

Ujjain Smart City Limited



Request for Proposal for
**Selection of System Integrator (SI) for
Establishment and O&M of Integrated Command & Control Centre (ICCC) for
Simhastha Kumbh Mela 2028**

Volume – 1: Instructions to Bidders and Bid Process Management

NIT No. USCL/430

Tender ID: 2026_UAD_508730_1 Ujjain Date: 20/05/2026

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**Ujjain Smart City Limited
Simhastha Mela Office, Kothi Road,
Ujjain, Madhya Pradesh – 456010**

Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028

VOLUMES STRUCTURE OF RFP DOCUMENTS

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Volume-I	Instructions to Bidders and Bid Process Management
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Volume-III	Draft Contract Agreement & SLA
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Volume – 1: Instructions to Bidders and Bid Process Management

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DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by Ujjain Smart City Limited (“USCL” / “Authority”) or any of its employees, representatives, advisors, or consultants, is provided to the Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is issued by the Authority solely for the purpose of inviting bids for selection of a System Integrator (SI) for the “Establishment and Operation & Maintenance (O&M) of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028, Ujjain”. The purpose of this RFP is to provide interested parties with information that may be useful in preparation and submission of their proposals.

This RFP includes statements, assumptions, assessments, estimates, projections, and information prepared by the Authority in good faith for the purpose of this Project. Such information may not be complete, accurate, adequate, or exhaustive. Each Bidder should, therefore, conduct its own investigations, studies, analysis, and due diligence and seek independent professional, technical, legal, financial, and other advice as may be required for preparation of its Bid.

The Authority, its employees, advisors, and consultants make no representation or warranty, express or implied, as to the accuracy, reliability, completeness, or suitability of the information contained in this RFP or otherwise provided to the Bidders. The Authority shall not be liable for any loss, damage, cost, or expense arising in any way from reliance on the information contained in this RFP or otherwise provided during the bidding process.

The Authority reserves the right to:

- amend, modify, supplement, or withdraw this RFP or any part thereof;
- change the project scope, timelines, technical requirements, or process;
- reject any or all bids without assigning any reason;
- annul the bidding process at any stage without incurring any liability whatsoever to the Bidders.

The issuance of this RFP does not imply that the Authority is bound to select any Bidder or appoint the Selected Bidder, and the Authority reserves the absolute right to reject all or any of the Bids without assigning any reason whatsoever.

The Bidder shall bear all costs associated with preparation and submission of the Bid, including but not limited to site visits, presentations, demonstrations, Proof of Concept (PoC), technical discussions, and participation in the bidding process. The Authority shall not be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

The Bidder is expected to examine all instructions, forms, terms, technical specifications, and other information contained in this RFP. Failure to furnish any information required under the RFP or submission of a Bid not substantially responsive to the RFP in every respect may result in rejection of the Bid.

All information, documents, and data shared as part of this RFP process shall be treated as confidential by the Bidder and shall not be disclosed to any third party except as required for preparation of the

Bid or as required under applicable law.

This RFP and the bidding process shall be governed by the laws of India. Subject to the applicable dispute resolution provisions, the courts at Ujjain/Bhopal, Madhya Pradesh shall have exclusive jurisdiction over all disputes arising out of or relating to this RFP process.

The Project comprises a hybrid deployment model involving:

- (i) permanent CAPEX-based infrastructure with long-term operational utility and 60 months of O&M; and
- (ii) temporary/event-specific rental infrastructure with approximately 9 months of deployment and O&M during Simhastha 2028 operations.

The Authority reserves the right to optimize, increase, reduce, convert, or reclassify any component between permanent and temporary deployment categories depending upon operational requirements, approvals, budget availability, site conditions, and implementation strategy.

IMPORTANT DATES

S. No.	Activity	Deadline
1	Release of RFP	20/05/2026
2	Last date of receipt of queries on RFP	Bidders shall have to post Prebid queries by email to ujjainsmartcity@mpurban.gov.in on or before 01/06/2026 till 15:00 hrs
3	Date of Prebid Meeting	01/06/2026 till 15:00 hrs At Office of Executive Director Ujjain Smart City Limited Simhastha Mela Office, Kothi Road, Ujjain, Madhya Pradesh – 456010 A Site-visit will also be conducted at 11:00 hrs.
4	Last date for Submission of Bids	22/06/2026; upto 17:00 hrs
5	Date of opening of Technical Bids	23/06/2026; at 17:00 hrs
6	Date of Technical Presentation of Solution and Approach and Methodology and live Demo / POC	To be notified to all eligible bidders later
7	Date of opening of financial bids	To be notified to technically qualified bidders later

GLOSSARY / ABBREVIATIONS

Abbreviation	Description
AI	Artificial Intelligence
ANPR	Automatic Number Plate Recognition
AP	Access Point
API	Application Programming Interface
ATCS	Adaptive Traffic Control System
BoM	Bill of Material
CAPEX	Capital Expenditure
CCC	Command and Control Center
CCTV	Closed Circuit Television
CERT-In	Indian Computer Emergency Response Team
CSP	Cloud Service Provider
DC	Data Center
DBA	Database Administrator
DR	Disaster Recovery
DRC	Disaster Recovery Center
DT	Digital Twin
EMS	Enterprise Management System
EMD	Earnest Money Deposit
ESB	Enterprise Service Bus
FRS	Facial Recognition System
GIS	Geographic Information System
GPS	Global Positioning System
GPU	Graphics Processing Unit
GUI	Graphical User Interface
IA	Implementation Agency
IaaS	Infrastructure as a Service
ICCC	Integrated Command & Control Centre
ICT	Information and Communication Technology
IDS/IPS	Intrusion Detection System / Intrusion Prevention System
IoT	Internet of Things
IP	Internet Protocol
IPSEC	Internet Protocol Security

IT	Information Technology
KPI	Key Performance Indicator
LAN	Local Area Network
LED	Light Emitting Diode
LiDAR	Light Detection and Ranging
Lol	Letter of Intent
LACP	Link Aggregation Control Protocol
MeitY	Ministry of Electronics & Information Technology
MoHUA	Ministry of Housing & Urban Affairs
MoU	Memorandum of Understanding
MPLS	Multi-Protocol Label Switching
MTTR	Mean Time to Repair
NVR	Network Video Recorder
OEM	Original Equipment Manufacturer
OFC	Optical Fiber Cable
O&M	Operation and Maintenance
ONVIF	Open Network Video Interface Forum
OS	Operating System
OTDR	Optical Time Domain Reflectometer
PaaS	Platform as a Service
PDU	Power Distribution Unit
PMO	Project Management Office
PoC	Proof of Concept / Pilot Demonstration
PoP	Point of Presence
PTZ	Pan Tilt Zoom
QoS	Quality of Service
RBAC	Role-Based Access Control
REST	Representational State Transfer
RF	Radio Frequency
RoW	Right of Way
RFP	Request for Proposal
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SaaS	Software as a Service

SCM	Smart Cities Mission
SDK	Software Development Kit
SI	System Integrator
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SMPS	Switched Mode Power Supply
SMS	Short Message Service
SNMP	Simple Network Management Protocol
SOC	Security Operations Centre
SOP	Standard Operating Procedure
SRS	System Requirement Study
TPA	Third Party Auditor
TRAI	Telecom Regulatory Authority of India
TRS	Technical Requirement Specifications
UAT	User Acceptance Testing
UPS	Uninterrupted Power Supply
URL	Uniform Resource Locator
USCL	Ujjain Smart City Limited
VA	Video Analytics
VATP	Vulnerability Assessment & Penetration Testing
VCA	Video Content Analysis
VLAN	Virtual Local Area Network
VM	Virtual Machine
VMD	Variable Message Display
VMS	Video Management System / Software
VPN	Virtual Private Network
WAN	Wide Area Network
WDR	Wide Dynamic Range
Wi-Fi	Wireless Fidelity

DEFINITIONS

Term	Definition
Agreement / Contract	The Agreement entered between Authority and the Selected Bidder (including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto)
Authority	The use of term Authority in the RFP means “Ujjain Smart City Limited” or any Government entity for the purpose of this project.
Bidder	The use of the term “Bidder” in the RFP means the Single Service Provider / firm who participates in the bidding process, as defined in para 2.3 of the RFP.
Bid / Proposal	Offer by the Bidder to fulfil the requirement of the Client/Authority under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the RFP.
Breach	A breach by Bidder of any of its obligations under this RFP.
Client	Refers to Ujjain Smart City Limited
Confidential Information	All information including Departmental data (whether in written, oral, electronic or other Format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each department and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this RFP (including without limitation such information received during negotiations, location visits and meetings in connection with this RFP);
Control	In relation to any business entity, the power of a person to secure <ol style="list-style-type: none"> a) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or b) by virtue of any powers conferred by the articles of association or other document regulating that or any other business entity, that the affairs of the first mentioned business entity are conducted in accordance with that person’s wishes and in relation to a partnership, means the right to a share of more than one half of the assets, or of more than one half of the income, of the partnership
Critical Event Days	Major Snan dates and any dates notified by the Authority requiring enhanced operational readiness and zero-defect service delivery.
Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines, inter alia payment and/or process related etc., source code and all its modifications;
Procurement Portal	Means the Govt. Online tendering system of the Authority https://mptenders.gov.in/

Intellectual Property Rights	Intellectual Property Rights include patents, copyright, industrial design rights, trademarks, plants, variety, rights, trade dress, geographical indications
Month	The Month shall mean calendar month & Week shall mean calendar week
Operations and Maintenance	Operations and Maintenance services for the software, hardware and other IT and Non-IT infrastructure installed as part of the project after Go-Live and for a period of 5 years for permanent infrastructure and 9 months for rental infrastructure from the date of Go-Live. The start date of warranty / defect liability period of the product supplied under the project i.e. hardware, software, IT/Non-IT etc., will be from the Go-Live date only.
Parties	Authority and Bidder for the purposes of this RFP and “ Party ” shall be interpreted accordingly.
Performance Bank Guarantee	Unconditional guarantee provided by the Bidder from a Nationalized / Scheduled Commercial Bank in favour of the Authority for 5%of the Total Project Cost.
Permanent Infrastructure	Infrastructure/assets procured under CAPEX mode and retained by USCL after completion of Simhastha operations including associated 60 months O&M.
Project Implementation	Project Implementation as per the testing standards and acceptance criteria prescribed by Authority or its nominated agencies;
Request for Proposal / RFP Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the Authority intends to buy and implement
Service Level	The level of service and other performance criteria which will apply to the Services delivered by the IA;
SLA	Performance and Maintenance SLA executed as part of Master Service Agreement, as specified in Volume III
Software	Software designed, developed / customized, tested and deployed by the Bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements affected during the term of the Project, but does not include the third party software products (including the COTS products used for the product), proprietary software components and tools deployed by the Bidder;
Successful Bidder	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as System Integrator (SI) or Implementing Agency (IA)
Temporary / Rental Infrastructure	Event-specific infrastructure deployed temporarily for Simhastha operations under rental/service model including deployment, operation, maintenance and dismantling obligations.

FACT SHEET

SNo	Particulars	Details															
1	Name of Assignment	Request for Proposal for Selection of System Integrator (SI) for Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028															
2	Cost of RFP Document / Bid submission Fee	Rs 50,000/- plus GST															
3	Earnest Money Deposit (EMD) / Bid Security	Rs 50,00,000/- (Rs. Fifty Lakhs Only)															
4	Probable Amount of Contract	Not applicable															
5	Purchase of RFP Date	20/05/2026															
6	Pre-bid Meeting	01/06/2026 Time 15:00 hrs. at Simhastha Mela Office, Kothi Road, Ujjain															
7	Purchase of RFP End Date	22/06/2026 up to 17:00 hrs.															
8	Financial and Technical Bid Submission End Date (Online)	22/06/2026 up to 17:00 hrs.															
9	Technical Bid Submission End Date (Physical Only)	Not Applicable															
10	Technical Bid opening	23/06/2026 after 17:00 hrs.															
11	Date, Time and Venue for Technical Presentation and Proof of Concept (PoC)	Shall be notified to the eligible bidders															
12	Financial Bid opening	Shall be notified to the technically qualified bidders															
13	Completion Period	<table border="1"> <thead> <tr> <th>Component</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Survey, Design & Detailed Engineering</td> <td>2 Months</td> </tr> <tr> <td>Procurement & Deployment</td> <td>6 Months</td> </tr> <tr> <td>Integration, Testing & Simulation</td> <td>3 Months</td> </tr> <tr> <td>Trial Runs & Go-Live</td> <td>1 Month</td> </tr> <tr> <td>Rental Infra O&M</td> <td>9 Months</td> </tr> <tr> <td>Permanent Infra O&M</td> <td>60 Months</td> </tr> </tbody> </table>	Component	Timeline	Survey, Design & Detailed Engineering	2 Months	Procurement & Deployment	6 Months	Integration, Testing & Simulation	3 Months	Trial Runs & Go-Live	1 Month	Rental Infra O&M	9 Months	Permanent Infra O&M	60 Months	
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Permanent Infra O&M	60 Months																
14	Validity period of Bids	180 Days after the Last date of Submission															
15	Mode of selection of SI	<p>Open Tender through e-procurement. Selection shall be carried out through "Quality cum Least Cost Selection (QCLS)" methodology. The Technical Proposals of bidders shall first be evaluated as per the Technical Evaluation Criteria specified in the RFP.</p> <p>Bidders securing minimum 70% marks in Technical Evaluation shall be declared "Technically Qualified". Financial Bids of only such Technically Qualified Bidders shall be opened.</p> <p>The bidder quoting the Lowest Financial Bid (L1) among the Technically Qualified Bidders shall be considered for award of Contract, subject to fulfilment of all RFP requirements.</p>															

