



WOMEN AND CHILD DEVELOPMENT CORPORATION
WCDC BUILDING, DAROGA PRASAD RAI PATH
R. BLOCK, ROAD NO-2, PATNA-800001
Website : <https://wcdc.bihar.gov.in>

Notice-cum-Request for Proposal (RFP) for Selection of an Agency for Design, Development, Implementation, Integration, Operation & Maintenance of a Centralized Command & Control Centre (CCC) Infrastructure for WCDC, Bihar

Women and Child Development Corporation (WCDC), Bihar invites proposals under a Two-Bid System (Technical Bid and Financial Bid) through the e-Procurement Portal from reputed and experienced Agencies/Firms for the **"Request for Proposal (RFP) for Selection of an Agency for Design, Development, Implementation, Integration, Operation & Maintenance of a Centralized Command & Control Centre (CCC) Infrastructure for WCDC, Bihar"**, in accordance with the terms and conditions specified in the Notice Inviting Tender (NIT).

Interested bidders may submit their proposals as per the prescribed eligibility criteria, scope of work, and other requirements detailed in the RFP document.

For detailed description of Scope of Work (SOW) and to download the complete tender document, terms etc. please refer the "Tender" section of Eproc Portal website: <http://eproc2.bihar.gov.in>. The last date for submission of tenders through WCDC is **25/09/2026** and last date for submission of pre-bid queries if any is **08/09/2026**.

Administrative Officer

Notice Inviting Tender (NIT)

**Women and Child Development Corporation
Daroga Prasad Rai Path, Road No-2
Patna – 800001 (Bihar)**

Request for Proposal (RFP) for Selection of an Agency for Design, Development, Implementation, Integration, Operation & Maintenance of a Centralized Command & Control Centre (CCC) Infrastructure for WDC, Bihar

NIT No : WDC/CCC-ICT/2026

Date : 02/09/2026

The Women & Child Development Corporation (WDC), Bihar, established under the Societies Registration Act, 1860, serves as the pivotal entity entrusted with the implementation, coordination and support of various women and child development initiatives across the State of Bihar.

WDC, Bihar invites applications from eligible **companies/firms/agencies** for the “**Selection of an Agency for Design, Development, Implementation, Integration, Operation & Maintenance of a Centralized Command & Control Centre (CCC) Infrastructure for WDC, Bihar.**”

The proposed Centralized Command & Control Centre is intended to strengthen centralized monitoring, coordination, review, data-driven decision-making and technology-enabled oversight of WDC programmes and service delivery facilities across Bihar.

The detailed **eligibility criteria, technical evaluation criteria, scope of work, and other requirements** are provided in the respective sections of this **Request for Proposal (RFP)** document.

For a detailed description of the **RFP**, and for downloading the complete tender document along with all applicable terms and conditions, bidders are advised to refer to the “**Tender**” **section of the e-Procurement Portal** available at: <https://eproc2.bihar.gov.in>

The following are the KEY BID INFORMATION of the Notice Inviting Tender (NIT) :

Sl. No.	Particular	Details
1	Name of RFP/NIT	Selection of an Agency for Design, Development, Implementation, Integration, Operation & Maintenance of a Centralized Command & Control Centre (CCC) Infrastructure for WDC
2	Client	Women and Child Development Corporation, Bihar
3	Administrative Department	Social Welfare Department, Government of Bihar
4	Bid System	Two-Bid System: Technical Bid and Financial Bid
5	Selection Method	Bid Quality and Cost Based Selection, BQC 80:20
6	Mode of Submission	Offline as specified by WDC
7	Tender Processing Fees	INR 5,900/- (Rupees Five Thousand Nine Hundred Only) , including GST. The Tender Processing fees to be paid online through e-payment mode through e-Procurement (https://eproc2.bihar.gov.in)
8	Tender Document Fee	INR- 5,000/- (Five Thousand Only) Non-Refundable
9	Earnest Money Deposit	INR- 5,00,000/- (Rupees Five Lakh Only) Refundable. The EMD shall be submitted online through the e-Procurement Portal.
10	Bid Validity	180 days from last date of bid submission
11	Performance Security (ePBG)	5% of total contract value
12	Implementation Period	45 days from agreement date
13	RFP Available for Download	02nd-September-2026
14	Last Date for Submission of Queries	08th-September-2026 ; Time : 12:00 PM
15	Last Date and Time for Bid Submission	25th-September-2026 ; Time : 03:00 PM
16	Technical Bid Opening	25th-September-2026 ; Time : 03:30 PM
17	Financial Bid Opening	To be notified
18	Address for queries/contact	Women and Child Development Corporation (WDC) Road No-2, Daroga Prasad Rai Path, R Block, Patna-800001 Email ID : support.wdc@bihar.gov.in ; Website - https://wcdc.bihar.gov.in

DISCLAIMER

All information contained in this Request for Proposal (RFP) is provided/clarified in good interest and faith. This is not an agreement, and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiry and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

WCDC, Bihar, Patna reserves the right to reject any or all of the tenders submitted in response to this RFP document at any stage without assigning any reasons whatsoever. WCDC also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. WCDC reserves the right to change/modify/amend any or all the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders on Website- <https://eproc2.bihar.gov.in>. Neither WCDC nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of WCDC or their employees and Prime Bidder/Consortium or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process belongs to WCDC shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") i.e. Government Organization/PSU/ Limited Company, Partnership Firm or/and an Autonomous Institution.

E-Procurement Tendering Process – Instructions

The Bidder shall submit its Bid online through the **e-Procurement Portal** at <https://eproc2.bihar.gov.in>, in accordance with the procedure prescribed below.

WCDC shall not be responsible for any delay, non-submission, incomplete submission or technical issues attributable to the Bidder after the prescribed deadline.

1. The bidder shall submit his bid/tender on e-Procurement 2.0 platform at <https://eproc2.bihar.gov.in>.
 2. The bidder must have the Class III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-procurement website <https://eproc2.bihar.gov.in> and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement 2.0 platform.
 3. The bidders shall submit their eligibility and qualification details, technical bid, financial bid etc., in the online standard formats given in e-Procurement 2.0 website at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement 2.0 website. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
 4. All the required documents should be attached at the proper place as mentioned in the e-form otherwise the tender of the bidder will be rejected.
 5. Tender Processing Fee (TPF) to be paid through **e-Payment** mode (i.e., NEFT / RTGS, Net Banking, Credit /Debit Card) only.
 6. Cost of RFP/ Form Fee to be paid through **e-Payment** mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
 7. "Earnest Money Deposit (EMD) to be through e-payment mode only (i.e. NEFT/RTGS/Credit Card/Debit Card) on E-Proc Portal, well before the last date/time for submission/ uploading of offer/Bid, failing which the bid will be rejected. This EMD will be non-interest bearing and refundable. If the selected bidder fails to submit the requisite performance guarantee or to execute the agreement, this EMD will be forfeited.
- Note:** "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or anyother reason."
8. The tender opening will be done online only.
 9. Any corrigendum or date extension notice will be given on the e-Procurement website only.
 10. For support related to e-tendering process, bidders may contact at the mentioned below:

Toll Free Number: 1800 572 6571;

Email Id: eproc2support@bihar.gov.in

1. BACKGROUND INFORMATION :-

Women and Child Development Corporation (WCDC), Bihar, functions under the administrative control of the Social Welfare Department, Government of Bihar. The Corporation is engaged in the implementation, coordination and support of various programmes relating to women empowerment, child development, child protection, welfare, rehabilitation, counselling, safety, institutional support and other social welfare interventions, including initiatives under the Mukhyamantri Nari Shakti Yojana and Mission Shakti, across Bihar.

To strengthen centralized review, coordination, monitoring, and decision-making, WCDC intends to establish a Centralized Command & Control Centre (CCCS) at Patna or at any other location identified by WCDC. WCDC's existing public and internal systems include MIS and reporting functionalities for programmes and services such as the Women Helpline, One Stop Centres, Short Stay/Shelter Homes, and other related services.

The Centralized Command & Control Centre (CCC) shall be operated and utilized by authorized WCDC/Department officials. The selected Bidder/System Integrator (SI) shall be responsible for providing the required infrastructure, installation, commissioning, integration, and maintenance support as specified in this RFP. The day-to-day operation and utilization of the CCC shall remain with WCDC/Department officials.

In view of the increasing scale and diversity of programmes, there is a need for an integrated technology-enabled platform that can provide a unified State-level view of programme implementation, service delivery, institutional performance and key outcomes. Accordingly, WCDC proposes to establish a Centralized Command & Control Centre (CCC) Infrastructure at its Headquarters in Bihar.

