any person, in connection with the Project until culmination of the process of bidding till the Project Agreement is entered into with Client and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us or Consortium.

Dated this the _____ day of _____ 2015

(signature)

(Name in Block Letter of Executant) *[seal of Company]*

Witness 1

Witness 2

Notes:

To be executed by all the members individually, in case of a Consortium.

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

15 Annexure 10 – Proposed Bill of Material

The Bidder should provide the proposed Bill of Material (BoM). Bidders are required to mention the unit of measurement, quantity proposed, details of the make/brand and model against each line item, wherever applicable. Bidder may feel free to do the addition of list of line items based on their proposed solution for ICCC. The bidders are proposed to rationalize / justify the quantities mentioned in the proposed BOM in line with the scope of work defined this RFP. This will be evaluated during technical presentation. Once the bidder provides this information in the submitted bid, the bidder cannot change it with any other component / equipment etc. of lower specifications / performance; it can only be upgraded at the time of actual deployment/installation.

This Proposed Bill of Material is required to be submitted along with technical proposal submitted by the bidder. The bid can be considered non-responsive in the absence of such details.

The list of items mentioned hereunder is indicative. The Bidder shall consider the components and quantity to fulfill the RFP and project requirements in totality.

Sl.#	Line Item	Unit of Measurement	Quantity Proposed	Make/Brand / Warranty	Model Details	Full compliance with RFP Requirements (Yes/No)
A	Primary Command & Communications Center (CCC)					
A1	Video Wall Solution- 55" LED in a 7 X 4 arrangement (minimum 1)					
A2	Monitoring Workstations (3 monitors) for Live and Playback (minimum 30)					
A3	Office Desktops (minimum 30)					
A4	Network Colour Laser Printers (minimum 4)					
A5	IP Phones (as per the need)					
A6	Indoor Fixed Dome Cameras for internal surveillance (minimum 15)					

Sl.#	Line Item	Unit of Measurement	Quantity Proposed	Make/Brand / Warranty	Model Details	Full compliance with RFP Requirements (Yes/No)
A7	Set of Switches to connect Workstations + Desktops					
A8	Electrical Cabling & Necessary Illumination Devices					
A9	Fire Safety System with alarms					
A10	Public Address System					
A11	Access Control System (RFID/Proximity based, for all staff)					
A12	Command Center Workstation Furniture and Fixtures					
A13	Office Desk Furniture and Fixtures					
A14	Ergonomic chairs for Command & Communication Center					
A15	Chairs for office staff					
A16	Conference Table (for 10 personnel) & Chairs (minimum 2)					
A17	Conference Table with table top touch screens/capacitive, 84" (for 20 personnel) & Chairs, along with video conferencing facility, and two (2) 55 inch LED screens. (minimum 1)					
A18	LCD Projector					
<u>Axx</u>	<i>Additional Items required : Bidder may do the addition of more line items based on its assessment and proposed solution</i>					
B	Smart Data Center (DC) Infrastructure					

Sl.#	Line Item	Unit of Measurement	Quantity Proposed	Make/Brand / Warranty	Model Details	Full compliance with RFP Requirements (Yes/No)
Common DC Infrastructure						
B1	DC Core Router					
B2	Internet Routers					
B3	DC Switches (All types)					
B4	Firewall					
B5	Intrusion Prevention System					
B6	Server load balancer					
B7	Enterprise Management System					
B8	Anti-virus Software for Servers					
B9	Backup Software					
B10	Desktop for mgmt. staff					
B11	SAN Storage					
B12	Tape Library					
B13	Racks for all Infra in DC					
B14	Indoor Fixed Dome Cameras					
B15	Fire Proof Enclosure for Media Storage					
B16	Networking Cost (Passive Components)					
B17	GIS Map Integration					
B18	Viewing Software for GIS					
B19	Customised dashboard with all required integrations as per Scope of work defined					
Bxx	<i>Additional Items required : Bidder may do the addition of more line items based on its assessment and proposed solution</i>					
Infrastructure for CCC solution : Server Hardware (inclusive of Operating System)						
B21	Blade Servers					
B22	Chassis for Blade Server					

Sl.#	Line Item	Unit of Measurement	Quantity Proposed	Make/Brand / Warranty	Model Details	Full compliance with RFP Requirements (Yes/No)
<u>Bxx</u>	<i>Additional Items required : Bidder may do the addition of more line items based on its assessment and proposed solution</i>					
Application & System Software						
B23	Command and Communications Software					
B24	Solution Implementation					
B25	Virtualisation software					
B26	RDBMS Licenses					
B27	Customisation/Integration of the existing systems of Authority					
<u>Bxx</u>	<i>Additional Items required : Bidder may do the addition of more line items based on its assessment and proposed solution</i>					
Non-IT Components						
B28	UPS					
B29	Diesel Generator Set					
B30	Fire Alarm System					
<u>Bxx</u>	<i>Additional Items required : Bidder may do the addition of more line items based on its assessment and proposed solution</i>					
C. Situation Room						
IT Components						
<u>Cxx</u>						
Non - IT Components						
<u>Cyy</u>						
D. Experience Center						
IT Components						
<u>Dxx</u>						
Non - IT Components						
<u>Dyy</u>						

N.B – Bidders are required to provide details of Product Make, Model, Warranty Type and AMC in the “Make/Brand / Warranty” column of the above table.

Bidder may add multiple rows to fulfill the scope of work given in the RFP.

The sequence of items provided in the above table must match with the sequence of items provided in the CAPEX (for Infrastructure Components including Hardware, AMC and

Software licenses & support) as provided in Commercial Bid (as per format given in clause 8.2 of section 8 of this volume of the RFP.

Bidder will be required to adhere to the details provided in Bills of Material (as per the above given table) at the time of execution of the project.

Bidder will not be allowed to change the service provider / OEM provider in case of any maintenance or repair activity for any product (as defined in the above table).