SNo	Particulars	Details
16	Performance Bank Guarantee	Three (3) Percent of Total Contract Amount
17	For any enquiries and clarifications, please contact:	Executive Director Ujjain Smart City Limited Email: ujjainsmartcity@mpurban.gov.in Contact Number: +91 734 2525856
18	Currency	Currency in which the Bidders may quote the price and will receive payment is Indian Rupees only.
19	Deployment Model	Hybrid Model comprising: (i) Permanent CAPEX Infrastructure with 60 months O&M; and Temporary/ Rental Infrastructure with approximately 9 months deployment & O&M.
20	Project Timeline	Phase 1: Mobilization, Survey, Design & Solution Document, OEMs Approvals – 2 months Phase 2: Procurement and Installation – 6 months (i) ICCC Interiors and Furnishing, Workstations, Consoles, Video-wall setup, etc. (ii) Network and power infrastructure (iii) Camera and analytics deployment (iv) ICCC setup Phase 3: Integration, Testing & Commissioning – 3 months Phase 4: Trial Runs and Go-live – 1 months Phase 5: (i) O&M of Rental Infrastructure – 9 months (ii) O&M of Permanent Infrastructure – 60 months
21	Defect Liability Period	36 months from Go-Live for all permanent infrastructure unless covered under OEM warranty/ O&M obligations.
22	Contractual Safeguards	<ul style="list-style-type: none"> • LD for delays: 0.50% per week (max 10%) • Go-Live penalties • Comprehensive insurance and warranty obligations • Strict information security & confidentiality compliance • Indemnity for cyber-breaches, service failures • Full IPR ownership with Ujjain Smart City Limited (USCL) • Structured exit and transition plan • Change Request mechanism with $\pm 25\%$ variation
<p><i>Note: In case of any mismatch in key dates, key dates showing on e-portal shall be final. For more details, please refer to e-procurement website: www.mptenders.gov.in. Corrigendum or amendments, if any, shall be uploaded on this website only.</i></p>		

SECTION 1 – INSTRUCTIONS TO BIDDERS

1. INSTRUCTIONS TO THE BIDDER

A. General Instructions

1.1 Instructions for Online Bid Submission

- a) Instructions to the Bidders to submit the bids online through the Public Procurement Portal for e-Procurement at <https://mptenders.gov.in/>
- b) Possession of valid Digital Signature Certificate (DSC) and enrolment / registration of the Bidders on the e-Procurement/e-tender portal are prerequisites for e-tendering.
- c) Bidder should register for the enrolment in the e-Procurement site using the “Online Bidder Enrolment” option available on the home page. Portal enrolment is generally free of charge. During enrolment / registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the Bidders through email id as registered.
- d) Bidder needs to login to the site through their user ID / password chosen during enrolment / registration.
- e) The Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken/ Ujjain Smartcard, should be registered
- f) The registered DSC only should be used by the Bidder in the transactions and should ensure safety of the same
- g) Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders
- h) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise the bid will be rejected
- i) Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meetings if any. Bidder should take into account the corrigendum if any is published before submitting the bids online.
- j) Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/ Ujjain Smart Card to access DSC
- k) Bidders may select the tender which they are interested in by using the search option and then move it to the ‘my tenders’ folder.
 - From my tender folder, the Bidder may select the tender to view all the details uploaded there
 - It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
 - Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender

document/schedule and ordinarily it shall be in [PDF/xls/rar/jpg/dwf] formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded online for the tenders should be less than [2 MB]. If any document is more than [2MB], it can be reduced through zip/rar and the same, if permitted, may be uploaded. The total available size for uploading the documents will be as per the size limited by e-procurement portal.

- Bidder should submit the Bid Document Fee/ Bid Security/EMD as specified in the tender. The hard copy of the document should be posted/couriered/given in person to the Tender Inviting Authority, within bid submission due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- While submitting the bids online, the Bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
- The Bidder has to select the payment option as offline to pay the Bid Document Fee/ Bid Security/EMD as applicable and enter details of the instruments.
- The details of the DD/any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bids shall not be acceptable or liable for rejection.
- The Bidder has to digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that the Bidder has read, understood and agreed with all clauses of the Bid Document including General conditions of contract without any exception.
- The Bidder has to upload the relevant files required as indicated in the cover content.
- If the Price-bid/BOQ template is provided in a spreadsheet file (for e.g. BoQ.xls), the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template shall not be modified / replaced by the Bidder; else the bid submitted is liable to be rejected for the tender.
- The Bidders are advised to submit the bids through an online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the Bidders.
- After the bid submission, the acknowledgement number indicated by the system should be printed by the Bidder and kept as a record of evidence for online submission of bids for the particular tender.
- The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The Bidder should follow such time during bid submission.
- All the data being entered by the Bidder would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person

- Any Bid Document that is uploaded on the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded Bid Documents become readable only after the tender opening by authorized bid openers.
- The confidentiality of the bids is maintained with the use of Secure Socket Layer (SSL) 128-bit encryption technology. Data storage encryption of sensitive fields is done.
- The Bidder should logout of the tendering system using the normal logout option available at the top right-hand corner and not by selecting the (X) exit option in the browser.
- For any queries regarding e-Tendering process, the Bidders may contact at address as provided in the Bid Document. For any further queries, the Bidders are advised to send an email to ujjainsmartcity@mpurban.gov.in

1.2 General Instructions

- 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 Authority'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 project by the Authority 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 Authority. Any notification of preferred bidder status by Authority shall not give rise to any enforceable rights by the Bidder. Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Authority.
- d) Bids shall be received by the Authority on the e-Procurement portal <https://mptenders.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 being declared a public holiday by the Government of respective state, the offers will be received up to the appointed time on the next working day. The Authority 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.

1.3 Eligible Bidders

1.3.1 Bidding Entity

- a) The Bidder for pre-qualification may be a single entity or a group of entities (the "Consortium"), coming together to fulfil the deliverables as per the scope of the Bid. However, no Bidder applying individually or as a member of a Consortium, as the case may be, can be a member of another Bidder. The term Bidder used herein would apply to both a single entity and a Consortium.
- b) A Bidder may be a natural person, private entity, [government-owned entity] or any combination of them with a formal intent to enter into an agreement or under an existing agreement to form a Consortium. A Consortium shall be eligible for consideration subject to the conditions set out in Clause no. 2.3.2 below.

- c) A Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.

1.3.2 Consortium of Firms

- a) In case a bid is submitted by a consortium of two firms / companies (No. of members shall not be more than 2 including lead member) as consortium members, the members of consortium shall meet the following requirements:
- i. The Lead Member of the Consortium shall meet individually the financial requirement criteria given at Clause no. 3.5, section (iii)
 - ii. In case of a Consortium, the requirements under technical eligibility criteria Clause no. 3.5, section (iv), have to be met individually for each of the scope by one of the consortium members in its entirety.
- b) In case of Consortium, the following conditions shall also apply: A Consortium shall be considered Bidder provided that one of the members of the consortium shall be nominated as being in-charge (the “Lead Member”) and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the members. A Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
- c) The Lead Consortium Member shall submit the Bid and shall be liable towards fulfilling the obligations in this RFP.
- d) The Lead Consortium Member and all consortium members shall have a valid Goods and Services Tax Registration Number, Provident Fund (PF) Code and Permanent Account Number (PAN) for the Republic of India.
- e) The Lead Consortium Member shall designate and authorize one person to represent the Consortium in its dealings with the Authority through a Power of Attorney as per Section 5.4 to perform all tasks including, but not limited to, providing information, responding to inquiries, signing of Bid on behalf of the Consortiums, etc.
- f) Each member of the Consortium and shall be registered under the Companies Act 1956/2013 with Registrar of Companies/ LLP firm/ Partnership firm under Partnership Act of 1932 or a sole Proprietorship firm registered under Companies Act 2013 and operations in India.
- g) Every Consortium Member shall provide consent to the Lead Member and make itself aware of all the proceedings of the bidding process and Project implementation through legally enforceable consortium agreement (the “Joint Bidding Agreement), power of attorneys, legal undertakings, etc. entered amongst all members of that Bidding Consortium. In the absence of duly executed formats, the Bid shall not be considered for evaluation and will be rejected.
- h) The Bidder and each member of consortium should not be blacklisted / barred by any Govt. Organization or Regulatory Agencies or Govt. Undertaking. Bidder should submit a self- undertaking signed by its Authorized Signatories for the same as per Annexure 1.4.
- i) The Lead Member shall submit the Bid after legitimately paying the Bid Document fees for the RFP, and submission of the EMD/Bid Security as per the various terms, schedules and formats prescribed as per Annexure 4 and Annexure 5 of the RFP.

- j) The bid, and in case of successful bid the specified Form of Agreement, shall be signed so as to be legally binding on all consortium members as per Annexure 6 of this RFP.
- k) The Lead Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the Consortium, and the entire execution of the Contract shall be done with the Lead Member and payment under the contract shall be received by the Lead Member on behalf of the Consortium as per power conferred to him in the Power of Attorney.
- l) The Lead Member shall be liable for the entire contract in accordance with the contract terms, while other Consortium Members shall be liable severally for their portion of Work. The statement to this effect shall be provided along with RFP submissions including the Bid Form and Contract (in case of successful bid).
- m) The list of Consortium Members needs to be declared in the bid which cannot be changed by the bidder later. Any change in the Consortium member will need to be approved by the Authority. However, Authority reserves the right to reject the Bid in case of change in the constitution of the consortium after the submission of Bid and before the execution of the Agreement.
- n) The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills, and trained manpower commensurate with its role and responsibilities during the Contract Period.
- o) The Consortium Agreement must also state that the period of the Agreement would coincide with the Contract period. Consortium must continue to be in existence during the period of the contract and that any change will be subject to approval of the Authority only.
- p) Any Dispute arising during Contract Period between the Consortium Members shall be resolved amicably without adversely impacting Project Implementation and Operation. If in Authority's opinion, dispute between Consortium members adversely impacts implementation and operation of the Project, then Authority may in its sole discretion in the interest of the Project, (a) Terminate the Contract after due process and/or (b) Provide a binding solution.
- q) In case Authority intends to proceed for termination on account of IA's Event of Defect and / or unresolved disputes between the Consortium Members, all the Consortium Members shall be jointly and severally liable for Implementation, Operation and Maintenance of project at Agreed prices and payment terms specified in this RFP till Authority or any new agency appointed by it takes over the Project.

1.3.3 Constitution of Consortium

- a) A group of Persons/entities may form a Consortium for submitting a bid under the present RFP. The Consortium shall be headed and represented through a Lead Member who shall act as the interface between the Consortium and the Authority. Unless the Authority deems fit and the Agreement requires otherwise Lead Member shall be solely and absolutely accountable to the Authority for the performance of all obligations under the Agreement.
- b) The Consortium Members have agreed that Lead Member is the main point of contact between the Consortium Members and the Authority, and it shall be primarily responsible for the discharge and administration of all the obligations contained herein. The Authority unless it deems necessary shall deal only with the Lead Member. However, the Lead Member and consortium members shall be jointly and

severally liable to the Authority. Notwithstanding the foregoing, the Lead Member would have the sole responsibility of ensuring the delivery of products and services mentioned in all volumes of this RFP and each consortium member will only be responsible/liable for their scope of work.

- c) Without prejudice to the obligation of the Consortium Members to adhere to and comply with the terms of the Agreement, the Consortium Members have executed and submitted a power of attorney in favour of the Lead Member authorizing him to act for and on behalf of such members of the Consortium and to do all acts as may be necessary for fulfilment of obligations under the Agreement.
- d) No agreement/contract executed within the consortium members be amended, modified and/or terminated without the prior written consent of the Authority. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by IA to the Authority.
- e) Where, during the term of the Agreement, Lead Member terminates any contract/arrangement or agreement relating to the performance of Services, Lead Member shall be responsible and liable for any consequences resulting from such termination. Lead Member shall in such case ensure the smooth continuation of Services by providing a suitable replacement to the satisfaction of the Authority at no additional charge and at the earliest opportunity.

1.4 Proposal Preparation Cost

- a) The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Authority, to facilitate the evaluation process, and in negotiating a definitive agreement or all such activities related to the bid process. The Authority will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) This Bid Document does not commit the Authority to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the Bidder shall become the property of Authority and may be returned at its sole discretion.

1.5 Bid Queries

- a) prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to the following e-mail id on or before prescribed date, Email Id for submission of queries: (Email ID: ujjainsmartcity@mpurban.gov.in .
- b) The queries should necessarily be submitted in the following format:

Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel/Mobile: Email:
S No	RFP Document Reference (Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought
1			

2			
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- c) Queries submitted post the above-mentioned deadline, or which do not adhere to the above-mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the website: <https://mptenders.gov.in/>
- d) At any time before the deadline for submission of bids, the Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an addendum/ corrigendum.
- e) The Bidders are advised to visit <https://mptenders.gov.in/> on regular basis for checking necessary updates. Authority also reserves the rights to amend the dates mentioned in this RFP for bid process.
- f) To afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Authority may, at its discretion, extend the last date for the receipt of Bids

1.6 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 RFP 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.

1.7 Right to Amendment of the Project Scope

- a) Authority retains the right to amend the scope of work or amend the program for service delivery at any time and without assigning any reason. Authority makes no commitments, express or implied, that the full scope of work as described in this RFP will be commissioned.
- b) The bidder's technical and commercial proposals received in this process may result in Authority selecting to engage with the bidders in further discussions, seeking clarifications and negotiations toward execution of an agreement including finalization of the scope elements. The commencement of such negotiations does not, however, signify a commitment by the Authority to execute a contract or to continue negotiations. Authority may terminate negotiations at any time without assigning any reason.

1.8 Authority Rights to Terminate the Selection Process

- a) Authority may terminate the RFP process at any time and without assigning any reason. Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by Authority.
- c) The bidder's participation in this process may result in Authority selecting the bidder to engage in further discussions and negotiations toward execution of an agreement. The commencement of

such negotiations does not, however, signify a commitment by the Authority to execute an agreement or to continue negotiations. Authority may terminate negotiations at any time without assigning any reason.

1.9 Right to Accept / Reject any Proposal

- a) Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons, therefore.
- b) Besides other conditions and terms highlighted in the RFP Document, bids may be rejected under following circumstances:

i. General Rejection Criteria

- Conditional Bids.
- If the information provided by the Bidder is found to be incorrect / misleading / fraudulent/incomplete at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received after the prescribed time & date for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of attorney/ board resolution or its certified true copy.

ii. Pre-Qualification Rejection Criteria

- Bidders not complying with the Eligibility Criteria given in this RFP.
- Revelation of prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a Bid not substantially responsive to the RFP Document in every respect.

iii. Technical Rejection Criteria

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a Bid not substantially responsive to the RFP Document in every respect.
- Bidders not quoting for the complete scope of work as indicated in the RFP Documents, addendum /corrigendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as

stated in the RFP Documents.