In view of the increasing scale and diversity of WCDC programmes, there is a need for an integrated, technology-enabled infrastructure capable of providing a unified State-level view of programme implementation, service delivery, institutional performance and key outcomes. Accordingly, WCDC proposes to establish a Centralized Command & Control Centre (CCC) Infrastructure at its Headquarters in Bihar.

The proposed CCC infrastructure shall facilitate centralized monitoring, visualization, coordination, reporting and decision support for various WCDC programmes and services, including integration with existing and approved MIS, CCTV/VMS, network, communication and other ICT systems, as specified in this RFP.

Where technically feasible and legally permissible, the platform may also support **live or near-real-time video monitoring** from designated WCDC facilities and locations, subject to applicable privacy, consent, information-security and Government guidelines.

The CCCS shall provide interactive dashboards, drill-down analytics, alerts, exception monitoring, SLA tracking, pendency monitoring, escalation workflows, automated MIS, scorecards, geo-tagged field information, audit trails and management reports to support evidence-based decision-making by the Managing Director, senior officers, nodal officers and authorized district-level officials.

The proposed system shall be scalable, secure, interoperable and configurable to accommodate existing as well as future WCDC programmes, schemes, institutions and digital initiatives.

2. OBJECTIVES OF THE ASSIGNMENT

The objective of this RFP is to select an eligible agency for the supply, installation, testing, commissioning, networking and maintenance of ICT, display, audio-visual and allied infrastructure for establishment of a Centralized Command and Control Centre for Women and Child Development Corporation, Bihar.

The Centralized Command and Control Centre shall facilitate the Department/WCDC in centralized monitoring, review, coordination and decision-support relating to women and child development programmes, field-level activities, service delivery status, institutional performance, grievance-related information and other departmental priorities. The selected agency shall provide the required infrastructure and maintenance support; monitoring and operational activities shall be carried out by WCDC/Department officials.

The specific objectives are:

1. To establish a centralized ICT-enabled facility for monitoring, review and coordination of women and child development-related programmes and services across Bihar.
2. To procure, supply and install required ICT, networking, display, audio-visual, workstation and allied infrastructure for the Command and Control Centre.
3. To establish a reliable, secure and scalable local network for seamless connectivity among all components of the Centralized Command and Control Centre.
4. To configure and commission all supplied equipment so that the system functions as an integrated centralized monitoring and review facility.
5. To enable display and visualization of departmental dashboards, reports, MIS, video feeds, presentations and other monitoring inputs as required by WCDC.
6. To provide testing, commissioning, documentation, basic training and formal handover of the complete infrastructure to WCDC.
7. To provide warranty support, preventive maintenance, corrective maintenance and technical support during the contract period.
8. To ensure continuous availability and smooth functioning of the installed infrastructure through timely maintenance, troubleshooting and replacement support.

The key objectives of the assignment are :

- Establish a **Centralized Command & Control System (CCCS)** at WCDC Headquarters for State-level real-time/near-real-time monitoring of WCDC schemes, programmes and institutional activities across all **38 districts of Bihar**.
- Provide a single integrated dashboard with State, district, subdivision, block, institution and

scheme-wise drill-down capabilities.

- Enable live/near-real-time video & audio monitoring from approved WDC facilities, wherever required and technically feasible, subject to applicable privacy, consent, cybersecurity and Government guidelines.
- Enable evidence-based monitoring and decision-making through data analytics, trends, comparative performance analysis and actionable insights.
- Support geo-tagged field reporting, field activity monitoring, digital evidence capture and audit trails, wherever applicable.
- Provide role-based access and appropriate security controls to ensure that information is available only to authorized users.
- Establish a scalable and configurable technology platform capable of incorporating new schemes, programmes, institutions, applications, data sources and monitoring requirements during the Contract period.

3. WDC INTEGRATED SCHEMES/PROGRAMMES

The CCCS shall be designed as a **configurable and extensible platform** capable of integrating and monitoring existing as well as future WDC schemes and programmes.

The **WDC Integrated Programme** can be structured as a unified framework covering the following six major components. The following list is indicative and may be expanded or modified by WDC during the Contract period:

1. **Women Helpline (WHL) – 181** – Emergency assistance, counselling, grievance registration, referral, follow-up and case closure.
2. **One Stop Centre (OSC)** – Integrated support to women affected by violence, including counselling, medical, legal, police and other support services.
3. **Shakti Sadan** – Shelter, care, protection, rehabilitation and reintegration support for women in need.
4. **Palnagar** – Safe and supportive childcare services for eligible children.
5. **Hub for Empowerment of Women (HEW)** – Information, facilitation, scheme convergence, referral and empowerment support for women.
6. **Working Women Hostel** – Safe accommodation and related support services for working women.

The final list of modules, data sources, integrations, dashboards, KPIs and monitoring parameters shall be finalized in consultation with WDC during the requirement analysis and system design phase.

4. Live Video & Audio Streaming & Command Centre

The proposed solution shall provide a secure video-monitoring layer for designated WDC facilities. Live video shall be used only where justified by the programme requirement and applicable privacy/security rules.

- Support integration with IP cameras/CCTV systems using standard protocols such as RTSP/ONVIF or approved secure alternatives.
- Provide camera/device inventory, online/offline status, health monitoring and connectivity status.
- Provide role-based access to live feeds; access to sensitive locations shall be restricted and logged.
- Support configurable multi-camera viewing, district-wise camera groups and priority views.
- Support low-bandwidth adaptive streaming and recording integration where recording is specifically approved.
- Provide event/alert linkage between dashboard indicators and video views, where technically feasible.
- Maintain access logs and audit trails for viewing, downloading, configuration and administrative actions.
- The bidder shall comply with applicable Government cyber-security, privacy, data protection and departmental instructions. Cameras shall not be installed or configured in locations where video surveillance would violate privacy or dignity.

5. Command Centre Infrastructure

- Large display system/suitable display for simultaneous visualization of Video & audio of all the assign centers.
- UPS/power backup as per approved architecture.
- Secure server at HQ level as approved by Competent Authority.
- NOC/SOC-style monitoring for application, network and device health, as applicable.
- All hardware shall be new, OEM-supported and covered under warranty for the prescribed period.

Disclaimer

1. This RFP is issued for inviting proposals and does not constitute an offer or binding commitment on the part of WCDC.
2. WCDC reserves the right to accept or reject any bid, annul the bidding process, amend the RFP, modify the scope of work, extend timelines, or cancel the procurement process at any stage without assigning any reason.
3. The bidder shall be deemed to have examined all instructions, forms, terms, conditions, scope of work, technical specifications and other information contained in this RFP.
4. Failure to furnish all information required under this RFP or submission of a bid not substantially responsive to the RFP may result in rejection.
5. WCDC shall not be responsible for any cost incurred by bidders for preparation and submission of bids, site visits, meetings, presentations, demonstrations or negotiations.

Definitions

1. "WCDC" or "Corporation" means Women and Child Development Corporation, Bihar.
2. "Department" means Social Welfare Department, Government of Bihar.
3. "Bidder" means any eligible legal entity submitting proposal in response to this RFP.
4. "Successful Bidder" means the bidder selected by WCDC after completion of bid evaluation.
5. "Agency" or "Service Provider" means the successful bidder with whom agreement is executed.
6. "CCC" or "Command and Control Centre" means centralized ICT-enabled facility to be established for WCDC.
7. "Project" means supply, installation, testing, commissioning and maintenance of CCC infrastructure.
8. "Services" means all obligations, activities and deliverables to be provided by the selected agency under this RFP.
9. "Go-Live" means successful commissioning and acceptance of the CCC infrastructure by WCDC.
10. "SLA" means Service Level Agreement defining measurable service standards.

SCOPE OF WORK

1. Site Survey and Implementation Planning

The selected bidder shall conduct a detailed site survey at the location identified by WCDC.

The bidder shall assess:

1. Display/video wall installation location.
2. Rack and network equipment location.
3. UPS placement.
4. Cable routing.
5. Any electrical dependency to be coordinated by WCDC.

The bidder shall submit a Site Survey and Implementation Plan for approval before commencing installation.

2. Supply of Equipment

The bidder shall supply all approved items required for the Centralized Command and Control Centre, including as per BOQ.

All supplied items shall be new, unused, genuine, latest available model and covered under OEM warranty.

Refurbished, duplicate, grey market, discontinued or unauthorized products shall not be accepted.