- The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the scope of work and Service Level Agreements of this RFP.

iv. *Commercial Rejection Criteria*

- Incomplete price Bid.
 - Price Bids that do not conform to the RFP's price bid format.
 - Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
 - If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its Bid may be rejected.
- c) Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the L1 Bidder gets disqualified / rejected, then Authority reserves the right to consider the next best ranked Bidder or take any other measure as may be deemed fit in the sole discretion of Authority, including annulment of the Selection Process.

1.10 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 and time for Submission of Pre-Bid Queries and submit them to Authority in writing in order that such doubt may be removed, or clarifications are provided.

1.11 Bid Formats

Attached separately

1.12 Language of the Bid

The bids prepared by the Bidder and all subsequent correspondence and documents relating to the bids exchanged by the Bidder and Authority shall be written in English language. Any printed literature furnished by the Bidder, written in another language, shall be accompanied by an accurate English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

1.13 Hand-written Documents, Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections, or alterations in the offer. Filling up the information using terms such as "OK", "noted", "as given in brochure/manual" is not acceptable and may lead to the disqualification of the Bid.

1.14 Earnest Money Deposit (EMD) / Bid Security

- (i) The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD), in the amount specified in the Bid Data Sheet.

- (ii) EMD/ Bid Security shall be submitted only online using options available in the tender portal within the specified time limit. Bidders are advised to process it well in advance. No claim shall be entertained due to delay in online transactions via payment gateway/banking portal."
- (iii) Bid not accompanied by EMD shall be liable for rejection as non-responsive.
- (iv) EMD of all bidders except the successful bidder will be returned within ten working days of the decision on the bid.
- (v) EMD of the successful Bidder will be discharged when the Bidder has signed the Agreement after furnishing the required Performance security.
- (vi) Failure to sign the contract by the selected bidder, within the specified period, for whatsoever reason, shall result in forfeiture of the earnest money.

The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit / Performance Guarantee in accordance with the provision thereof.

On event of the occurrence of the following, the EMD may be forfeited if:

- a) A Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
- b) In the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time
- c) During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- d) During the bid process, if any information is found wrong / manipulated /fraudulent information in the bid.

The format for submitting EMD is as per Annexure 4.

1.15 Bid Prices

The Bidder shall indicate in the proforma prescribed, the unit rates and total Bid Prices for the product and services, it proposes to provide under this RFP. Prices should be shown separately for each item as detailed in this document.

The Bidder shall prepare the Bid based on details provided in the RFP document. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Authority. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP document and with due diligence. It shall be the responsibility of the Bidder to fully meet all the requirements and objectives of the RFP. If during the course of execution of the project any minor revisions to the work requirements like technical specifications, equipment sizing, etc. are to be made to meet the goals of the Project; such changes shall be carried out within the proposed price. If any deviation has a major impact on the Project Cost, the Authority shall take appropriate decisions and such decisions would be binding on the Bidder.

1.16 Firm Prices

Prices quoted in the Bid must be firm and shall not be subject to any modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.

The Price Bid should clearly indicate the price quoted without any ambiguity whatsoever and should include all applicable taxes, duties, fees, levies, and other charges as may be applicable in relation to the activities proposed to be carried out. Should there be a change in applicable taxes, the actual taxes on the date of billing would prevail.

Prices in any form or by any reason before opening the Price Bid should not be revealed, failing which the offer shall be liable for rejection. If price change is inevitable due to any factor external to the Bidders, the Bidders may be given a chance to submit revised Bids in a separate sealed cover. Decisions of the Authority shall be final in this regard.

1.17 Amendment of the RFP Document

At any time prior to the submission of bids, Authority for any reason whatsoever, may modify any element of the RFP Document by issuing an addendum/corrigendum. For the sake of interpretation, the content of any corrigenda issued by the Authority shall be read as a part of the original RFP Document. In each instance where provisions of the Corrigenda contradict or are inconsistent/ inapplicable with the provisions of the RFP, the provisions of the Corrigenda shall prevail and govern, and the contradicted or inconsistent/inapplicable provisions of the RFP shall be deemed amended accordingly.

The Authority may in its sole discretion consider extension of deadlines for submission of the bids, to allow prospective bidders reasonable time to take the amendment into account while preparing their bids. All communications with regards to the clarifications / corrigendum shall be uploaded on the website <https://mptenders.gov.in/>

It shall be the responsibility of the Bidder(s) to check the Authority's website and e-procurement portal from time to time for any amendment in the RFP document.

1.18 Inspection of Site and Sufficiency of RFP

Bidder is expected to work out their own rates based on the detailed description of scope of work, the specifications, SLA conditions, etc. and should judiciously arrive at the bidding price. The Bidder shall be deemed to have satisfied itself before Bid submission as to correctness and sufficiency of its bid. The rates quoted by the bidder shall cover all its obligations under the RFP necessary for proper execution of the project including O&M.

If necessary, before submitting its Bid the Bidder should inspect and examine various sites and its surroundings and shall satisfy itself about form and nature of the Sites (including equipment/asset locations), means of access to the Sites, and in general, obtain all necessary information which may influence or affect Project implementation and operationalization. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

The Bidder shall be deemed to have conducted independent site surveys, assessed terrain, crowd conditions, utility constraints, deployment complexity, temporary infrastructure requirements, operational risks, and

local conditions before submission of Bid.

During major snan days, the deployed infrastructure and manpower shall function under “Zero Critical Failure” operational mode.

Bidder shall ensure seamless interoperability between surveillance systems, AI analytics platform, GIS platform, and Digital Twin platform through open APIs and standardized integration architecture.

Authority may require live demonstration, Proof of Concept (PoC), simulation demonstration, AI analytics validation, or Digital Twin capability demonstration at any stage during evaluation.

1.19 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP (No Deviation Certificate). The bids with deviation(s) are liable for rejection.

1.20 Total Responsibility

The SI shall bear complete end-to-end responsibility for design, integration, interoperability, performance, uptime, cybersecurity, scalability, operational continuity, and successful functioning of the ICCC ecosystem irrespective of whether individual components are manufactured/supplied by different OEMs or partners.

No claim, delay, or failure on the part of any OEM/subcontractor shall be accepted as a valid excuse for non-performance. The SI shall remain fully liable for all contractual obligations. Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution.

1.21 Key Personnel

Authority has identified certain key positions and minimum qualifications for each of the positions that should be part of the project team of the Bidder (hereby referred to as “**Key Personnel**”). Details of these key positions are provided.

a) *Initial Composition; Full Time Obligation; Continuity of Personnel*

Selected 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.

Selected 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 Authority's prior written consent would be mandatory.

b) *Evaluations*

Selected Bidder shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once fortnightly. Authority shall be entitled to provide inputs to the Selected Bidder for each such evaluation. Selected Bidder shall promptly provide the results of each evaluation

to the Authority, subject to Applicable Law.

c) *Replacements*

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

The Selected 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 agreement period, subject to reasonable extensions requested by the Selected Bidder to Authority.

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

- i. A resume, curriculum vitae and any other information about the candidate that is reasonably requested by Authority; and
- ii. An opportunity to interview the candidate.

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

If Authority objects to the appointment, the Selected 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 Selected Bidder needs to ensure at least 4 weeks of overlap period in such replacements. Authority will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost incurred by the Selected Bidder due to resource replacement.

1.22 *Inclusion of MSMEs and Emphasis on Make in India in Project Delivery*

Bidders are encouraged to include Micro, Small and Medium Enterprises (MSMEs) in the delivery of the project. Further to promote Make in India initiative of Government of India, procurement guidelines as per Public Procurement (Preference to Make in India), Order 2017, and its subsequent amendments thereof, of Department for Promotion of Industry and Internal Trade (DPIIT) must be strictly complied with. An undertaking in this regard to be submitted by bidder.

1.23 *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. 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 Authority does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances limited to variation up to 25%, 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 limited to variation up to 25%, 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.

- d) During the course of implementation and detailed due diligence, it may be required to vary the quantity and location of the field devices to suit the overall Simhastha Mela 2028 requirements. The Selected Bidder should be required to provision and supply such field devices and the backend resources at the unit rates quoted in the tender response. Such escalations/additions may go up to 25% of the specified BOQ.

1.24 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.

SECTION 2 – SELECTION METHODOLOGY

2. SELECTION CRITERIA

2.1 Selection Methodology (QUALITY CUM LEAST COST SELECTION)

The selection of System Integrator (SI) shall be carried out through a two-stage evaluation process comprising:

- (i) Technical Evaluation; and
- (ii) Financial Evaluation.

Technical Evaluation shall be conducted first.

Only those bidders securing minimum qualifying marks of 70% in Technical Evaluation shall be considered technically qualified and eligible for opening of Financial Bids.

Financial Bids of only technically qualified bidders shall be opened.

The bidder quoting the Lowest Evaluated Financial Bid (L1) among technically qualified bidders shall be considered for award of Contract.

2.2 Withdrawal, Substitution and Modification of Bids

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

The representatives of the Bidders are advised to carry the identity card or a letter of authority 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 under 2-stage bidding process:

- i. Set 1 (RFP Document fee & Bid Security/EMD) and Set 2 (Pre-Qualification bid)
- ii. Set 3 (Technical bid)
- iii. Set 4 (Price bid)

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

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

Bids received within the prescribed closing date and time will be opened on the e-procurement platform, on the date, time and at the address mentioned in the RFP Document.

- i. Technical bid of only those Bidders shall be opened who meet the Pre-Qualification requirements
- ii. Only bidders securing minimum 70% marks in Technical Evaluation shall qualify for Financial Evaluation.

2.3 Preliminary Examination of Bids

Authority 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 non-responsive for any reason or not meeting any criteria specified in the RFP, shall be rejected by Authority, 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:

- i. Not submitted in format as specified in the RFP document.
- ii. Received without the Letter of Authorization (Power of Attorney).
- iii. Found with suppression of details.
- iv. With incomplete information, subjective, conditional offers and partial offers submitted.
- v. Submitted without the documents requested.
- vi. Non-compliant to any of the clauses mentioned in the RFP.
- vii. With lesser validity period.
- viii. EMD not submitted / lesser EMD validity period .
- ix. If the Bidder gives wrong information in the Bid.
- x. Canvassing in any form in connection with the Bid.
- xi. Bids submitted after due date and time.
- xii. Bids submitted by Print out/Telex/Telegram/Fax/e-mail.
- xiii. Erasure and/or over writing is/are Not permissible
- xiv. Bids not signed by authorized signatory

2.4 Clarification on Bids

During the bid evaluation, Authority 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.

The Authority may waive any minor infirmity, nonconformity or irregularity in a bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Bidder, provided it conforms to all the terms, conditions of the bidding documents without any material deviations, objections, conditionality, or reservations. A material deviation, objection, conditionality, or reservation is one (i) that affects in any substantial way the scope, quality, or performance of the Agreement; (ii) that limits in any substantial way, inconsistent with the bidding documents, Authority's rights or the selected Bidder's obligations under the Agreement; or (iii) whose rectification would unfairly affect the competitive position of other Bidders who are presenting responsive bids.

SECTION 3 – EVALUATION PROCESS

3. EVALUATION PROCESS

Authority 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 presentations with the Bidders to seek clarifications or confirmations 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:

3.1 Stage 1: Pre-Qualification and Technical Evaluation

The evaluation process shall comprise:

- a) Preliminary Scrutiny;
- b) Pre-Qualification Evaluation;
- c) Technical Evaluation;
- d) Technical Presentation / Demonstration / PoC;
- e) Financial Bid Opening of Technically Qualified Bidders;
- f) Selection of Lowest Financial Bidder (L1).

3.1.1 Pre-Qualification

- i. Authority shall validate the Set 1 “RFP Document fee & Bid Security/Earnest Money Deposit (EMD)”.
- ii. If the contents of Set 1 are as per requirements, Authority shall open the Set 2 “Pre- Qualification Bid”. Each of the Pre-Qualification conditions mentioned in the document is MANDATORY. In case, the Bidder does not meet any one of the conditions, the Bidder shall be disqualified.
- iii. Bidders will 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. Bids of only those bidders who meets the Pre-Qualification criteria, shall be considered for further evaluation i.e., Stage – 2: Technical Evaluation
- iv. Technical and Price bids for those Bidders who don’t pre-qualify will not be opened. Price bids 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 after Performance Bank Guarantee is submitted by successful Bidder.

3.1.2 Technical Evaluation

- i. "Technical bid" will be evaluated only for the Bidders who succeed in Stage 1.
- ii. Authority 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 Authority's discretion.
- iii. 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 the RFP.
- iv. The Bidders shall make a presentation to the Authority/ Committee appointed by the Authority to supplement their bids which include the following:
 - Approach & Methodology including Project Experience
 - Proposed Solution
 - Manpower – Technical Resources
 - Proof of Concept of proposed solution
- v. The Authority envisages to have proof of concept / technical demonstration to evaluate the technology & system performance for achieving the intended business outcomes. During the Demonstration/Proof-of-Concept (PoC) at technical evaluation stage, the Evaluation Committee will give special attention to verify the quality, robustness and appropriateness of the proposed solution/ equipment(s). If any brand / products are found unsuitable, Bidder may get disqualified or may be asked to replace the product with better products, meeting the tender requirements, without any change in commercial bid. POC shall be performed as per use cases provided by the Authority in the RFP. Bidder shall be asked to demonstrate such use cases either in local setup or existing deployments (on the same product and equipment stack as proposed in RFP response) over network/cloud.) at the discretion of the Authority.
- vi. The Bidder shall be required to exhibit overall solution architecture along with compliance to functional and non-functional requirements of the RFP, through presentation.
- vii. The Authority will notify the date and venue for conducting such PoC / Technical demonstration to the prospective bidders.
- viii. The Bidder shall bear all the costs associated with PoC except for PoC venue which shall be made available by the Authority.
- ix. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only those bidders who get a minimum technical score of 70% will qualify for the commercial evaluation stage.