3. Installation, Testing and Commissioning

The selected bidder shall:

1. Deliver all equipment at the site specified by WCDC.
2. Install all supplied hardware, networking and AV components.
3. Configure network connectivity between all CCC components.
4. Configure display/video wall system.
5. Configure workstations and peripherals.
6. Configure firewall/router/switches as per approved plan, if applicable.
7. Ensure proper cable laying, tagging, dressing and termination.
8. Conduct testing of all equipment and network points.
9. Conduct integration testing of display, controller, workstation and network system.
10. Submit test reports.
11. Commission the complete CCC infrastructure.
12. Obtain acceptance certificate from WCDC.

4. Networking of Centralized System

The bidder shall design and implement the local networking infrastructure for the Command and Control Centre.

Networking scope shall include:

1. Preparation of network layout.
2. Supply and installation of network switches as per BOQ.
3. LAN cabling through CAT6/CAT6A or higher standard as specified.
4. Firewall/router configuration, if included in BOQ.

5. Connectivity of workstations, displays, controllers and related equipment.
6. Testing of all network points.
7. Submission of network diagram and configuration document.

5. Maintenance Support

The bidder shall maintain the supplied and installed infrastructure during the warranty period.

Maintenance shall include:

1. Preventive maintenance.
2. Corrective maintenance.
3. Replacement of defective parts.
4. OEM coordination.
5. Network troubleshooting.
6. UPS/power equipment support.
7. Software/firmware updates for supplied equipment.

6. Training and Handover

The bidder shall provide basic training/handholding to nominated WCDC officials for use of supplied infrastructure.

Training shall cover:

1. Basic operation of video wall/display system.
2. Network equipment overview.
3. Audio-video conferencing operation.
4. Basic troubleshooting.
5. Escalation process for support calls.
6. Do's and don'ts for installed equipment.

The bidder shall provide user manuals, OEM manuals, warranty documents, configuration documents and asset inventory at the time of handover.

7. Exclusions from Bidder Scope

The following shall remain outside the bidder's responsibility unless specifically included in the BOQ:

1. Departmental monitoring activities.
2. Scheme monitoring activities.
3. Command Centre operational manpower for monitoring.
4. Data analysis by bidder.
5. Departmental decision-making.
6. Application/software development, unless separately specified.
7. Field-level operations.
8. Content/data entry by Department officials.
9. Government scheme reporting by bidder.

CENTRALIZED MONITORING COVERAGE

The proposed **Centralized Command & Control Centre (CCC)** shall facilitate authorized WDC officials in the centralized monitoring, review and coordination of WDC programmes and service delivery facilities across Bihar.

The selected Bidder/System Integrator (SI) shall be responsible for the **Supply, Installation, Testing, Commissioning, Integration and Maintenance** of CCTV cameras, NVR/storage systems, display systems, networking equipment and other allied infrastructure at identified locations and at the Centralized Command & Control Centre.

The monitoring and operational activities shall be carried out by authorized WDC officials. The Bidder/SI shall provide the required technical infrastructure, system integration, maintenance and technical support as specified in the RFP.

1. Facilities to be Covered

Initially, the following facilities shall be covered under the centralized monitoring system:

Sl. No.	Facility Type	Number of Facilities
1	One Stop Centres (OSC)	62
2	Shakti Sadan / Women Support and Shelter Facilities	16
	Total Facilities	78

WDC may increase or decrease the number of facilities during implementation/contract period as per requirement. Payment shall be regulated as per actual approved quantity and applicable rates.

2. Schemes and Services to be Monitored

The centralized monitoring infrastructure shall support WDC/Department in monitoring the following schemes/services:

1. **Women Helpline** – 181, including grievance and case monitoring.
2. **One Stop Centres (OSC)**, including service delivery, facility functioning, visitor/case support and coordination monitoring.
3. **Shakti Sadan / Women Support and Shelter Services**, including shelter facility monitoring and service availability.
4. **Mission Shakti**, including Hub for Empowerment of Women and other applicable components.
5. **Working Women Hostels**, including facility-level monitoring, occupancy-related review and safety monitoring.
6. **Palna / Palnagar** and other childcare facilities, including childcare facility monitoring and safety oversight.
7. **Mukhyamantri Nari Shakti Yojana** and related women empowerment initiatives, including scheme-level review and coordination support.
8. Any other women and child development scheme, institution or facility as decided by WDC during the contract period.

3. Purpose of Camera-Based Centralized Monitoring

The camera-based monitoring infrastructure shall be established to enable:

1. Centralized viewing of identified facilities from the Command and Control Centre.
2. Better supervision of service delivery points such as OSCs, Shakti Sadan and other notified facilities.
3. Improved safety, transparency and accountability in women and child welfare institutions.
4. Review of facility functioning, visitor management, public dealing areas and common areas.
5. Monitoring support for grievance/case-related service delivery under Women Helpline – 181 and OSCs.
6. Monitoring of shelter and support services under Shakti Sadan and related schemes.
7. Quick visual verification during emergencies, complaints, escalation or review meetings.
8. Evidence-based review by WCDC/Department officials, subject to applicable privacy and legal norms.

4. Indicative Technical Requirement for Facility-Level Monitoring

Each identified facility may be equipped with:

1. CCTV cameras for approved public/common areas.
2. NVR with required recording capacity.
3. Surveillance HDD.
4. Display unit, if required at local facility.
5. Network switch/router as required.
6. LAN cabling and accessories.
7. UPS and battery backup.
8. VMS/client software integration.
9. Connectivity provision for centralized viewing.
10. Necessary mounting, conduit, rack, power and installation accessories.

Camera placement shall be finalized only after site survey and approval of WCDC/facility in-charge. Cameras shall not be installed in private/sensitive areas such as bedrooms, bathrooms, counselling rooms or any area where privacy may be violated.

5. Centralized Command and Control Centre Monitoring Capability

The Centralized Command and Control Centre shall be equipped to view and monitor camera feeds from the identified facilities through VMS/NVR/central monitoring software, subject to network availability and approved access rights.

The system shall enable:

1. Facility-wise camera viewing.
2. District-wise grouping.
3. Scheme-wise grouping.
4. Live view of selected camera feeds.
5. Recorded footage retrieval as per authorized access.
6. Event/alert-based viewing, if supported.
7. User-based access control.
8. Audit trail/logs for access and playback, wherever supported.

9. Integration with display/video wall/TV screens at the Centralized Command and Control Centre.
10. Scalability for addition of more facilities in future.

6. Privacy, Safety and Legal Compliance

The selected bidder shall ensure that CCTV and monitoring infrastructure is installed strictly as per directions of WCDC and applicable laws/guidelines.

The following principles shall be followed:

1. CCTV coverage shall be limited to approved common/public/service areas.
2. No camera shall be installed in private or sensitive areas.
3. Camera placement shall be approved by WCDC/facility in-charge before installation.
4. Access to live feed and recorded footage shall be restricted to authorized WCDC/Department officials only.
5. Recording retention shall be as per policy approved by WCDC.
6. The bidder shall not view, copy, store, transfer or share footage except for installation, testing, maintenance or troubleshooting with prior approval.
7. All credentials, network details and monitoring access shall be handed over to WCDC after commissioning.
8. The bidder shall maintain confidentiality of all system information and footage-related access.

7. Bidder Responsibility

The selected bidder shall be responsible for:

1. Site survey of all identified facilities.
2. Preparation of facility-wise camera and networking layout.
3. Supply of cameras, NVR, storage, networking, UPS, display and allied items as per approved BOQ.
4. Installation, testing and commissioning at each facility.
5. Configuration for centralized viewing at the Command and Control Centre.
6. VMS/NVR configuration and user access setup.
7. Documentation of IP addresses, device IDs, location mapping, warranty details and network diagram.
8. Training/handholding of WCDC/facility officials.
9. Warranty for supplied equipment.
10. Preventive and corrective maintenance during contract period.

Monitoring, review, case handling, grievance decision-making and scheme supervision shall remain the responsibility of WCDC/Department officials.

SCHEDULE OF REQUIREMENT / BILL OF QUANTITIES

For Centralized CCTV-Based Monitoring System

The bidder shall supply, install, test, commission, configure and maintain the following items for establishment of centralized CCTV-based monitoring infrastructure for 78 centres and the Central Command and Control Centre at Head Quarter.

The proposed architecture shall be based on centralized monitoring from the WDC Headquarters/Centralized Command & Control Centre (CCC). The centralized VMS software shall be installed and operated only at the Headquarters/CCC for centralized monitoring and management of all connected CCTV systems.

At Headquarter level and each Facility level (78), the selected Bidder/SI shall provide an appropriate Network Video Recorder (NVR) with surveillance-grade HDDs for local recording and storage of CCTV footage. The NVR shall provide a minimum recording and storage capacity of **three (03) months**, subject to the applicable **MeitY/Government guidelines** and requirements specified in the RFP.

The NVRs shall be configured to enable **local recording, playback and retrieval**, with the recorded video accessible through the centralized VMS at the CCC, subject to network availability and authorized access.

No separate server shall be installed at centre/facility level.

All items supplied under this RFP shall be new, unused, genuine, and of current production, and shall be fully compatible with the proposed solution. Unless otherwise specified in the RFP, all supplied items shall be covered by a minimum three (03) years comprehensive warranty/guarantee and technical support from the date of successful installation, commissioning and acceptance by WDC.

1. Head Quarter / Central Command and Control Centre BOQ

Sl. No.	Item Description	Unit	Quantity
1	Central Monitoring Server at Head Quarter at-least 500TB storage along with 32" inch Monitors.	Nos.	1
2	VMS Software for centralized monitoring of all 78 centres from Head Quarter	Set	1
3	Managed Network Switch for Central Command and Control Centre, minimum 24-port Gigabit managed switch with required uplink ports	Nos.	2
4	Video Wall Controller suitable for 12 display panels with required input/output support	Nos.	1
5	Commercial 55" TV / Display for Central Command and Control Centre	Nos.	12
6	Wall Mount for 55" Displays	Nos.	12
7	Rack with Accessories for Central Command and Control Centre	Nos.	1
8	Wireless Mouse for Head Quarter operation	Nos.	2
9	Patch Cord, RJ45, Cable Labels and Accessories for Head Quarter	Lot	1

2. Facility-Level BOQ for 78 Centres

Sl. No.	Item Description	Unit	Quantity
1	CCTV IP Camera, 4 cameras per centre	Nos.	312
2	NVR, 8 Channel, compatible with IP cameras and VMS	Nos.	78
3	Surveillance HDD, 4TB, suitable for CCTV recording at centre level	Nos.	78
4	PoE Switch, suitable for minimum 8 port Switch	Nos.	78
5	UPS for centre-level installation, suitable for NVR, PoE switch and local display backup	Nos.	78
6	Battery Backup for centre-level UPS	Set	78
7	Commercial 32" TV / Display for local monitoring	Nos.	78
8	Wall Mount for 32" TV / Display	Nos.	78
9	Camera Junction Box / Back Box suitable for offered CCTV camera	Nos.	312
10	Wireless Mouse for NVR operation	Nos.	78
11	4U / 6U Rack for facility-level NVR/network equipment	Nos.	78
12	CAT6 Cable for camera/network connectivity	Box(305m)	78
13	PVC Conduit Pipes and Flexible Pipes for cable protection	Mtr.	12,000
14	Wire Clamps and fixing accessories	Lot	1
15	Cable Label Stickers / Cable Markers	Lot	1
16	RJ45 Connectors	Nos.	1,000
17	Patch Cord, factory crimped, suitable for field installation	Lot	1

3. Overall Project Services

Sl. No.	Item Description	Unit	Quantity
1	Installation, Testing and Commissioning of complete system across all 78 centres and Head Quarter	Lot	1
2	Warranty for supplied system and equipment	Year	3

4. Server and Storage Architecture

1. The centralized monitoring system shall follow a Head Quarter-based server architecture.
2. The main VMS Server / Application Server / Central Monitoring Server shall be installed at Head Quarter / Central Command and Control Centre only.
3. The main server shall be used for centralized monitoring, user access, VMS management, live view, playback access, display support and system administration.
4. At the centre/facility level, no separate server shall be installed.
5. Each centre shall be provided with 1 NVR and 1 Surveillance HDD of 4TB for local recording/storage of CCTV footage.
6. The NVR at each centre shall be configured for centralized viewing from Head Quarter through VMS/central monitoring software.

7. The bidder shall ensure compatibility between CCTV cameras, NVRs, VMS software and central server.
8. The bidder shall provide all necessary licenses, configuration and integration required for centralized monitoring of all 78 centres from Head Quarter.

5. BOQ Notes and Conditions

1. The BOQ is based on 78 centres, each centre having 4 CCTV IP Cameras, 1 NVR, 1 PoE Switch, 1 Surveillance HDD, 1 UPS with battery backup, 1 local display and 1 rack.
2. The total number of CCTV IP Cameras shall be 312 Nos. calculated as 78 centres x 4 cameras per centre.
3. The quantity of NVR, PoE Switch, Surveillance HDD, UPS, Battery Backup, 32" TV and 4U/6U Rack shall be 78 each, calculated as 1 unit per centre.
4. The 12 Commercial 55" TVs are proposed for the Central Command and Control Centre video wall/display area.
5. CAT6 cable, PVC conduit, flexible pipes, wire clamps, cable labels, RJ45 connectors, patch cords and other passive items shall be supplied as per actual site requirement after site survey and approval by WCDC.
6. All cameras shall be installed only at approved common/public/service areas. No camera shall be installed in private or sensitive areas such as bedrooms, bathrooms, counselling rooms or any area where privacy may be violated.
7. Camera placement shall be finalized after site survey and approval of WCDC/facility in-charge.
8. All active equipment shall be supplied with minimum 3 years OEM warranty/support.
9. The bidder shall submit OEM Authorization Certificate and warranty/support undertaking for major items including Camera, NVR, Surveillance HDD, 32" TV, 55" TV, LAN Cable, UPS, Battery and VMS Software.
10. The bidder may quote products from one or more OEMs. However, valid OEM authorization/warranty support certificate shall be submitted for each major quoted item.
11. The bidder shall include supply, transportation, loading/unloading, installation, configuration, testing, commissioning, documentation, training, warranty in the quoted price.
12. No additional payment shall be made for accessories, connectors, mounting material, cabling support items or consumables required for successful installation and commissioning, unless separately approved by WCDC.
13. The bidder shall submit site-wise asset details, serial numbers, warranty details, IP address plan, camera location mapping, NVR details and network diagram after installation.
14. The bidder shall ensure centralized live viewing and authorized playback access of all 78 centres at Head Quarter, subject to network availability.
15. Monitoring activities shall be performed by WCDC/Department officials. The bidder shall not be responsible for scheme monitoring, case monitoring, helpline operations or departmental decision-making.
16. Internet/Ethernet connectivity at the Headquarters and each identified centre shall be provided by WCDC/Department. The Bidder shall not be responsible for the procurement of Internet connectivity, broadband, leased line, SIM/data plans, or any recurring connectivity charges. However, the selected Bidder/SI shall be responsible for the configuration and integration of the supplied CCTV, NVR, VMS and networking equipment to enable centralized monitoring from the Centralized Command & Control Centre (CCC) using the Internet/Ethernet connectivity provided by WCDC/Department.

DELIVERABLES AND TIMELINE

Sl. No.	Deliverable	Timeline
1	Site survey and implementation plan	T + 7 days
2	Network layout and installation plan	T + 10 days
3	Supply of equipment at site	T + 30 days
4	Installation and configuration	T + 45 days
5	Testing and commissioning	T + 60 days
6	Documentation, training and handover	T + 65 days
7	Warranty	As per contract period

“T” means date of signing of agreement/work order, as decided by WCDC.

TECHNICAL SPECIFICATIONS

The bidder shall supply only new, genuine, unused and compatible equipment. All major items shall be provided with minimum 3 years OEM warranty/support. Bidder shall submit make, model, datasheet and item-wise compliance in the technical bid.

1. Technical Parameters for 4MP Bullet Network Camera

S. No.	Features	Description
1	Make	To be specified by bidder
2	Model	To be specified by bidder
3	Camera Type	4MP Bullet Camera
4	Image Sensor	1/3 inch Progressive Scan CMOS or better
5	Resolution	Min. 2560 x 1440 @ 25/30 fps or better
6	Video Compression	MJPEG/H.264/H.265, Smart Compression Technology with H.265/H.264
7	Audio Compression	G.711/G.722.1/G.726/MP2L2/PCM/AAC-LC/MP2L2; should support Environment Noise Filtering
8	Streaming	Min. three compressed streams, individually configurable
9	ID/Password	Multi-level user ID/Password
10	Simultaneous Live View	Up to 6 channels
11	Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port
12	Security	Password protection, complicated password, HTTPS encryption, IP address filter, HTTP/HTTPS, WSSE, TLS 1.1/1.2/1.3, security audit log, watermark
13	Protocol	Minimum TCP/IP, UDP, Multicast, NTP, DDNS, SNMP, QoS, DHCP, IPv4/v6, DNS, HTTP, HTTPS, RTSP, SRTP/RTSPS, Bonjour, NAT, RTCP, UPnP, ONVIF, SSH, SMTP, ARP, FTP/SFTP
14	Lens Type	2.8mm/4mm
15	Built-in Microphone	Support
16	Built-in Speaker	Support
17	Region of Interest	5 fixed regions
18	Image Enhancement	BLC, HLC, 3D DNR
19	Signal-to-Noise Ratio	≥ 52dB