3.2 Stage 2: Commercial Evaluation

- i. All the technically qualified Bidders will be notified to participate in the Commercial Bid opening process.
- ii. The Price bids of the technically qualified Bidders shall then be opened on the notified date and time and reviewed to determine whether the Price bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
- iii. Price Bids that are not as per the format provided in the RFP shall be liable for rejection.
- iv. The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- v. The final value/cost of the project would be considered inclusive of all taxes and levies.

- vi. The Authority or any other government agency shall not have any liability of paying any taxes (including GST)/charges/levies as part of this project. The bidder has to quote their Price duly factoring all these costs over the project duration.
- vii. If there is any discrepancy in the Price Bid, it will be dealt as per the following:
- viii. If, in the price structure quoted for the required Product and Services, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), only the total price/cost as quoted in the table in the Price Bid Format 1 shall prevail. The unit prices quoted in Section A.3.2 of Annexure 3, Format 2, shall be considered only in case of any deviations/modifications in the scope of the work in due course.
- ix. If there is a discrepancy between words and figures, the amount in words shall prevail.

3.3 Successful Bidder Evaluation

The Selection of the Successful Bidder shall be through a two-stage quality cum least cost selection.

3.3.1 Stage 1: Technical Evaluation

The first stage consists of Pre-qualification and Technical Criteria evaluation. The minimum qualifying marks for the 1st stage shall be 70 marks out of 100 marks. Only bidders who secure the minimum qualifying marks will be considered "Technically Qualified" and eligible for the Financial Evaluation.

3.3.2 Stage 2: Financial Evaluation

The Financial Bids of only the Technically Qualified Bidders will be opened. The bidder quoting the Lowest Evaluated Financial Bid (L1) among technically qualified bidders shall be considered for award of Contract.

3.3.3 Selection of Winner

The bidder quoting the Lowest Evaluated Financial Bid (L1) among technically qualified bidders shall be considered for award of Contract.

The USCL reserves the right to accept any proposal or reject any or all the proposals without assigning any reasons and any liability whatsoever including financial liability. The Client also reserves the right to close or cancel the entire process of selection at any point without assigning any reasons whatsoever and without any liability whatsoever.

3.4 PRE-QUALIFICATION CRITERIA

The Bidder must possess the requisite experience, strength, and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project. The bidder must also possess technical know-how and financial ability that would be required to successfully provide Design, Implementation, System Integration, Operation and Maintenance services sought by the Authority for the entire agreement duration. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the bid document. This invitation to bid is open to all Bidders who qualify the eligibility criteria given below:

The Bidder shall meet the following minimum eligibility criteria:

(A) Legal & Financial Capacity

1. The Bidder shall be a legal entity registered, under the Companies Act 1956/2013 in India or LLP firm/ Partnership firm under Partnership Act of 1932, in India with minimum 5 years of existence.
2. The Bidder shall have an average annual turnover of at least **INR 75.00 Crores** during the last three financial years ending on 31 March 2025 (Audited)/2026 (Provisional).
3. The Bidder (including all members of Consortium) shall have positive net worth in the last three financial years.

(B) Technical Experience

Bidder shall demonstrate capability to execute projects of similar scale. The bidder shall be a System Integrator with direct execution responsibility. Pure trading entities shall not be eligible.

4. The Bidder (or any Consortium member) shall have experience for Implementation of ICT/ITES/System Integration project in India in last 5 years in following categories
 - At least one project of value \geq INR 75.00 Crores, OR
 - At least two projects of value \geq INR 45.00 Crores each, OR
 - At least three projects of value \geq INR 30.00 Crores each.
5. The Bidder (or any Consortium member) shall have successfully executed at least one (1) project each in at least two (2) of following categories for Central Govt./State Govt./ PSUs/ Defence /Urban Local bodies/Smart Cities/Religious Events in India in last 7 years as on Bid Submission Date:
 - (i) Outdoor CCTV Surveillance system with minimum 500 cameras in single project.
 - (ii) Artificial Intelligence (AI) based Video Analytics for outdoor CCTV surveillance system with minimum 100 number Analytics or camera channels.
 - (iii) Design, Build and Maintenance of Cloud based/On-Premises Data Centre.
 - (iv) Integration of at least two (2) components from the list below with Integrated command Centre Application / Software:
 - City Surveillance / Video Management System
 - Variable Message Display (VMD)
 - Artificial Intelligence based Video Analytics
 - Parking Management System
 - Automatic Number Plate Recognition System (ANPR)

GIS-based platforms, simulation systems, or Digital Twin / advanced analytics platforms, LiDAR-based crowd/traffic analytics platform shall be preferred and evaluated under technical scoring.

(C) OEM & Consortium

6. The Bidder shall submit authorization letters from OEMs for all critical components (CCTV, Cameras, VMS, AI analytics, Networking, Drones, Radio Communication, etc.).
7. OEMs shall provide Project-specific commitment; Back-to-back support for 5 years; and Confirmation of supply, warranty, and integration support.
6. Consortium of up to maximum three (3) members shall be permitted.

7. The Lead Member shall have at least 51% stake and shall be responsible for overall execution.

(D) Certification

8. The Bidder/Lead Member shall have mandatory certifications like ISO 27001:2013, ISO 9001:2015 and CMMi Level 3 or above

(E) Compliance

9. The Bidder shall not have been blacklisted/debarred by any Government entity in India.

10. The Bidder shall have local support capability in Madhya Pradesh or provide an undertaking for the same.

11. The Bidder / OEM should comply with Government of India Order dated 23.07.2020 (GFR Rule 144(xi)). The Bidder / OEM from countries sharing land border with India must be registered with DPIIT.

3.5 TECHNICAL EVALUATION CRITERIA

Given the scale and criticality of Simhastha 2028, bidders must demonstrate proven capability in large-scale, real-time surveillance and crowd management systems, including deployment of 500+ cameras, integration of AI-based analytics, and operation of mission-critical command centres. The proposed solution shall be fully aligned with the six-layer ICCC architecture defined in the RFP, including Digital Twin-enabled predictive decision support.

Technical Evaluation shall be carried out based on the following criteria (Total: 100 Marks):

Criteria	Sub Criteria	Marks
(A) Bidder Experience	<ul style="list-style-type: none"> Experience in ICT/ITES/System Integration/large scale surveillance project – 10 marks Experience in crowd/event management systems – 5 marks Experience in Government/Smart City projects – 5 marks 	20 Marks
(B) Proposed Solution & Architecture	Bidder shall design system scalable for additional camera deployment beyond initial estimates without major architectural changes. The proposed solution must align with the six-layer ICCC architecture defined in RFP, including Digital Twin integration and predictive analytics capabilities <ul style="list-style-type: none"> Compliance with ICCC architecture & scalability – 5 marks Integration with Digital Twin & simulation systems – 5 marks AI-based analytics capabilities – 5 marks Cybersecurity & system resilience – 5 marks 	20 Marks
(C) Approach & Methodology	<ul style="list-style-type: none"> Implementation strategy & phasing – 5 marks Peak load / Shahi Snan day management strategy – 5 marks Risk mitigation & contingency planning – 5 marks 	15 Marks
(D) Proof of Concept (PoC)/ Demonstration	PoC must demonstrate crowd density estimation (high-density simulation); real-time alerts; Dashboard integration; multi-camera feed processing <ul style="list-style-type: none"> Real-time analytics capability – 5 marks 	15 Marks

	<ul style="list-style-type: none"> • Crowd density / anomaly detection – 5 marks • Dashboard usability & responsiveness – 5 marks 	
(E) OEM Strength & Technology	<ul style="list-style-type: none"> • OEM credentials and deployments – 5 marks • Compliance with standards (ONVIF, BIS, etc.) – 5 marks 	10 Marks
(F) Key Personnel	<ul style="list-style-type: none"> • Project Director – 2 marks • Project Manager – 1 mark • ICCC Operations Manager – 1 mark • Network Lead – 1 mark • Cybersecurity Lead – 1 mark • AI Analytics Lead – 1 mark • Digital Twin / GIS Expert – 1 mark • VMS Expert – 1 mark • Field Deployment Lead – 0.5 mark • Data Center/Cloud Expert – 0.5 mark 	10 Marks
(G) Manpower & O&M Plan	<p>For 24x7 ICCC operations experience with large deployment manpower (>50 personnel), the bidder shall submit detailed deployment plan demonstrating capability to complete installation and commissioning and O&M within defined timelines, for different phased as under:</p> <ul style="list-style-type: none"> • Design, procurement, installation, testing and commissioning of permanent works/ infrastructure • Design, procurement, installation, testing and commissioning, O&M (9 months) of temporary works /rental infrastructures • O&M of permanent works/infrastructure for 5 years after Go-live 	5 Marks
(H) Certification; Innovation & Value Addition	<ul style="list-style-type: none"> • Certification: ISO 27001:2013, ISO 9001:2015 and CMMi Level 3 or above – 3 marks • Innovation: Digital Twin, Lidar, Drones, Social Media Analytics, etc. – 2 marks 	5 Marks
Total		100 Marks

Minimum qualifying marks in Technical Evaluation shall be 70%.

Only bidders achieving 70% or more marks shall qualify for opening of Financial Bid.

Important Notes:

- (1) Authority reserves the right to
- seek additional demonstrations,
 - conduct OEM verification,
 - conduct site verification,
 - verify credentials independently,

- seek clarifications,
 - and reject bids based on adverse findings.
- (2) Submission of false/fabricated credentials, manipulated certificates, forged OEM authorization, or misleading claims shall result in:
- immediate disqualification,
 - forfeiture of EMD,
 - blacklisting recommendation,
 - and legal action.

3.5.1 OEM Credentials & Capability Assessment

The Bidder shall propose only reputed, established, and enterprise-grade OEMs for critical components of the ICCC ecosystem. The proposed OEMs shall satisfy the following minimum requirements:

A. Eligible OEM Categories

OEM credential requirements shall apply, wherever applicable, to:

- Surveillance Cameras;
- VMS Platform;
- AI Analytics Platform;
- Digital Twin Platform;
- Networking Equipment;
- Cybersecurity Solutions;
- Storage & Compute Infrastructure;
- Video Wall Systems;
- Wireless Communication Systems;
- GIS Platform;
- and other critical enterprise infrastructure.

B. OEM Experience Requirements

The proposed OEM shall have:

- minimum 5 years' experience in manufacturing/development/support of the proposed product category as on bid submission date; and
- successful deployment experience in Government / Smart City / Safe City / Command Centre / Large Public Event / Enterprise projects.

C. Large Project Deployment Experience

The proposed OEM for critical components shall have experience of implementation in at least:

- 2 large Government / Smart City / Safe City / ICCC / Integrated Surveillance / Public Safety projects in India or globally;

OR

- 1 project involving:
 - minimum 1000+ IP cameras,
 - or city-scale command center deployment,
 - or large-event surveillance deployment,
 - or integrated AI-video analytics implementation.

D. OEM Authorization

The Bidder shall submit OEM Authorization Form (MAF); back-to-back support commitment; warranty support commitment; and escalation support commitment from all critical OEMs.

E. OEM Support Commitment

The OEM shall provide L2/L3 support; firmware/software updates; patch management; security updates; escalation matrix; and onsite/remote support during critical event periods including Major Snan Days.

F. Product Lifecycle Requirement

The proposed products/components shall not be End-of-Life (EOL), End-of-Support (EOS), or obsolete as on bid submission date.

The OEM shall provide undertaking that the offered products shall remain supported for minimum 5 years for permanent infrastructure.

G. Compliance & Certifications

The proposed OEM/products shall comply with applicable standards/certifications such as:

- ISO 9001;
- ISO 27001 (where applicable);
- CE/FCC/BIS;
- ONVIF;
- STQC (where applicable);
- CERT-In compliance support;
- and other applicable industry standards.

H. Local Support Presence

The OEM or its authorized support partner shall have support presence in India; and capability to provide timely support, spares, and escalation assistance during Project implementation and O&M period.

I. Spare & Service Assurance

The OEM shall ensure availability of spare parts, replacement units, software support, licenses, and technical assistance throughout the Contract Period.

J. Restriction on Blacklisted OEMs

OEMs currently blacklisted, debarred, restricted, or banned by Government of India / State Governments / PSU / Smart City SPVs / statutory authorities shall not be permitted.

K. Interoperability Requirement

All OEM products shall support open standards, API-based integration, interoperability, and seamless integration with ICCC ecosystem components.

L. Authority Rights

The Authority reserves the right to verify OEM credentials; seek additional documentary evidence; interact with OEMs directly; reject unsupported/non-compliant OEMs; and require replacement of proposed OEMs during evaluation stage.

3.5.2 Key Personnel & Deployment Methodology

The Bidder shall propose qualified, experienced, and dedicated Key Personnel for implementation, integration, operations, cybersecurity, AI analytics, Digital Twin operations, and overall management of the Project. The proposed Key Personnel shall possess minimum educational qualifications, certifications, and relevant project experience as specified in this RFP.

The Authority shall evaluate qualifications, certifications, relevant experience, Smart City / ICCC / Safe City / surveillance project experience, deployment approach, manpower strength, operational readiness, and availability commitment of the proposed Key Personnel.

Only personnel directly employed by the Bidder / Consortium Member / authorized implementation partner shall be considered unless otherwise approved by the Authority.

“Minimum Qualification Requirements of Key Personnel”

SNo.	Position	Minimum Qualification	Minimum Experience
1	Project Director	B.E./B.Tech/MCA/M.Tech	15 Years
2	Project Manager	B.E./B.Tech + PMP/Prince2 preferred	10 Years
3	ICCC Operations Manager	Graduate/Engineer	8 Years
4	Network Lead	B.E./B.Tech + CCNP equivalent	8 Years
5	Cybersecurity Lead	B.E./B.Tech + CEH/CISSP preferred	8 Years
6	AI Analytics Lead	AI/ML/Data Science background	7 Years
7	Digital Twin / GIS Expert	GIS/Geo-Informatics qualification	7 Years
8	VMS Expert	Relevant certification preferred	5 Years
9	Field Deployment Lead	Diploma/Engineer	5 Years
10	Data Center/Cloud Expert	Virtualization/Cloud Certification preferred	7 Years

3.6 FINANCIAL EVALUATION

Financial Bids of only technically qualified bidders shall be opened.

The bidder quoting the lowest evaluated Financial Bid (L1) shall be declared the Selected Bidder.

In case of discrepancy between words and figures, the lower value shall prevail.

Authority reserves the right to seek price breakups, justification, and clarification for abnormally low or unbalanced bids.

3.7 TIE RESOLUTION

In case two or more technically qualified bidders quote the same Lowest Financial Bid (L1), the bidder having higher Technical Score shall be ranked higher.

If the Technical Scores are also equal, the bidder having higher turnover during the last three financial years shall be ranked higher.

If the tie still persists, Authority may:

- invite tied bidders for additional presentation/discussion; or
- invite revised financial bids from tied bidders; or
- adopt any other transparent method deemed appropriate.

The decision of the Authority in tie resolution shall be final and binding on all bidders.

3.8 RIGHT TO NEGOTIATE

Authority reserves the right to negotiate with the Lowest Financial Bidder (L1) for:

- price optimization,
- scope rationalization,
- deployment optimization,
- commercial alignment,
- and project implementation strategy,

without materially altering the RFP conditions.

The Authority may also negotiate:

- reduction or rationalization of costs,
- conversion of components between permanent and temporary/rental deployment,
- enhancement of infrastructure quantities,
- inclusion/exclusion of items,
- and optimization of project scope in accordance with operational requirements and budgetary considerations.

The bidder shall extend full cooperation during negotiations and shall furnish all clarifications, revised proposals, breakups, justifications, and supporting documents as may be required by the Authority.

If the selected bidder fails to cooperate in negotiations, withdraws its bid, refuses to accept negotiated terms, or fails to sign the Contract within the stipulated timeline, the Authority reserves the right to reject the bid, forfeit the EMD, cancel the award, and/or invite the next eligible bidder for negotiations and award.

Nothing contained herein shall obligate the Authority to conclude negotiations or award the Contract to any bidder.

The Authority reserves the absolute right to accept, reject, modify, or annul the bidding process at any stage without assigning any reason whatsoever.

SECTION 4 – AWARD OF CONTRACT

4. AWARD OF CONTRACT

4.1 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The Authority reserves the right to accept or reject any proposal, and to annul the tendering process / and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Authority action.

4.2 Notification of Award

Prior to the expiration of the validity period, USCL will notify the successful bidders in writing or via email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, USCL may like to request the bidders to extend the validity period of the bid.

The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

4.3 Contract Finalization and Award

The "Letter of Acceptance (LOA)" will be issued under signature of competent authority of USCL.

The LOA will be sent in duplicate to the successful bidder, who will return one copy to the USCL duly acknowledged and signed by the authorized signatory, within one week of receipt of the same.

On this basis, the draft contract agreement would be finalized for award & signing.

Upon notification of award to the successful Bidder, USCL will promptly notify each unsuccessful Bidder.

4.4 Performance Bank Guarantee (PBG)

Within fifteen (15) working days from the date of issuance of LOA, the successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) to the Authority. The PBG shall be from a Scheduled Commercial Bank (Scheduled Public Sector Bank or Scheduled Private Sector Bank) or any Nationalized Bank in the format prescribed in

Annexure 5, 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 **3%** (three percent) of total contract value. PBG shall be invoked by Authority, in the event the Bidder:

- fails to meet the overall penalty/LD condition as mentioned in RFP Volume II or any changes agreed between the parties,
- fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of Purchaser, or
- misrepresents facts/information submitted to Purchaser

The performance bank guarantee shall be valid till satisfactory completion of Project. The performance bank guarantee may be discharged/returned by Authority 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), Authority shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Purchaser under the contract in the matter, the proceeds of the PBG shall be payable to Authority as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract.

Authority shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default. Authority shall also be entitled to make recoveries from the SI'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 or extended beyond the project schedule as mentioned in RFP Vol II, the performance bank guarantee shall be accordingly extended by the SI till completion of scope of work as mentioned in RFP Volume II.

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

4.5 Warranty & Maintenance

Warranty

Warranty would be for 5 years and should start from the Go live date for all the solutions, During the warranty period of 5 years, 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 SI further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.

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

During the comprehensive warranty period, the SI 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 Authority.

The SI hereby warrants Authority that:

- i. 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 SI shall be responsible for warranty services from OEMs/licensers of products included in the systems.
- iv. The SI undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.

Operations and Maintenance (O&M)

SI shall also provide complete O&M support on year to year basis, for all the proposed integrated solution as outlined in this RFP for a period of 5 years from the date of go-live i.e. "Go-Live". "Go-live" is the date on which the proposed solution is operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of Authority.

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

Authority will have the right to extend / reduce the number of O&M period, as and when required, on a prior notice of 90 days. Payment shall be made on the Pro-Rata basis as per the quoted price by the SI.

4.6 Signing of Contract

After the notification of award, Authority will issue Letter of Acceptance (LOA). Accordingly, a contract shall be signed between successful bidder and Authority or the agency designated by Authority. As an acceptance of the LOA, the successful bidder shall sign and return a duplicate copy to Authority, or the agency designated by Authority. The bidder shall return the duplicate copy along with a Performance Bank Guarantee within 15 working days from the date of issuance of LOA.

On receipt of the Performance Bank Guarantee, Authority or the agency designated by Authority shall enter into a contract with the successful bidder. The Master Service Agreement is provided in RFP Volume III. Post signing of the contract, purchaser shall issue the Work Order to the successful bidder.

4.7 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 Purchaser may award the contract to the next best value bidder or call for new bids. In such a case, Purchaser shall invoke the PBG and/or forfeit the EMD.

4.8 SLA Recovery Rights

SLA penalties shall be recoverable independently from:

- milestone payments,
- O&M payments,
- performance security,
- or any other payable dues.

SECTION 5 – GENERAL CONDITIONS & BID GOVERNANCE

5. GENERAL CONDITIONS & BID GOVERNANCE

5.1 General

The provisions contained in this Section shall govern the bidding process; bidder/SI conduct; governance framework; contractual integrity; operational responsibilities; and legal obligations in relation to the Project.

The bidder/SI shall comply with all terms, conditions, procedures, guidelines, and requirements specified in the RFP and subsequent Contract Agreement.

5.2 Authority Rights

5.2.1 Absolute Discretion of Authority

USCL reserves the absolute right to accept or reject any bid; annul the bidding process; modify the scope; cancel or reissue the RFP; negotiate with bidders; split the scope; or abandon the procurement process at any stage without assigning any reason and without incurring any liability whatsoever.

5.2.2 Scope Modification Rights

The Authority reserves the right to increase or decrease quantities; add/delete components; convert permanent infrastructure into rental infrastructure or vice versa; revise deployment locations; and optimize implementation strategy based on operational, financial, administrative, technical, security, or policy considerations.

5.2.3 Multi-Agency Coordination

The Bidder/SI shall coordinate with USCL, District Administration, Police Department, Mela Authority, State Government Departments, Utility Agencies, and other stakeholders without any additional financial implication unless specifically approved.

5.3 Bid Validity

The bid shall remain valid for a minimum period specified in the Fact Sheet from the last date of bid submission. The Authority may seek extension of bid validity and corresponding EMD validity.

5.4 Earnest Money Deposit (EMD)

5.4.1 Submission

The bidder shall furnish EMD in the prescribed format and amount as specified in the RFP.

5.4.2 Forfeiture of EMD

EMD may be forfeited if the bidder withdraws the bid; submits false information; refuses clarification; refuses negotiated terms; fails to furnish Performance Security; fails to sign Contract Agreement; or commits any material breach during bid process.

5.5 Performance Security

The selected bidder shall furnish Performance Security in the prescribed format and amount within stipulated timelines.

Failure to furnish Performance Security may result in cancellation of award, forfeiture of EMD, and further legal/administrative action.

5.6 Fraud & Corrupt Practices

5.6.1 Prohibited Practices

The bidder shall not directly or indirectly engage in bribery, collusion, coercion, fraudulent practices, anti-competitive conduct, undue influence, or corrupt practices.

5.6.2 Consequences

If the Authority determines that a bidder has engaged in prohibited practices, the Authority may reject the bid, forfeit EMD/PBG, terminate contract, blacklist/debar the bidder, and initiate legal proceedings.

5.7 Conflict of Interest

5.7.1 Conflict Restriction

The bidder shall not have any conflict of interest that materially affects fair competition or project execution.

5.7.2 Disclosure

The bidder shall disclose ownership structure, related-party relationships, consortium relationships, and potential conflicts.

5.7.3 Authority Decision

The decision of the Authority regarding existence of conflict shall be final and binding.

5.8 Confidentiality

5.8.1 Confidential Information

All operational information, surveillance data, project information, security architecture, credentials, analytics outputs, Digital Twin datasets, and sensitive information shall be treated as confidential.

5.8.2 Non-Disclosure

The bidder/SI shall not disclose, publish, share, reproduce, or misuse any confidential information without prior written approval of USCL.

5.8.3 Survival

Confidentiality obligations shall survive completion, expiry, or termination of contract.

5.9 Data Ownership & Usage Rights

5.9.1 Ownership

All video feeds, analytics outputs, AI datasets, GIS layers, Digital Twin datasets, reports, dashboards, logs, operational intelligence, and project-generated data shall remain sole property of USCL/Government.

5.9.2 Usage Restriction

The SI shall not commercially exploit, reuse, replicate, publish, transfer, or externally utilize project data without written approval of USCL.

5.9.3 Data Localization

Project data shall be stored and processed in accordance with applicable Government guidelines and cybersecurity advisories.

5.10 Intellectual Property Rights (IPR)

5.10.1 Ownership of Custom Developments

All customizations, workflows, integrations, dashboards, and project-specific developments created for the project shall be licensed perpetually for use by USCL.

5.10.2 Third-Party Software

The SI shall ensure that valid licenses, OEM rights, and legal usage rights exist for all supplied software/components.

5.10.3 Indemnity

The SI shall indemnify USCL against IPR infringement claims, copyright violations, licensing disputes, and related legal claims.

5.11 Cybersecurity Obligations

5.11.1 Security Compliance

The bidder/SI shall comply with:

- CERT-In guidelines,
- Government cybersecurity advisories,
- applicable standards,
- and security best practices.

5.11.2 Security Responsibility

The SI shall remain fully responsible for:

- secure configuration,
- patch management,
- vulnerability remediation,
- secure integration,
- and cybersecurity hardening.

5.11.3 Cyber Incident Liability

Cyber incidents arising due to:

- negligence,
- insecure configuration,
- delayed patching,
- weak controls,
- or non-compliance

shall be attributable to the SI.

5.12 OEM Authorization & Responsibility

5.12.1 OEM Authorization

The bidder shall submit valid OEM authorization for critical components as specified in the RFP.

5.12.2 OEM Support Commitment

OEMs shall provide warranty, technical support, software updates, and escalation support.

5.12.3 End-of-Life Restriction

The bidder shall not supply end-of-life, unsupported, or obsolete products without prior approval of USCL.

5.13 Consortium & Subcontracting

5.13.1 Consortium Conditions

Consortium participation, if permitted, shall comply with RFP conditions.

Lead bidder shall remain fully responsible for execution, integration, SLA compliance, and contractual obligations.

5.13.2 Subcontracting Restrictions

Subcontracting of critical components/functions shall require prior approval of USCL.

The SI shall remain fully liable for subcontractor performance.

5.14 Site Access & Permissions

The SI shall obtain necessary permissions, coordinate with authorities, comply with local regulations, and ensure lawful execution.

5.15 Safety Obligations

5.15.1 Safety Compliance

The SI shall comply with electrical safety, fire safety, labor safety, and public safety requirements.

5.15.2 Site Safety

The SI shall ensure barricading, signage, PPE usage, traffic safety, and accident prevention measures.

5.16 Insurance

The SI shall obtain and maintain workmen compensation insurance, third-party liability insurance, equipment insurance, transit insurance, and other applicable insurance policies.

5.17 Audit Rights

5.17.1 Audit Access

USCL or authorized agencies may inspect sites, audit systems, review records, inspect documentation, and verify compliance.

5.17.2 Cooperation

The SI shall provide full cooperation during audits, inspections, investigations, and reviews.

5.18 Change Request Management

5.18.1 Change Requests

USCL may issue change requests for scope modifications, quantity revisions, deployment changes, and technical enhancements.

5.18.2 Evaluation

The SI shall submit technical impact, commercial impact, timeline impact, and implementation implications for each change request.

5.19 Delay & Liquidated Damages

5.19.1 Delay Responsibility

The SI shall be responsible for timely completion of all milestones

5.19.2 Liquidated Damages

Delay in milestone completion may attract liquidated damages, payment withholding, SLA penalties, and other contractual remedies.

For delay in achieving milestones, Liquidated Damages shall be levied at 0.5% of the Contract Value per week of delay, subject to a maximum of 10% of the Contract Value.

LD shall be without prejudice to any other remedies available to the Authority.

SLA penalties shall be independent of Liquidated Damages and may be levied concurrently.

Imposition of penalties shall not relieve the SI of its obligation to meet performance requirements.

5.20 Force Majeure

5.20.1 Definition

Force Majeure shall include natural disasters, war, riots, acts of Government, epidemics, and events beyond reasonable control.

5.20.2 Notice Requirement

Affected party shall notify the other party promptly regarding Force Majeure occurrence.

5.20.3 Exclusions

Financial hardship, resource shortage, subcontractor failure, or avoidable operational failures shall not constitute Force Majeure.

5.21 Termination

5.21.1 Termination for Default

USCL may terminate the Contract in case of persistent SLA failure; material breach; insolvency; fraud; security compromise; and/or operational negligence.

5.21.2 Termination for Convenience

USCL reserves the right to terminate the Contract in public interest subject to applicable contractual provisions.

5.22 Exit Management

5.22.1 Transition Support

The SI shall provide transition support, operational continuity, knowledge transfer, configuration handover, and data migration assistance.