20	Wide Dynamic Range	120dB
21	Image Parameters Switch	Yes
22	Image Settings	Rotate mode, saturation, brightness, contrast, sharpness, gain, white balance adjustable by client software or web browser
23	MicroSD Card Slot	MicroSD / MicroSDHC / MicroSDXC Card support up to 512GB
24	Flashing Light	Yes
25	Illumination	Colour: 0.001 Lux @ F1.0, AGC ON; 0 Lux with light
26	IR Range	IR up to 30 mtrs
27	Supplement Light Type	IR, White Light
28	Privacy Mask	4 Privacy Masks
29	Electronic Shutter	1/3 s to 1/100,000 s with slow shutter support
30	ONVIF	Profile S, G, T, M supported
31	Day and Night	Day, Night, Auto, Schedule
32	Operating Temperature	-30°C to +60°C
33	Operating Humidity	95% or less, non-condensing
34	Housing	IP67
35	Edge Based Video Content Analytics	Line crossing detection, intrusion detection, motion detection supporting alarm triggering by specified target types, human and vehicle, video tampering alarm, exception
36	Linkage	Notify surveillance centre, send email, trigger capture
37	General Function	Heartbeat, mirror, password reset via email, pixel counter, password protection, anti-banding
38	Language	English, Hindi
39	Power Source	12 VDC, PoE: 802.3at/af
40	Certification	CE/FCC/BIS-ER/STQC

2. Technical Parameters for 8 Channel NVR

S. No.	Features	Description
1	Make	To be specified by bidder
2	Model	To be specified by bidder
3	IP Video Input	8 Channel
4	Incoming Bandwidth	Min. 80 Mbps
5	Outgoing Bandwidth	Min. 160 Mbps
6	Recording Resolution	Up to 8MP
7	Video Output Interfaces	HDMI port supporting 4K resolution; VGA port supporting 1080P resolution; HDMI/VGA independent output
8	Two-way Audio	1 Channel
9	Audio Output	1 Channel
10	Compression Technique	H.265, H.264
11	Live View/Playback Resolution	Up to 8MP resolution
12	Synchronous Playback	Up to 4 Channel
13	Smart Search	Selected area in the video and smart playback to improve playback efficiency
14	Motion Detection / Human-Vehicle Analysis	All Channel

15	Smart Function	Intelligent Motion Detection with Human and Vehicle Analysis
16	Facial Detection and Analytics	Face picture comparison, human face capture, face picture search
17	Face Picture Library	Up to 16 face picture libraries, with up to 20,000 face pictures in total
18	Facial Detection and Analytics Performance	1-channel human face capture
19	Facial Picture Comparison	4-channel face picture comparison alarm
20	VCA Storage	Should support VCA detection alarm
21	Smart Playback Function	Should support smart search for selected area in the video and smart playback to improve playback efficiency
22	VCA Edge Based Support	Should support multiple Video Content Analytics based on camera analytics
23	SATA Interfaces	2 SATA interfaces with each supporting 12 TB
24	Network Interfaces	1 RJ45 10/100/1000 Mbps self-adaptive Ethernet interface
25	USB Interface	2 x USB connectors
26	Power Supply	12 VDC
27	Working Temperature	-10°C to +55°C
28	Working Humidity	10% to 90%
29	Certification	CE/FCC/BIS/UL

3. Technical Parameters for CAT6 Cable

S.No.	Parameter	Minimum Specification
1	Type	U/UTP 4 pairs cable, Category 6, PVC Sheath
2	Size	23 AWG
3	Material	Solid Bare Copper
4	Rip-cord and Separator	Support
5	Operating Voltage	60 V
6	Reference Standard	ISO/IEC11801, ANSI/TIA-568-C.2
7	Ambient Temperature	-20°C to 75°C
8	Insulation Material	Polyethylene, HDPE

4. Surveillance HDD, 4TB

Sl. No.	Parameter	Minimum Specification
1	Type	Surveillance-grade HDD
2	Capacity	Minimum 4TB
3	Compatibility	Compatible with offered NVR
4	Operation	Designed for 24x7 surveillance recording
5	Interface	SATA
6	Workload	Suitable for multi-camera CCTV recording
7	Warranty	Minimum 3 years OEM warranty/support

5. Technical Specifications for 32" Commercial TV / Display

Sl. No.	Parameter	Minimum Specification
1	Display Size	32 inch / 81 cm or higher
2	Resolution	Minimum HD, 1366 x 768 or higher
3	Display Type	LED / Smart LED Display
4	HDR Support	HDR / HLG support preferred
5	Audio Output	Minimum 10W speaker output
6	Smart Features	Web browser, pre-loaded apps, screen mirroring
7	Operating System	Smart TV operating system / webOS / Android / equivalent
8	Wi-Fi	Built-in Wi-Fi support
9	Bluetooth	Bluetooth support preferred
10	HDMI Input	Minimum 2 HDMI ports
11	USB Port	Minimum 1 USB port
12	Ethernet Port	Minimum 1 RJ45 Ethernet port
13	Casting Support	Google Cast / AirPlay / screen sharing or equivalent preferred
14	Power Supply	AC 100-240V, 50/60 Hz
15	Standby Power	Less than 0.5W preferred
16	Remote	Remote control to be provided
17	Wall Mount Support	Compatible wall mount support
18	Warranty	Minimum 3 years OEM warranty/support

6. Technical Specifications for 55" Commercial TV / Display

Sl. No.	Parameter	Minimum Specification
1	Display Size	55 inch / 139 cm or higher
2	Resolution	Minimum 4K Ultra HD, 3840 x 2160
3	Display Type	LED / Smart LED Display
4	HDR Support	HDR / HDR10 / HLG support preferred
5	Audio Output	Minimum 20W speaker output
6	Smart Features	Web browser, pre-loaded apps, screen mirroring
7	Operating System	Smart TV operating system / webOS / Android / equivalent
8	Processor	AI / Smart processor suitable for 4K display
9	Wi-Fi	Built-in Wi-Fi support
10	Bluetooth	Bluetooth support
11	HDMI Input	Minimum 3 HDMI ports
12	USB Port	Minimum 1 USB port
13	Ethernet Port	Minimum 1 RJ45 Ethernet port
14	Casting Support	Google Cast / AirPlay / screen sharing or equivalent preferred
15	Power Supply	AC 100-240V, 50/60 Hz
16	Standby Power	Less than 0.5W preferred
17	Remote	Remote control to be provided
18	Wall Mount Support	Compatible wall mount support
19	Warranty	Minimum 3 years OEM warranty/support

7. Technical Specification for Main Central Monitoring Server

Sl. No.	Parameter	Minimum Specification
1	Server Type	Enterprise Tower / Rack Server suitable for VMS and centralized monitoring workload
2	Processor	Intel Xeon or equivalent enterprise-grade processor with minimum 48 cores or higher
3	Cache Memory	Minimum 90 MB cache or higher
4	RAM	Minimum 32 GB ECC RAM, expandable
5	Graphics Card	Dedicated graphics card with minimum 8 GB graphics memory, HDMI/DisplayPort output support and hardware video decoding support
6	Network Interface	Minimum 4 GbE Network Interface Card; dual LAN preferred
7	OS Drive	Enterprise SSD / SATA 7200 RPM enterprise-class HDD
8	Storage Drive	Enterprise-class HDD / high-performance network HDD suitable for VMS data and picture storage
9	Storage Capacity	Minimum 1 TB usable storage or higher
10	Operating System	Latest licensed Microsoft Windows Server Operating System, 64-bit
11	Warranty	Minimum 3 years OEM warranty/support

8. Technical Specification for Video Wall Controller

Sl. No.	Parameter	Minimum Specification
1	Device Type	Professional Video Wall Controller
2	Input	Minimum 1 HDMI / Display input
3	Output	Minimum 16 HDMI / Display outputs
4	Display Support	Should support minimum 16 display panels
5	Resolution Support	Full HD / 4K input support as per display requirement
6	Video Wall Layout	Should support multiple display layouts, including 1x4, 2x2, 3x3, 4x4 and custom layouts as applicable
7	Compatibility	Compatible with offered 55" display panels and VMS/central monitoring system
8	Operation	Suitable for continuous operation in Command and Control Centre environment
9	Control	Remote / software / front panel control support
10	Accessories	Required cables, connectors, mounting/installation accessories and power adapter to be supplied
11	Warranty	Minimum 3 years OEM warranty/support