5.22.2 No Service Disruption

The SI shall ensure no disruption during transition, contract expiry, or termination period.

5.23 Dispute Resolution

Any dispute shall be resolved as follows:

Step 1: Amicable resolution within 15 days

Step 2: Escalation to senior committee within 15 days

Step 3: Arbitration under Arbitration & Conciliation Act, 1996

The seat of arbitration shall be Bhopal, Madhya Pradesh.

The language shall be English.

5.23.1 Amicable Resolution

The parties shall first attempt amicable settlement of disputes.

5.23.2 Arbitration

Disputes not resolved amicably may be referred to arbitration in accordance with applicable laws.

5.23.3 Jurisdiction

Courts at Ujjain / Madhya Pradesh shall have exclusive jurisdiction.

5.24 Governing Law

The RFP and subsequent Contract shall be governed by laws of India, Government of Madhya Pradesh rules, and applicable statutory provisions.

5.25 Compliance with Laws

The bidder/SI shall comply with labor laws, taxation laws, IT laws, cybersecurity laws, safety regulations, and all applicable statutory requirements.

5.26 Reservation of Rights

USCL reserves the right to seek clarifications, reject incomplete bids, verify credentials, conduct field verification, conduct OEM verification, and take decisions necessary for successful execution of the Project.

The decision of USCL shall be final and binding.

5.27 Public Interest & Critical Infrastructure Clause

The bidder acknowledges that:

- Simhastha 2028 is a critical public event,
- the ICCC ecosystem constitutes critical operational infrastructure,
- and uninterrupted operations are of paramount public importance.

Accordingly, the SI shall maintain:

- highest operational standards,
- enhanced manpower readiness,
- rapid escalation support,
- and zero-critical-failure preparedness during major snan days and notified critical operational periods.

SECTION 6 – PROJECT BACKGROUND

6. PROJECT BACKGROUND

6.1 Introduction

Simhastha Kumbh Mela, Ujjain is one of the largest religious congregations in the world and is of immense spiritual, cultural, administrative, and national importance. The event attracts crores of pilgrims, saints, tourists, and visitors from across India and abroad over the entire event period.

The Government of Madhya Pradesh and District Administration, Ujjain are undertaking extensive infrastructure and technology interventions for safe, efficient, and coordinated management of Simhastha 2028.

6.2 Need for Integrated ICCC

Considering very high pilgrim footfall, large geographical spread of Mela area, multi-agency coordination requirements, crowd safety considerations, traffic and mobility challenges, emergency response requirements, and increasing cybersecurity and operational risks, an enterprise-grade Integrated Command & Control Centre (ICCC) ecosystem is proposed for Simhastha 2028.

The ICCC shall function as the centralized operational platform for:

- surveillance,
- crowd management,
- traffic management,
- emergency coordination,
- incident management,
- AI-driven analytics,
- Digital Twin simulation,
- and decision support.

6.3 Project Area & Operational Scale

The proposed ICCC ecosystem shall broadly cover:

- Mela Area,
- major ghats of River Shipra,
- major roads within Ujjain city,
- entry corridors leading to Ujjain,
- parking and holding areas,
- public congregation zones,
- transport hubs,
- and other critical operational locations.

The operational coverage includes:

- approximately 3000+ hectares of Mela Area,
- approximately 250 km road network,
- large temporary parking and holding infrastructure,
- and high-density congregation areas.

6.4 Project Objectives

The key objectives of the Project include:

- real-time situational awareness,
- enhanced crowd safety,
- proactive crowd management,
- intelligent traffic management,
- integrated emergency response,
- predictive operational intelligence,
- multi-agency coordination,
- and data-driven decision support.

The Project also aims to establish a scalable and future-ready smart governance infrastructure for Ujjain.

6.5 Technology Vision

The proposed ICCC ecosystem shall leverage advanced technologies including:

- IP-based surveillance,
- AI-driven video analytics,
- GIS-based monitoring,
- Digital Twin platform,
- predictive analytics,
- enterprise communication network,
- integrated dashboards,
- and cybersecurity framework.

The system shall support:

- real-time monitoring,
- congestion forecasting,
- simulation-based planning,
- emergency response coordination,
- and operational decision intelligence.

6.6 Hybrid Infrastructure Model

The Project shall be implemented through a hybrid deployment model comprising:

*Establishment and O&M of Integrated Command & Control Centre (ICCC) for
Simhastha Kumbh Mela 2028*

- permanent CAPEX-based infrastructure with long-term operational utility and 60 months O&M; and
- temporary/event-specific rental infrastructure with approximately 9 months deployment and O&M during Simhastha operations.

The deployment strategy has been designed to optimize operational efficiency, scalability, cost effectiveness, and event-specific requirements.

6.7 Multi-Agency Operations

The ICCC ecosystem shall support integrated coordination among:

- District Administration,
- Police Department,
- Mela Authority,
- Health Department,
- Fire Services,
- SDRF/NDRF,
- Transport Authorities,
- and other stakeholder agencies.

The platform shall support unified operational workflows, integrated dashboards, and coordinated response mechanisms.

6.8 Project Components

The Project broadly includes:

- surveillance systems,
- AI Analytics Platform,
- Digital Twin & Decision Intelligence Platform,
- ICCC infrastructure,
- mini war-room,
- viewing centers,
- communication network,
- OFC backbone,
- cybersecurity framework,
- data center and storage systems,
- field infrastructure,
- and associated O&M services.

6.9 Operational Readiness

The ICCC ecosystem shall be designed for continuous 24×7 operations, peak-load handling, high availability, redundancy, operational resilience, and rapid emergency response during major snan days and critical event periods.

6.10 Future Readiness

The proposed architecture shall be scalable, interoperable, modular, and future-ready, capable of supporting future smart city initiatives, additional integrations, and evolving operational requirements beyond Simhastha 2028.

SECTION 7 – SCOPE OVERVIEW

7. SCOPE OVERVIEW

7.1 General

The selected System Integrator (SI) shall undertake end-to-end design, engineering, supply, installation, integration, testing, commissioning, operations, maintenance, training, and support for establishment of an enterprise-grade Integrated Command & Control Centre (ICCC) ecosystem for Simhastha 2028, Ujjain.

The Project shall be implemented through a hybrid deployment model comprising:

- permanent CAPEX-based infrastructure with 60 months O&M; and
- temporary/event-specific rental infrastructure with approximately 9 months deployment and O&M.

The detailed functional requirements, technical specifications, architecture, deployment strategy, and component-wise requirements are provided in **Volume-II of the RFP**.

7.2 Broad Scope of Work

The broad scope of work shall include, but not be limited to:

- detailed survey and planning,
- system design and engineering,
- procurement and supply,
- field infrastructure deployment,
- software and platform deployment,
- integration of all subsystems,
- testing and commissioning,
- operational trial runs,
- training and capacity building,
- operations and maintenance,
- and comprehensive SLA compliance.

7.3 Surveillance & Crowd Management System

The SI shall establish an integrated surveillance and crowd management ecosystem including:

- fixed IP cameras,
- PTZ cameras,
- panoramic cameras,
- thermal cameras,
- ANPR systems,
- body-worn cameras,

- dash cameras,
- drone integration,
- water surveillance systems,
- and associated monitoring infrastructure.

The surveillance coverage shall broadly include:

- ghats,
- Mela Area,
- city roads,
- entry corridors,
- parking and holding areas,
- public congregation areas,
- and other critical locations.

7.4 Video Management System (VMS)

The SI shall deploy an enterprise-grade Video Management System (VMS) integrated with:

- surveillance systems,
- AI Analytics Platform,
- GIS systems,
- Digital Twin platform,
- ICCC dashboards,
- and associated operational systems.

7.5 AI Analytics Platform

The SI shall deploy an AI-driven analytics platform for:

- crowd density analytics,
- people counting,
- heatmaps,
- congestion alerts,
- reverse flow detection,
- queue monitoring,
- traffic analytics,
- incident alerts,
- and predictive operational intelligence.

7.6 Digital Twin & Decision Intelligence Platform

The SI shall deploy a Digital Twin & Decision Intelligence Platform supporting:

Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028

- GIS-based visualization,
- real-time operational intelligence,
- crowd simulation,
- congestion forecasting,
- traffic simulation,
- evacuation modelling,
- and operational decision support.

7.7 Communication Network

The SI shall establish a resilient and scalable communication network comprising:

- OFC backbone,
- field connectivity,
- RF/wireless backup,
- Radio zone setup,
- network management systems,
- and associated communication infrastructure.

The network shall support:

- real-time video transmission,
- analytics communication,
- ICCC operations,
- and multi-location integration.

7.8 Cybersecurity Framework

The SI shall establish an enterprise-grade cybersecurity framework including:

- secure network architecture,
- firewalls,
- IDS/IPS,
- SIEM integration,
- access control,
- audit logging,
- VAPT,
- and cybersecurity monitoring mechanisms.

7.9 Data Center / DR / Storage Infrastructure

The SI shall establish and operationalize:

- compute infrastructure,

- storage systems,
- backup systems,
- disaster recovery mechanisms,
- virtualization infrastructure,
- and associated enterprise infrastructure required for ICCC operations.

7.10 ICCC, Mini War-Room & Viewing Centers

The SI shall establish:

- Primary ICCC,
- Secondary/Backup ICCC integration,
- Mini War-Room at Ranoji ki Chhatri,
- and approximately 10 Viewing Centers

with integrated dashboards, video wall systems, operator consoles, AV systems, and operational coordination facilities.

7.11 Field Infrastructure

The SI shall provide all required field infrastructure including:

- poles and mounting structures,
- OFC infrastructure,
- outdoor cabinets,
- power systems,
- UPS systems,
- earthing and lightning protection,
- field networking infrastructure,
- and temporary deployment infrastructure.

7.12 Integration Requirements

The SI shall ensure seamless integration among surveillance systems, VMS, AI Analytics Platform, Digital Twin platform, GIS systems, communication systems, ICCC systems, and approved third-party systems.

The architecture shall support interoperability, open APIs, scalability, and future smart city integrations.

7.13 Testing, Simulation & Trial Runs

The SI shall undertake Factory Acceptance Testing (FAT), Site Acceptance Testing (SAT), User Acceptance Testing (UAT), integrated system testing, operational trial runs, crowd simulations, emergency response simulations, failover testing, and multi-agency mock drills; before Go-Live.

7.14 Operations & Maintenance (O&M)

The SI shall provide comprehensive O&M services including preventive maintenance, corrective maintenance, monitoring, manpower deployment, software support, cybersecurity support, helpdesk services, spare management, and SLA compliance.

7.15 Training & Capacity Building

The SI shall provide operator training, administrator training, technical training, cybersecurity awareness training, and operational SOP training for personnel nominated by USCL and stakeholder agencies.

7.16 Documentation & Deliverables

The SI shall provide survey reports, design documents, architecture documents, SOPs, operational manuals, as-built drawings, asset inventory, training materials, and all required project documentation.

7.17 Future Readiness

The proposed solution shall be modular, scalable, interoperable, and future-ready, capable of supporting future operational requirements, additional integrations, and smart city initiatives beyond Simhastha 2028.

13. ANNEXURES

Annexure 1	PQ Bid Formats
Annexure 2	Technical Bid Formats
Annexure 3	Commercial Bid Formats
Annexure 4	EMD Format
Annexure 5	Performance Security Format
Annexure 6	Consortium Agreement
Annexure 7	Integrity Pact
Annexure 8	Non-Disclosure Agreement
Annexure 9	OEM Authorization Format
Annexure 10	Compliance Matrix

ANNEXURE 1 – FORMATS FOR PRE-QUALIFICATION BID

Indicative Checklist for the Documents to be included:

SNo	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1	Bid Cover Letter and Particulars of organizations		
2	Power of attorney along with board resolution to the authorized Signatory of the Bid		
3	EMD/Bid Security INR 50,00,000.00		
4	Bid Document fee INR 50,000.00		
5	Particulars of the bidders		
6	Copy of Certificate(s) of Incorporation, Memorandum and Articles of Association, copy of purchase orders showing required years of operations or Certified true copy of relevant extracts of balance sheet and PL statements for last required years		
7	Certificate(s) from statutory auditor towards average annual Turnover of the entity/entities over the last three (3) financial years (2022-23,2023-24 and 2024-25)		
8	Certificate(s) from the statutory auditor towards net worth for the last three (3) financial years 2022-23,2023-24 and 2024-25		
9	Certified copies of valid PAN documents		
10	Copy of GST registration		
11	Documents for meeting Technical Eligibility		
12	Affidavit by the Bidder duly signed by the authorized signatory confirming they have not been blacklisted by any Central / State Government/Union Territories/PSUs in India during last 3 years.		
13	The Bidder shall possess any three (3) of the below certifications which are valid at the time of bidding:		
	ISO 9001:2008/ ISO 9001:2015		
	ISO 14001:2015		
	ISO 20000:2011		
	ISO 27001:2013		
14	CMMi Level 3 or above		

ANNEXURE 1.1

Pre-Qualification Bid Cover Letter

(To be submitted on the letterhead of the Bidder)

Date: <dd/mm/yyyy>

To,
Executive Director
Ujjain Smart City Limited
Ujjain

Subject: Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028 – Pre-qualification/technical Bid Cover Letter regarding

Ref: RFP No :<No> Dated<DD/MM/YYYY>

Sir / Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Selection of Implementation Agency for Implementation of Surveillance System & Crowd Management System on CAPEX,OPEX and Rental basis for Ujjain Kumbh 2028.

We attach here to our responses to pre-qualification requirements, Technical and Price Bids as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered Authority 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 short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be disqualified from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP Document and also agree to abide by this RFP response for a period of 180 days from the date fixed for bid submission. We hereby declare that in case the contract is awarded to us, we shall submit the performance bank guarantee bond in the form prescribed in the RFP.

We agree that you are not bound to accept any RFP response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the bids and also all or any of the products / services specified in the RFP response.

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.