9. Recommended Technical Specification – PoE Switch for CCTV

Parameter	Minimum Specification
Type	Managed Gigabit PoE+ Ethernet Switch
PoE Ports	Minimum 24 × 10/100/1000 Mbps RJ-45 PoE+ ports
PoE Standard	IEEE 802.3af / 802.3at compliant
Power per Port	Minimum 30 W per PoE port
Total PoE Budget	Minimum 370 W recommended for 24 cameras; 250 W acceptable for low-power cameras
Uplink Ports	Minimum 2 × 10/100/1000 Mbps RJ-45 + 2 × 1G SFP or better
Switching Capacity	Minimum 48 Gbps
Packet Forwarding Rate	Minimum 35 Mpps
MAC Address Table	Minimum 8K
VLAN	IEEE 802.1Q VLAN support
QoS	802.1p/DSCP QoS for video traffic
IGMP	IGMP Snooping support for efficient video/multicast traffic
Security	802.1X, Port Security, Storm Control, ACL
Network Standards	IEEE 802.3, 802.3u, 802.3ab, 802.3af, 802.3at, 802.3x, 802.1Q
Management	Web-based management; CLI/SNMP desirable
Power Supply	100–240 V AC, 50/60 Hz
Operating Temperature	0°C to 50°C or better
Indicators	Power, Link/Activity and PoE status per port
Enclosure	Metal, suitable for 19-inch rack mounting
Warranty	Minimum 3 years onsite/return-to-base as applicable

General Technical Conditions

1. Bidder shall submit item-wise technical compliance with make, model, datasheet and page reference.
2. Specifications mentioned above are minimum specifications. Bidder may offer higher specifications without additional condition.
3. All supplied equipment shall be compatible with each other and suitable for centralized monitoring of 78 centres from Head Quarter.
4. Main VMS/Application/Central Monitoring Server shall be installed only at Head Quarter. At centre level, only NVR with Surveillance HDD shall be used for local recording.
5. Internet/Ethernet connectivity at Head Quarter and each centre shall be provided by WDC/Department. Bidder shall configure supplied CCTV/NVR/VMS/networking equipment using the connectivity provided by WDC/Department.
6. Bidder shall submit OEM Authorization Certificate and minimum 3 years OEM warranty/support undertaking for major quoted items including Camera, NVR, Surveillance HDD, 32" TV, 55" TV, LAN Cable, UPS, Battery and VMS Software.
7. Bidder may quote products from one or more OEMs. However, valid OEM authorization/warranty support certificate shall be submitted for each major quoted item.
8. No camera shall be installed in private or sensitive areas such as bedrooms, bathrooms, counselling rooms or any area where privacy may be violated.
9. Final camera placement shall be approved by WDC/facility in-charge before installation.

PRE-QUALIFICATION CRITERIA

The Bidder must fulfil all the following pre-qualification criteria. Failure to comply with any mandatory eligibility criterion shall result in rejection of the Bid.

Sl. No.	Criteria	Requirement	Document Required
1	Legal Status	Bidder must be a company/firm/LLP/proprietorship registered in India	Registration/Incorporation certificate
2	Existence	Bidder must have been operational/in business for at least five (05) years as on the Bid submission date.	Valid Certificate of Incorporation/Registration Proof
3	PAN and GST	Bidder must have valid PAN and GST registration	Copy of PAN and GST certificate
4	Turnover	Bidder must have an average annual turnover of at least INR 5 Crore during the last three (03) financial years, i.e., FY 2022–23, FY 2023–24 and FY 2024–25.	Must submit audited financial statements and/or a turnover certificate issued by a Chartered Accountant with UDIN.
5	Income Tax Returns (ITR)	Bidder must submit Income Tax Returns (ITR) along with the ITR Acknowledgements for the last three (03) Assessment Years, i.e., AY 2023–24, AY 2024–25, and AY 2025–26, as documentary evidence of compliance with the Income Tax Act, 1961.	Self-attested copies of the Income Tax Returns (ITR), along with the ITR Acknowledgements, for Assessment Years AY 2023–24, AY 2024–25, and AY 2025–26.
6	Net Worth	Bidder should have positive net worth in the last financial year	CA Certificate with UDIN
7	Experience	The Bidder must have successfully completed at least two (02) IT/ICT Infrastructure Projects.	Must submit work order Certificate and Work Completion Certificate
8	Government Experience	The Bidder should have successfully completed at least two (2) projects for any Government Department/ PSU/Autonomous Body, each having a minimum project value of INR 02 Crore or above.	Work order/completion certificate
9	OEM Authorization	Bidder must submit OEM Authorization (MAF) for the major items wherever applicable	Manufacturer Authorization Form
10	ISO and CMMI Certifications	1. ISO 9001:2015 – Quality Management System (QMS) 2. 27001:2022 certification for Information Security Management Systems (ISMS) 3. CMMI Level 3	Bidder must submit valid copies of the applicable ISO certificates along with a valid CMMI Level 3 (or higher) appraisal certificate of the Bidder/OEM along with the Bid
11	Service Support	Bidder must have service/support arrangement in all the districts of Bihar	Undertaking/details
12	Blacklisting	Bidder must not be blacklisted/debarred by any Govt./PSU	Self-declaration

TECHNICAL QUALIFICATION CRITERIA

Only those bidders who qualify the Pre-Qualification Criteria shall be considered for technical evaluation. The technical evaluation shall be carried out on the basis of documents submitted by the bidder and presentation/demonstration, if required by WCDC.

Sl. No.	Technical Parameter	Evaluation Criteria	Maximum Marks	Required Documents & Certificates
1	Experience in IT/ICT projects in Government/ PSU/Private sector	2 Projects: 3 marks	10	Copies of Work Orders or Completion or Client Sign-off Certificates.
		3 Projects: 7 marks		
		4 Projects or above: 10 marks		
2	Certifications	ISO 9001:2015 - 5 marks	15	Valid copies of the ISO 9001, ISO 27001, and CMMI Level 3 (or Higher) Appraisal Certificates.
		ISO 27001:2022 - 5 marks		
		CMMI Level 3 or above: 5 marks		
3	Average Annual Turnover during last 3 financial years	Rs. 5 Crore: 5 Marks	15	Audited Balance Sheets, Profit & Loss Statements, and a statutory Auditor/CA Certificate confirming the turnover for the last 3 financial years.(As per Annexure IX)
		Rs. 5 Cr. to 7 Cr: 10 Marks		
		Rs. 7 Crore or above: 15 marks		
4	OEM Authorization and Warranty Support	OEM authorization and minimum 3 years warranty/support certificate submitted for items, including Camera (STQC certificate), NVR, Commercial 32" TV, Commercial 55" TV, LAN Cable and VMS Software.	20	Manufacturer Authorization Forms (MAF) from the respective OEMs, the STQC Certificate for the cameras, and official letters guaranteeing 3-year warranty/support.
5	Deployment of Networking Engineer / Installation Resources	Bidder shall submit CVs of 5 resources proposed for installation, networking, configuration and commissioning work. Each resource should have BCA/MCA/B.Tech/M.Tech/Diploma in Computer Science/IT/Electronics/Electrical/Networking or equivalent qualification with relevant experience in CCTV/networking/ICT installation projects. (1 resources = 2 Marks) (5 resources = 5*2 = 10 Marks)	10	Detailed CVs/Resumes signed by the resources. (As Per Annexure VII)

6	Presentation and Technical Approach	Proposed Technical Solution, Compliance with BOQ, Network Design, Implementation Methodology and Site Execution Plan 1.Approach & Methodology – 10 Marks 2.Work Plan – 10 Marks 3.Organization & Staffing – 10 Marks	30	A comprehensive Technical Proposal, a duly signed BOQ Compliance Sheet, a Network Architecture Diagram, and a Presentation Deck (PPT) limited to a maximum of 10 slides.
Total			100	

Minimum technical qualifying marks shall be **70 out of 100**.

BID EVALUATION METHOD - BQC 80:20

The final selection shall be done on Bid Quality and Cost Based Selection, BQC 80:20, where:

Component	Weightage
Technical Score	80%
Financial Score	20%

Only technically qualified bidders shall be considered for Financial Evaluation.

1. Technical Score

The technical score obtained by the bidder out of 100 shall be converted as follows:
Weighted Technical Score = Technical Score x 0.80

2. Financial Score

The bidder quoting the lowest evaluated financial price shall receive 100 financial marks.
Financial score of other bidders shall be calculated as:
Financial Score = Lowest Financial Bid / Bidder's Financial Bid x 100
Weighted Financial Score = Financial Score x 0.20

3. Final Composite Score

Final Composite Score = Weighted Technical Score + Weighted Financial Score
The bidder obtaining the highest final composite score shall be ranked H1 and may be considered for award of contract.
In case of tie in composite score, the bidder having higher technical score may be ranked higher.

FINANCIAL BID FORMAT / PRICE SCHEDULE

The bidder shall submit the Financial Bid strictly as per **Annexure IX: Financial Bid Format**.

The bidder shall quote item-wise rates for supply, installation, testing, commissioning, configuration and warranty for the Centralized CCTV-Based Monitoring System.

The quoted rates shall include all costs such as supply, transportation, loading/unloading, installation, cabling, configuration, testing, commissioning, documentation, training, warranty support, tools, consumables, manpower, taxes and duties, unless separately mentioned.

Financial Bid not submitted in the prescribed format under **Annexure IX** may be treated as non-responsive.

Financial Bid Notes

1. The bidder shall quote rates for all items. Incomplete financial bid may be treated as non-responsive.
2. Quantity for centre-level items is based on 78 centres, each having 4 CCTV IP cameras, 1 NVR, 1 PoE switch, 1 Surveillance HDD, 1 UPS with battery backup, 1 local display and 1 rack.
3. The bidder shall quote for 312 CCTV IP cameras, calculated as 78 centres x 4 cameras per centre.
4. The quoted price shall include supply, transportation, loading/unloading, installation, configuration, testing, commissioning, documentation, training, warranty.
5. Internet/Ethernet connectivity at Head Quarter and each centre shall be provided by WDCD/Department. The bidder shall only configure the supplied system using the connectivity provided by WDCD/Department.
6. Quantities of CAT6 cable, PVC conduit, flexible pipes and other passive items shall be finalized as per actual site requirement after site survey and approval by WDCD.
7. No extra payment shall be made for minor accessories, connectors, mounting material, cable dressing material or consumables required for successful installation and commissioning, unless separately approved by WDCD.
8. All taxes, duties, levies and statutory charges shall be clearly mentioned in the financial bid.
9. The financial bid shall remain valid for the bid validity period specified in the RFP.
10. If there is any discrepancy between amount in figures and words, the amount in words shall prevail.

PAYMENT TERMS

Payment shall be released after acceptance of deliverables by WDCD.

Sl. No.	Milestone	Payment
1	Approval of site survey and implementation plan	10%
2	Delivery of equipment at site	25%
3	Installation and configuration	25%
4	Successful testing and commissioning	25%
5	Documentation, training and handover	15%

All payments shall be subject to statutory deductions, GST provisions, SLA compliance, penalty deduction if any, and certification by WDCD.

SERVICE LEVEL AGREEMENT, WARRANTY

1. SLA

Sl. No.	Parameter	Required SLA
1	Complaint response time	Within 4 working hours
2	Critical fault resolution	Within 24 hours
3	Non-critical fault resolution	Within 72 hours
4	Replacement of defective hardware	Within 7 working days
5	Preventive maintenance	Once every quarter
6	Network downtime due to bidder-supplied components	To be resolved within 24 hours
7	Service report submission	Within 3 days of visit

2. Warranty

1. All equipment shall carry minimum warranty of 3 years from date of commissioning.
2. Warranty shall include parts, labour, service, repair and replacement.
3. The bidder shall coordinate with OEM for warranty claims.
4. Defective equipment shall be repaired or replaced without additional cost to WCDC.
5. Preventive maintenance shall be carried out quarterly.
6. The bidder shall maintain service logs.
7. No additional payment shall be made for service visits during warranty period.

GENERAL CONDITIONS OF CONTRACT

1. Performance Security

The successful bidder shall submit Performance Security equal to 5% of the total contract value within 15 days from the date of issue of Letter of Award.

The Performance Security shall be submitted in the form of Bank Guarantee (BG) / Demand Draft (DD) / Fixed Deposit (FD), as prescribed by WCDC, from a scheduled commercial bank acceptable to WCDC.

The Performance Security shall remain valid for the entire contract period plus 90 days. In case of extension of contract period, the successful bidder shall extend the validity of Performance Security accordingly.

WCDC shall have the right to invoke the Performance Security in case of breach of contract, non-performance, delay, failure to provide warranty, violation of terms and conditions, or any loss caused to WCDC due to acts or omissions of the successful bidder.

2. Signing of Agreement

The successful bidder shall execute an agreement with WCDC within 15 days from the date of submission of Performance Security or within such period as may be prescribed by WCDC.

The agreement shall include the terms and conditions of the RFP, corrigendum/addendum, technical proposal, financial proposal, Letter of Award, and any other document forming part of the contract.

Failure to execute the agreement within the prescribed time may result in cancellation of award, forfeiture of EMD, and such other action as may be deemed appropriate by WCDC.

3. Time Schedule

Time shall be the essence of the contract.

The agency shall complete supply, installation, testing, commissioning, networking, documentation and handover of the Centralized Command and Control Centre infrastructure within the approved implementation timeline.

Any delay attributable to the agency shall attract liquidated damages as specified in this RFP. The agency shall not be entitled to any extension of time unless such delay is due to reasons beyond its control and approved in writing by WCDC.

4. Liquidated Damages

In case of delay in completion of approved milestones attributable to the agency, WCDC may impose liquidated damages at the rate of 0.5% of the delayed milestone value per week or part thereof, subject to a maximum of 10% of the total contract value.

Imposition of liquidated damages shall not affect WCDC's right to terminate the contract, invoke Performance Security, recover losses, or take any other action available under the contract or applicable law.

5. Confidentiality

The agency shall maintain strict confidentiality of all data, documents, records, beneficiary information, system credentials, network configuration, official communication and any other information accessed during execution of the project.

The agency shall not disclose, copy, transfer, publish, share or use such information for any purpose other than performance of obligations under the contract without prior written approval of WCDC.

The confidentiality obligation shall survive expiry or termination of the contract.

6. Data Ownership

All data, metadata, reports, dashboards, documents, configurations, network diagrams, credentials, technical documentation, system settings and outputs generated, created or maintained under the project shall be the sole property of WCDC.

The agency shall not claim any ownership, lien, right or interest over any data or material belonging to WCDC.

Upon demand, expiry or termination of contract, the agency shall hand over all such data and documentation to WCDC in the format prescribed by WCDC.

7. Data Security

The agency shall ensure adequate security of systems, network, credentials and project-related information.

The agency shall implement necessary security measures including access control, password protection, secure configuration, backup, audit logs, vulnerability mitigation and compliance with applicable laws, rules and government guidelines.

The agency shall immediately report any suspected or actual security incident, unauthorized access, data leakage or system compromise to WCDC and shall take corrective action at its own cost.

8. Joint Venture, Consortium or Association

The Bidder shall not subcontract the whole or any substantial part of the work. Joint Venture (JV), Consortium, or association of companies/firms **shall not be permitted** for participation in this RFP.

Any act, omission, delay, or failure of any subcontractor/OEM engaged by the Bidder shall be deemed to be the act, omission, delay, or failure of the Bidder/OEM/SI, and the agreement between the parties shall stand terminated from immediate effect.

9. Force Majeure

Neither party shall be liable for failure or delay in performance of obligations due to events beyond reasonable control, including natural calamity, war, civil disturbance, epidemic, pandemic, government restriction, fire, flood, earthquake or any other force majeure event.

The affected party shall notify the other party in writing within 7 days of occurrence of such event, along with details of impact and expected duration.

If the force majeure event continues beyond 60 days, WCDC may decide continuation, suspension or termination of the contract.

10. Termination for Default

WCDC may terminate the contract, in whole or in part, by giving written notice to the agency if the agency:

1. Fails to perform services as per contract.
2. Fails to supply, install, test or commission the system within approved timeline.
3. Delays implementation without valid reason.
4. Breaches confidentiality or data security obligations.
5. Provides false, forged or misleading information.
6. Supplies substandard, duplicate, refurbished or unauthorized equipment.
7. Fails to meet SLA repeatedly.
8. Fails to provide warranty.
9. Becomes insolvent or bankrupt.
10. Is blacklisted/debarred by any Government/PSU.
11. Violates any material condition of the contract.

Upon termination, WCDC may invoke Performance Security, forfeit pending payments to the extent of recoverable dues, and get the balance work completed through another agency at the risk and cost of the defaulting agency.

11. Exit Management

Upon expiry or termination of the contract, the agency shall provide smooth handover to WCDC or its nominated agency.

The agency shall hand over:

1. Complete documentation.
2. Network diagrams.
3. System configuration details.
4. User IDs and credentials.
5. Licenses and warranty documents.
6. Asset inventory.
7. warranty status.
8. Preventive maintenance records.
9. Pending complaint/service status.
10. Any other project-related material required by WCDC.

The agency shall provide necessary knowledge transfer and support during the transition period. No additional payment shall be made for exit management unless specifically provided in the contract.