Dated this _____ Day of [Month], 2026

(Signature)

(In the capacity of)

(Name)

Duly authorized to sign the RFP response for and on behalf of:

(Name and Address of Company) seal / stamp of Bidder

Witness Signature:

Witness Name:

Witness Address:

Particulars of the Bidders

SNo	Description	Details
1	Name of the company	
2	Title of the Project	
3	Official address	
4	Phone No. and Fax No.	
5	Corporate Headquarters Address	
6	Phone No. and Fax No.	
7	Website Address	
8	Details of Company's Registration (Please enclose copy of the company registration document)	
9	Name of Registration Authority	
10	Registration Number and Year of Registration	
11	GST/CST/LST/VAT registration No. (as applicable)	
12	Permanent Account Number (PAN)	
13	Company's Turnover for last 3 years (Year wise) as on 31st March, 2025	
14	Company's Net Worth for the last 3 years (Year wise) as on 31 st March, 2025	

Financial Turnover

Name of the Bidder			
Financial Capability (Turnover Amount In INR)	FY 2022-23	FY 2023-24	FY 2024-25
	Average Annual Turnover for last 3 FYs		

Net-worth

Name of the Bidder			
Financial Capability (Net-worth Amount In INR)	FY 2022-23	FY 2023-24	FY 2024-25
	Net Worth in last FY (Audited)		

ANNEXURE 1.2

Format for Power of Attorney for Signing the Bid

(On INR 100.00 Non judicial Stamp Paper and duly notarized)

KNOW ALL MEN BY THESE PRESENTS,

We _____ *(name of the firm and address of the registered office)* do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms. *(name)*, _____ son/daughter/wife of _____ and presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney *(hereinafter referred to as the "Attorney")* to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for qualification and submission of our bid for the Project proposed by the _____ *(the "Authority")* including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and / or upon award thereof to us and/or till the entering into of the Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF _____.

For _____

(Signature, name, designation and address)

Witnesses:

1. (Notarized) 2.

Accepted

(Signature, Name, Title and Address of the Attorney)

Notes:

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

under common seal affixed in accordance with the required procedure.

- Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- In case the bid is signed by an authorized Director / Partner or Proprietor of the Bidder, a certified copy of the appropriate board resolution / document conveying such authorization to Authority may be enclosed in lieu of the Power of Attorney.
- For documents executed and issued overseas, the document shall be legalised by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.

This Power of Attorney will continue to be valid so long as the said Attorney is in the employment of the Company or until 1 year from the date of issuance of the POA or upon closure of the Tender whichever is earlier. This POWER OF ATTORNEY shall automatically cease to be in effect on occurrence of any of the aforesaid event without any further action / deed by the Company.

ANNEXURE 1.3

Format for Power of Attorney for Lead Member 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. _____ and M/s. _____ (the _____ (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. _____ 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 Authority 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 Authority 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 _____ 2026

(Signature)

(Name in Block Letter of Executant)

[Seal of Company]

Witness 1

Witness 2

Notes:

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

- Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- In case the bid is signed by an authorized Director / Partner or Proprietor of the Bidder, a certified copy of the appropriate board resolution / document conveying such authorization to Authority may be enclosed in lieu of the Power of Attorney.
- For document executed and issued overseas, the document shall be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

ANNEXURE 1.4

Declaration of Non-Blacklisting

(On INR 100.00 Non judicial Stamp Paper and duly notarized)

Date

To,
Executive Director
Ujjain Smart City Limited
Ujjain

Subject: Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028 – Declaration of Non-blacklisting regarding

Ref: RFP No :<No> Dated<DD/MM/YYYY>

Dear Sir,

We confirm that our company or firm, , is currently not blacklisted in any manner whatsoever by any Central / State Government/Union Territories/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 Bidder)

Printed Name Designation

Seal Date:

Place:

Business Address:

ANNEXURE 1.5

Self-certificate for Project Execution Experience

(On Bidding Entity's Letterhead)

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

SNo	Description	Details (filled by the bidder)
1	Name of the Project	
2	Client's Name, Contact no. and Complete Address	
3	Contract Value for the bidder (in Indian Rupees)	
4	Current status of the project (Completed / Ongoing)	
5	Activities completed by bidding entity as on bid submission date (Only relevant activities as sought in the Criteria to be included)	
6	Value of Work completed for which payment has been received from the client	
7	Date of Start	
8	Date of Completion	

(Authorized Signatory) Signature:

Name: Designation:

Bidding Entity's Name

Address:

Seal:

Date:

ANNEXURE 2 – FORMATS OF TECHNICAL BID

General Instructions for the Technical Bid

Bidders have to submit a very structured and organized Technical Bid, which will be analyzed by the Technical / Evaluation Committee for compliances with regards to the requirements of the project. Since the Price Bid shall be opened for only those bidders who qualify the minimum criteria for technical bid evaluation, the quality and completeness of the information submitted by the Bidder will matter a lot while finalizing the technical scores.

Bidder is expected to divide its proposal into the following five Sections / Documents:

Bidder's Competence to execute the Project

This document should bring about the capability of the bidder to execute this project. Some of the required documents are as follows:

- Experience of Bidder in Executing Projects in required Formats and with supporting documents.
- Details of IT, Surveillance and related Manpower in the firm.
- Other parameters as required

Proposed Team for the Project

As specified in the Technical Bid Evaluation Framework, Authority will give high importance on the quality and competence of the technical manpower proposed for the project. Bidders are required to propose separate resources for different skill sets (during Design, Project Implementation & Post-Implementation/Operations & Maintenance). Following documentation is expected in this section:

- Overall Project Team (for Design, Project Implementation & Maintenance phases)
- Escalation Chart for the entire Project Duration
- Summary Table giving Qualification, Experiences, Certifications, Relevance
- Detail of the proposed resources in the Format attached

Technical Solution Proposed for the Project

Broad areas to be covered in the Technical Solution documentation are given below:

1. Describe the proposed Technical Solution in a structured manner meeting various guiding principles and compliances. Following points should be captured in the same:
 - I. Clear articulation of the design, technical solution and various components proposed in the bid including make/model of equipment with sizing of infrastructure (including diagrams and calculations wherever applicable) proposed.
 - a. Justifications for selection of the proposed technology over other available options.
 - b. Extent of compliance to technical requirements specified in the scope of work
 - c. Technical Design and clear articulation of benefits to Authority and other associated project stakeholders with respect to various components of the solution

- d. Specific emphasis on fulfilling the requirement of AI analytics and AI enabled systems etc. as specified in the RFP.
 - e. Detailed Bill of Material for the solution proposed.
- II. The overall technical solution should be structured in following sub-sections, which are being evaluated by Technical Committee for technical scores:
- a. Network Connectivity
 - b. City Surveillance System
 - g. AI based Video Analytics for Integrated Crowd Management
 - h. Video Summarization / Synopsis System
 - i. Variable Message Display
 - j. Integration of various systems / components with existing ICCC
 - k. Voice Help Centre
2. Provide detailed approach and methodology for Pre-Implementation, Implementation & Post-Implementation periods.
 3. Clearly articulate the Strategy and Approach & Methodology for installation, Configuration & Operationalization of all the key components of the project
 4. Approach & Methodology for Management of SLA specified in the RFP.
 5. Detail of Project Plan with timelines, resource allocation, milestones etc.

Compliance Table to the Technical Requirement / Specifications

The RFP has specified the benchmark / functional requirements for various components. Bidder is expected to give a comprehensive compliance sheet for the Product and services proposed by them. The Format to be used for the compliance.

All above mentioned documents shall have an index page with page numbers specified for all the key information / headers.

IMPORTANT NOTE: The Bidders shall submit the Technical Solution Proposed and compliance to the minimum specifications for the Project. The Bids submitted without these documents are liable to be rejected. The Technical/Evaluation Committee's decision shall be final and binding on all formats for submitting details on experience of Bidder.

ANNEXURE 4 – FORMAT OF BID SECURITY/EMD

Bidders are required to deposit *e-EMD (RTGS / NEFT)*, of prescribed amount, online along with the technical bid.

ANNEXURE 5 – FORMAT OF PERFORMANCE SECURITY

Performance Bank Guarantee

[On Appropriate Stamp Paper]

To,

**EXECUTIVE DIRECTOR
UJJAIN SMART CITY LIMITED
UJJAIN**

WHEREAS:

- A. _____ [name and address of System Integrator] (hereinafter called the "System Integrator") and Ujjain Smart City Limited, _____, (hereinafter called the "Employer") have entered into an agreement (hereinafter called the "Agreement") for the "**Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028**" in the state of Madhya Pradesh on online lumpsum-item rate (the "lumpsum-item rate") basis, subject to and in accordance with the provisions of the Agreement.
- B. The Agreement requires the System Integrator to furnish a Performance Security for due and faithful performance of its obligations, under and in accordance with the Agreement, during the {Execution Period, Defects Liability Period and Operation & Maintenance Period} (as defined in the Agreement) in a sum of Rs..... Cr. (Rupees Crore) (the "Guarantee Amount").
- C. We, through our branch at (the "Bank") have agreed to furnish this bank guarantee (hereinafter called the "Guarantee") by way of Performance Security.

NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:

1. The Bank hereby unconditionally and irrevocably guarantees the due and faithful performance of the System Integrator's obligations during the {Execution Period/ Defects Liability Period and Operation & Maintenance Period} under and in accordance with the Agreement, and agrees and undertakes to pay to the Employer, upon its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the System Integrator, such sum or sums up to an aggregate sum of the Guarantee Amount as the Employer shall claim, without the Employer being required to prove or to show grounds or reasons for its demand and/or for the sum specified therein.
2. A letter from the Employer, under the hand of an officer not below the rank of Chief Executive Officer in the Ujjain Smart City Limited, that the System Integrator has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the Agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that the Employer shall be the sole judge as to whether the System Integrator is in default in due and faithful performance of its obligations during and under the Agreement and its decision that the System Integrator is in default shall be final and binding on the Bank, notwithstanding any differences between the Employer and the System Integrator, or any dispute between them

- pending before any court, tribunal, arbitrators or any other employer or body, or by the discharge of the System Integrator for any reason whatsoever.
3. In order to give effect to this Guarantee, the Employer shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the System Integrator and/or the Bank, whether by their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Guarantee.
 4. It shall not be necessary, and the Bank hereby waives any necessity, for the Employer to proceed against the System Integrator before presenting to the Bank its demand under this Guarantee.
 5. The Employer shall have the liberty, without affecting in any manner the liability of the Bank under this Guarantee, to vary at any time, the terms and conditions of the Agreement or to extend the time or period for the compliance with, fulfillment and/ or three of all or any of the obligations of the System Integrator contained in the Agreement or to postpone for any time, and from time to time, any of the rights and powers exercisable by the Employer against the System Integrator, and either to enforce or forbear from enforcing any of the terms and conditions contained in the Agreement and/or the securities available to the Employer, and the Bank shall not be released from its liability and obligation under these presents by any exercise by the Employer of the liberty with reference to the matters aforesaid or by reason of time being given to the System Integrator or any other forbearance, indulgence, act or omission on the part of the Employer or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would but for this provision have the effect of releasing the Bank from its liability and obligation under this Guarantee and the Bank hereby waives all of its rights under any such law.
 6. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the Employer in respect of or relating to the Agreement or for the fulfillment, compliance and/or performance of all or any of the obligations of the System Integrator under the Agreement.
 7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Guarantee is restricted to the Guarantee Amount and this Guarantee will remain in force for the period specified in paragraph 8 below and unless a demand or claim in writing is made by the Employer on the Bank under this Guarantee all rights of the Employer under this Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.
 8. The Guarantee shall cease to be in force and effect on ****\$. Unless a demand or claim under this Guarantee is made in writing before expiry of the Guarantee, the Bank shall be discharged from its liabilities hereunder.
 9. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the Employer in writing and declares and warrants that it has the power to issue this Guarantee and the undersigned has full powers to do so on behalf of the Bank.
 10. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorised to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the Employer that the envelope was so posted shall be conclusive.
 11. This Guarantee shall come into force with immediate effect and shall remain in force and effect for up to the date specified in paragraph 8 above or until it is released earlier by the Employer pursuant to the provisions of the Agreement.

12. This guarantee shall also be operatable at our..... Branch at <.....>, from whom, confirmation regarding the issue of this guarantee or extension / renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

Signed and sealed this day of, 2026 at

SIGNED, SEALED AND DELIVERED

For and on behalf of the Bank by:

(Signature)

(Name)

(Designation)

(Code Number)

(Address)

NOTES:

- (i) The bank guarantee should contain the name, designation and code number of the officer(s) signing the guarantee.
- (ii) The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing branch.

ANNEXURE 6 – FORMAT FOR CONSORTIUM AGREEMENT

(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] 2026 at [Place] among (hereinafter referred to as " _ ") and having office at [Address], India, as Party of the First Part and (hereinafter referred to as " _ ") and having office at [Address], as Party of the Second Part and (hereinafter referred to 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 **Selection of System Integrator (SI) for Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028:**

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 — **Selection of System Integrator (SI) for Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028** 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 — **Selection of System Integrator (SI) for Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028** 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.

Overview of Proposed Solution

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	Items
1	Understanding of the project and conformity to Scope of Work, Functional Requirement and System Architecture of the proposed solution as per requirements of the RFP
2	Proposed network and deployment architecture to meet the functionalities as given in RFP
3	Proposed security solution to safeguard against various threats including hacking attempts, cyber-crime, internal/ external threats etc.
4	Proposed solution for design & development of SOPs and KPIs
5	Methodology, tools and Technologies to monitor & maintain all the SLAs and managing change requests
6	Proposed structure for: a. Project Strategy b. Solution Document c. Project Management d. Resource Plan e. OEM approvals f. Procurement Plan e. Installation Plan (Permanent/rental infrastructure)
7	Approach towards testing and quality assurance
8	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
9	Assessment of Manpower deployment, Training and Handholding plan Deployment strategy of Manpower Mobilization of existing resources and additional resources as required Training and handholding strategy

ANNEXURE – 7: INTEGRITY PACT

Integrity Pact

This Integrity Pact (“Pact”) is entered into on this ___ day of _____ 2026.

BETWEEN

Ujjain Smart City Limited (USCL), having its office at _____, acting through its authorized representative (hereinafter referred to as the “Authority”, which expression shall unless repugnant to the context or meaning thereof include its successors and assigns)

AND

M/s _____, a company/firm incorporated under the laws of India and having its registered office at _____ (hereinafter referred to as the “Bidder/Contractor”, which expression shall unless repugnant to the context or meaning thereof include its successors, permitted assigns, consortium members, affiliates, representatives and agents).

The Authority and the Bidder/Contractor are hereinafter collectively referred to as the “Parties”.

1. PURPOSE

The purpose of this Integrity Pact is to ensure transparency, fairness, ethical conduct, and prevention of corruption in the bidding, award, implementation, operation, and maintenance of the Project.

2. COMMITMENTS OF THE BIDDER / CONTRACTOR

The Bidder/Contractor commits that

2.1 It shall not directly or indirectly offer, promise, give, solicit, or accept any bribe, gratification, gift, commission, kickback, facilitation payment, or undue advantage in connection with the bidding process or execution of the Contract.

2.2 It shall not engage in collusive bidding, bid rigging, cartelization, anti-competitive conduct, coercive practices, or fraudulent activities.

2.3 It shall disclose any payments, commissions, fees, or arrangements made with agents, consultants, intermediaries, or third parties in connection with the Project.

2.4 It shall not manipulate documents, submit forged certificates, furnish false credentials, or provide misleading information.

2.5 It shall maintain complete transparency in pricing, technical submissions, OEM relationships, and consortium arrangements.

3. COMMITMENTS OF THE AUTHORITY

The Authority commits that

3.1 It shall ensure transparent procedures, fair evaluation, equal opportunity, and non-discriminatory treatment to all bidders.

3.2 Its officials shall not demand, solicit, or accept any undue benefit from bidders/contractors.

3.3 Any official found violating integrity principles shall be liable for disciplinary/legal action as per applicable rules.

4. CONFLICT OF INTEREST

The Bidder/Contractor shall disclose any actual conflict, potential conflict, related-party relationship, or beneficial interest which may affect fairness or transparency of the Project.

5. REPORTING OF VIOLATIONS

The Bidder/Contractor may report any suspected corruption, unethical practice, coercion, or misconduct to the Authority through designated channels.

6. VIOLATION & CONSEQUENCES

If the Authority determines that the Bidder/Contractor has violated this Pact, the Authority may take one or more actions including rejection of bid, forfeiture of EMD/PBG, termination of contract, recovery of losses, blacklisting/debarment, suspension from future tenders, and legal/criminal proceedings.

7. INDEPENDENT EXTERNAL MONITOR

The Authority may appoint Independent External Monitor(s) (IEMs) for oversight of integrity compliance under this Pact.

The Bidder/Contractor shall extend full cooperation to such IEM(s).

8. VALIDITY

This Pact shall remain valid during the bidding process, throughout execution of the Contract, during O&M period, and until final closure of contractual obligations.

9. GOVERNING LAW & JURISDICTION

This Pact shall be governed by laws of India.

Courts at Ujjain / Madhya Pradesh shall have jurisdiction.

10. SIGNATURES

For and on behalf of
Ujjain Smart City Limited

Name: _____

Designation: _____

Signature: _____

Seal

For and on behalf of Bidder/Contractor

Name: _____

Designation: _____

Signature: _____

Seal

Witnesses:

1. _____

2. _____

ANNEXURE – 8: NON-DISCLOSURE AGREEMENT (NDA)

Non-Disclosure Agreement

This Non-Disclosure Agreement (“Agreement”) is executed on this ____ day of _____ 2026.

BETWEEN

Ujjain Smart City Limited (USCL), having its office at _____ (hereinafter referred to as the “Disclosing Party” or “Authority”)

AND

M/s _____, having its registered office at _____ (hereinafter referred to as the “Receiving Party” or “Bidder/Sl”).

The Authority and Bidder/Sl are collectively referred to as the “Parties”.

1. PURPOSE

The purpose of this Agreement is to protect confidential and sensitive information shared in connection with bidding, evaluation, implementation, operation, maintenance, and management of the ICCC Project for Simhastha 2028, Ujjain.

. CONFIDENTIAL INFORMATION

“Confidential Information” shall include, but not be limited to surveillance architecture, network diagrams, ICCC layouts, security configurations, operational procedures, video feeds, analytics outputs, AI models, Digital Twin datasets, GIS layers, credentials, passwords, reports, source code, APIs, and any information marked or reasonably understood as confidential.

3. OBLIGATIONS OF RECEIVING PARTY

The Receiving Party shall

3.1: Maintain strict confidentiality of all Confidential Information.

3.2 Use Confidential Information solely for purposes related to the Project.

3.3 Not disclose Confidential Information to any third party without prior written approval of the Authority.

3.4 Restrict access to Confidential Information only to authorized personnel, employees, consortium members, subcontractors, or consultants having legitimate project-related requirement and bound by similar confidentiality obligations.

3.5 Protect Confidential Information with reasonable degree of care and security safeguards.

4. PROHIBITED ACTIONS

The Receiving Party shall not copy, reproduce, distribute, publish, reverse engineer, commercially exploit, transfer, or misuse Confidential Information without written approval of the Authority.

5. CYBERSECURITY & DATA PROTECTION

The Receiving Party shall implement secure access controls, encryption, audit logging, cybersecurity safeguards, and secure storage mechanisms for protection of Confidential Information.

6. EXCLUSIONS

Confidential Information shall not include information which is already in public domain, becomes public without breach of this Agreement, is lawfully received from third party, or is independently developed without use of Confidential Information.

7. DISCLOSURE UNDER LAW

If disclosure is required under law, court order, regulatory requirement, or Government direction, the Receiving Party shall promptly notify the Authority before such disclosure wherever legally permissible.

8. OWNERSHIP OF INFORMATION

All Confidential Information shall remain sole property of the Authority.

No license, ownership, or intellectual property rights are transferred under this Agreement except limited usage rights expressly permitted.

9. RETURN / DESTRUCTION OF INFORMATION

Upon completion of Project, termination, expiry, or demand by Authority, the Receiving Party shall return, destroy, or securely erase all Confidential Information and certify compliance.

10. BREACH & REMEDIES

Any breach of this Agreement may result in termination of contract, forfeiture of EMD/PBG, damages, blacklisting/debarment, injunctive relief, and legal/criminal proceedings.

11. SURVIVAL

Confidentiality obligations shall survive completion, expiry, or termination of the Contract for a minimum period of 5 years or as required under applicable laws/policies.

12. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by laws of India.

Courts at Ujjain / Madhya Pradesh shall have exclusive jurisdiction.

13. SIGNATURES

For and on behalf of
Ujjain Smart City Limited

Name: _____

Designation: _____

Signature: _____

Seal

For and on behalf of Bidder / System Integrator

Name: _____

Designation: _____

Signature: _____

Seal

Witnesses:

1. _____
- 2.

ANNEXURE 9: OEM AUTHORIZATION FORMAT

(Manufacturer's Authorization Form)

(This form has to be provided by the OEMs of the hardware and software solutions proposed. This letter 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: <dd/mm/yyyy>

To,
Executive Director
Ujjain Smart City Limited
Ujjain

Subject: Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028 - Manufacturer's Authorization Form regarding

Ref: RFP No :<No> Dated<DD/MM/YYYY>

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:

ANNEXURE 10: MASTER COMPLIANCE MATRIX

Instructions to Bidders

1. The Bidder shall provide detailed compliance against all requirements specified in the RFP including functional requirements, technical specifications, architecture requirements, cybersecurity requirements, implementation obligations, SLA requirements, and O&M requirements.
2. Compliance shall be provided against each clause/requirement.
3. The Bidder shall clearly indicate “Complied”, “Partially Complied”, or “Not Complied”.
4. Mere statement such as “Yes”, “Understood”, “Will Comply”, or copy-paste of RFP text shall not be considered sufficient compliance.
5. The Bidder shall provide offered specifications, deviations (if any), OEM details, and documentary references.
6. Any deviation not specifically disclosed in this Compliance Matrix may be treated as deemed compliance by the Bidder.
7. The Authority reserves the right to seek clarifications, reject vague/incomplete compliance, verify claims, and disqualify non-compliant proposals.
8. Compliance Matrix shall be supported with OEM datasheets, brochures, architecture documents, certifications, and supporting technical documents.

A. GENERAL COMPLIANCE MATRIX

SNo	RFP Section / Clause No.	Requirement Description	Bidder Compliance (Complied / Partially Complied / Not Complied)	Offered Solution / Compliance Details	Deviation, if any	Supporting Document Reference
1						
2						
3						

B. SURVEILLANCE SYSTEM COMPLIANCE MATRIX

SNo	Component	Minimum Requirement	Compliance Status	Offered Specification	OEM / Make/ Model	Deviation, if any	Datasheet Reference
1	Fixed IP Camera	As per RFP					
2	PTZ Camera	As per RFP					

3	Panoramic Camera	As per RFP					
4	Thermal Camera	As per RFP					
5	ANPR Camera	As per RFP					
6	Body-Worn Camera	As per RFP					
7	Dash Camera	As per RFP					
8	Underwater Surveillance Camera	As per RFP					
9	Drone Integration	As per RFP					

C. VIDEO MANAGEMENT SYSTEM (VMS) COMPLIANCE MATRIX

SNo	Requirement	Compliance Status	Offered Specification / Feature	Deviation, if any	Supporting Reference
1	Enterprise VMS Platform				
2	Multi-OEM Integration				
3	ONVIF Compliance				
4	GIS Integration				
5	AI Analytics Integration				
6	Redundancy & Failover				
7	Role-Based Access Control				
8	Mobile Access				
9	Edge Recording Support				
10	Scalability				

D. AI ANALYTICS PLATFORM COMPLIANCE MATRIX

SNo	Requirement	Compliance Status	Offered Feature / Methodology	Deviation, if any	Supporting Reference
1	Crowd Density Analytics				
2	Heatmaps				
3	Reverse Flow Detection				
4	Queue Analytics				
5	Congestion Alerts				
6	Fire/Smoke Detection				
7	Predictive Analytics				
8	Dashboard Integration				
9	GIS Integration				
10	Digital Twin Integration				

E. DIGITAL TWIN PLATFORM COMPLIANCE MATRIX

SNo.	Requirement	Compliance Status	Offered Capability	Deviation, if any	Supporting Reference
1	2D/3D GIS Visualization				
2	Real-Time Data Ingestion				
3	Crowd Simulation				
4	Congestion Forecasting				
5	Evacuation Modelling				
6	Traffic Simulation				
7	SOP-Based Alerts				
8	Scenario Simulation				
9	Dashboard Integration				

10	API-Based Integration				
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F. COMMUNICATION NETWORK COMPLIANCE MATRIX

SNo.	Component	Requirement	Compliance Status	Offered Specification	Deviation	Supporting Reference
1	OFC Backbone					
2	Field Switches					
3	Core Switches					
4	Wireless/RF Links					
5	Radio/Wireless System					
6	Redundancy Architecture					
7	QoS Support					
8	Network Monitoring					

G. DATA CENTER / STORAGE / DR COMPLIANCE MATRIX

SNo.	Requirement	Compliance Status	Offered Specification	Deviation	Supporting Reference
1	Compute Infrastructure				
2	Virtualization				
3	GPU Support				
4	Storage Architecture				
5	Video Retention				
6	Backup Mechanism				
7	Disaster Recovery				
8	Failover Support				
9	Monitoring Systems				

H. ICCC / WAR-ROOM / VIEWING CENTER COMPLIANCE MATRIX

SNo.	Requirement	Compliance Status	Offered Specification	Deviation	Supporting Reference
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1	ICCC Setup				
2	Video Wall				
3	Operator Consoles				
4	AV Systems				
5	Mini War-Room				
6	Viewing Centers				
7	Dashboard Integration				
8	Collaboration Systems				

I. CYBERSECURITY COMPLIANCE MATRIX

SNo.	Requirement	Compliance Status	Offered Solution	Deviation	Supporting Reference
1	Firewall				
2	IDS/IPS				
3	SIEM Integration				
4	MFA				
5	Encryption				
6	Audit Logging				
7	VAPT				
8	CERT-In Compliance				

J. FIELD INFRASTRUCTURE COMPLIANCE MATRIX

SNo.	Component	Compliance Status	Offered Specification	Deviation	Supporting Reference
1	Poles & Mounting Structures				
2	Outdoor Cabinets				
3	UPS Systems				
4	Earthing & Lightning Protection				
5	Power Infrastructure				
6	Temporary Deployment Infrastructure				

K. SLA & O&M COMPLIANCE MATRIX

SNo.	Requirement	Compliance Status	Offered SLA / Methodology	Deviation	Supporting Reference
1	60 Months O&M for Permanent Infrastructure				
2	9 Months O&M for Rental Infrastructure				
3	Preventive Maintenance				
4	Corrective Maintenance				
5	Helpdesk Support				
6	Spare Management				
7	Incident Response Timelines				
8	Peak Snan Day Support				

L. IMPLEMENTATION & TESTING COMPLIANCE MATRIX

SNo	Requirement	Compliance Status	Offered Methodology	Deviation	Supporting Reference
1	Implementation Schedule				
2	FAT/SAT/UAT				
3	Trial Runs				
4	Simulation Exercises				
5	Failover Testing				
6	Multi-Agency Mock Drills				

M. DEVIATION STATEMENT

The Bidder shall clearly specify all deviations from RFP requirements.

SNo.	RFP Clause Reference	Description of Deviation	Justification
1			
2			

If no deviations are proposed, the Bidder shall explicitly state:

“We hereby confirm that our proposal is fully compliant with all terms, conditions, technical specifications, functional requirements, SLA requirements, and contractual obligations specified in the RFP. No deviations are proposed.”

N. BIDDER UNDERTAKING

We hereby certify that:

Establishment and O&M of Integrated Command & Control Centre (ICCC) for Simhastha Kumbh Mela 2028

- all information furnished in this Compliance Matrix is true and correct;
- the offered solution complies with the RFP requirements except specifically disclosed deviations;
- all supporting documents submitted are genuine;
- and the Authority may verify any claim/document submitted by us.

Authorized Signatory

Name: _____

Designation: _____

Bidder Name: _____

Signature: _____

Seal: _____