12. Legal Jurisdiction

Any dispute or difference arising out of or in connection with the RFP, Letter of Award, agreement or performance of contract shall first be resolved through mutual consultation between the parties.

If the dispute remains unresolved, the matter shall be referred to the competent authority as decided by WCDC.

All disputes arising out of or in connection with this **RFP and/or the Contract** shall be subject to the **exclusive jurisdiction of the competent courts at Patna, Bihar.**

ANNEXURES

The following annexures shall form an integral part of this RFP:

1. Annexure I: Bid Submission Letter
2. Annexure II: Bidder Information Sheet
3. Annexure III: Format for Power of Attorney
4. Annexure IV: Format for Turnover Certificate
5. Annexure V: Format for Net Worth Certificate
6. Annexure VI: Project Experience Format
7. Annexure VII: CV Format for Key Personnel
8. Annexure VIII: Non-Blacklisting Declaration
9. Annexure IX: Financial Bid Format
10. Annexure X: Performance Bank Guarantee Format
11. Annexure XI: Undertaking for Data Confidentiality
12. Annexure XII: Undertaking for Acceptance of RFP Terms
13. ANNEXURE XIII : Format for Pre-Bid Queries
14. Annexure XIV : OEM Authorization Certificate

ANNEXURE I: BID SUBMISSION LETTER

To,
The Managing Director,
Women and Child Development Corporation, Bihar,
Patna, Bihar.

Subject: Submission of Bid for Supply, Installation, Testing, Commissioning and Maintenance of
Centralized Command and Control Centre Infrastructure.

Sir/Madam,

With reference to RFP No. WDCD/CCC-ICT/2026; dated [●], we hereby submit our bid for the
above-mentioned work.

We confirm that we have read and understood all terms and conditions of the RFP and agree to
abide by the same. We further confirm that the information submitted by us is true and correct to the
best of our knowledge.

We understand that WDCD reserves the right to reject any or all bids without assigning any reason.

Yours faithfully,
Authorized Signatory
Name:
Designation:
Company Seal:
Date:

ANNEXURE II: BIDDER INFORMATION SHEET

Particular	Details
Name of Bidder	
Legal Status	Company/Firm/LLP/Proprietorship
Date of Incorporation/Registration	
Registered Office Address	
Local Office Address, if any	
PAN	
GST No.	
Contact Person	
Mobile No.	
Email ID	
Website	
Details of Authorized Signatory	

Note: The bidder shall submit valid documentary proof for Date of Incorporation/Registration, Registered Office Address, Local Office Address if any, PAN and GST Registration along with the Technical Bid. All documents shall be self-attested, signed and stamped by the authorized signatory of the bidder.

ANNEXURE III: FORMAT FOR POWER OF ATTORNEY

Know all men by these presents that we, [Name of Bidder], having our registered office at [Address], do hereby authorize Shri/Smt. [Name], [Designation], to sign and submit the bid, make representations, provide clarifications and execute all documents in connection with the RFP issued by WCDC for Centralized Command and Control Centre Infrastructure.

Signature of Authorized Person:

Signature of Executant:

Company Seal:

Date:

Place:

ANNEXURE IV: TURNOVER CERTIFICATE

This is to certify that M/s [Name of Bidder] has achieved the following annual turnover during the last three financial years:

Financial Year	Turnover in Rs.
FY 2022-2023	
FY 2023-2024	
FY 2024-2025	

Average Annual Turnover: Rs. [●]

This certificate is issued based on audited financial statements.

Signature of Chartered Accountant

Name:

Membership No.:

UDIN:

Seal:

Date:

ANNEXURE V: NET WORTH CERTIFICATE

This is to certify that the net worth of M/s [Name of Bidder] as on [date] is Rs. [●], based on audited financial statements.

Signature of Chartered Accountant

Name:

Membership No.:

UDIN:

Seal:

Date:

ANNEXURE VI: PROJECT EXPERIENCE FORMAT

Sl. No.	Client Name	Project Name	Scope of Work	Order Value	Start Date	Completion Date	Documents Attached
1							
2							

Bidder shall attach work orders and completion certificates/client certificates.

Annexure VII: CV Format for Key Personnel

Sl. No.	Particular	Details
1	Name of Key Personnel	
2	Date of Birth	
3	Educational Qualification	
4	Professional / Technical Certifications, if any	
5	Total Professional Experience	
6	Relevant Experience in CCTV / VMS / Networking / ICT Projects	
7	Experience in Government / PSU Projects / Private	
8	Current Employer	
9	Current Designation	
10	Employment Type	Permanent / Contractual / Consultant
11	Key Skills	
12	Similar Projects Handled	
13	Role and Responsibility in Similar Projects	
14	Proposed Role and Responsibility in this Project	
15	Contact Number	
16	Email ID	

ANNEXURE VIII : NON-BLACKLISTING DECLARATION

We hereby declare that M/s [Name of Bidder] has not been blacklisted, debarred or suspended by any Central Government, State Government, PSU, Autonomous Body or Government Agency as on the date of bid submission.

We further declare that no criminal case or insolvency proceeding is pending against the bidder which may affect performance of the contract.

Authorized Signatory

Name:

Designation:

Company Seal:

Date:

Note: The bidder shall submit the Non-Blacklisting Declaration on non-judicial stamp paper of Rs. 100/- along with the Technical Bid. The declaration shall be duly signed and stamped by the authorized signatory of the bidder and notarized, if required by WCDC.

ANNEXURE IX: FINANCIAL BID FORMAT

A. Head Quarter / Central Command and Control Centre Items

Sl. No.	Item Description	Unit	Quantity	Unit Rate Excluding GST	GST Amount	Total Amount Including GST
1	Central Monitoring Server at Head Quarter only with 32" Monitor	Nos.	1			
2	VMS Software for centralized monitoring of all 78 centres from Head Quarter	Set	1			
3	Managed Network Switch for Central Command and Control Centre, minimum 24-port Gigabit managed switch with required uplink ports	Nos.	2			
4	Video Wall Controller suitable for 12 display panels with required input/output support	Nos.	1			
5	Commercial 55" TV / Display for Central Command and Control Centre	Nos.	12			
6	Wall Mount for 55" Displays	Nos.	12			
7	Rack with Accessories for Central Command and Control Centre	Nos.	1			
8	Wireless Mouse for Head Quarter operation	Nos.	2			
9	Patch Cord, RJ45, Cable Labels and Accessories for Head Quarter	Lot	1			
	Sub Total A					

B. Facility-Level Items for 78 Centres

Sl. No.	Item Description	Unit	Quantity	Unit Rate Excluding GST	GST Amount	Total Amount Including GST
1	CCTV IP Camera, 4 cameras per centre	Nos.	312			
2	NVR, 8 Channel, compatible with IP cameras and VMS	Nos.	78			
3	Surveillance HDD, 4TB, suitable for CCTV recording at centre level	Nos.	78			
4	PoE Switch, suitable for minimum 4 CCTV cameras per location	Nos.	78			
5	UPS for centre-level installation, suitable for NVR, PoE switch and local display backup	Nos.	78			
6	Battery Backup for centre-level UPS	Set	78			
7	Commercial 32" TV / Display for local monitoring	Nos.	78			
8	Wall Mount for 32" TV / Display	Nos.	78			
9	Camera Junction Box / Back Box suitable for offered CCTV camera	Nos.	312			
10	Wireless Mouse for NVR operation	Nos.	78			
11	4U / 6U Rack for facility-level NVR/network equipment	Nos.	78			
12	CAT6 Cable for camera/network connectivity	Box (305 M)	78			
13	PVC Conduit Pipes and Flexible Pipes for cable protection	Mtr.	12,000			
14	Wire Clamps and fixing accessories	Lot	1			
15	Cable Label Stickers / Cable Markers	Lot	1			
16	RJ45 Connectors	Nos.	1,000			
17	Patch Cord, factory crimped, suitable for field installation	Lot	1			
	Sub Total B					

C. Overall Project Services

Sl. No.	Item Description	Unit	Quantity	Unit Rate Excluding GST	GST Amount	Total Amount Including GST
1	Installation, Testing and Commissioning of complete system across all 78 centres and Head Quarter	Lot	1			
2	Warranty and Networking Support for supplied system and equipment	Year	3			
3	Technical Support-Engineer at HQ level	No	1			
	Sub Total C					

D. Grand Total

Particular	Amount
Sub Total A: Head Quarter Items	
Sub Total B: Facility-Level Items	
Sub Total C: Overall Project Services	
GST Total	
Grand Total Including GST	
Grand Total in Words	

ANNEXURE X: PERFORMANCE BANK GUARANTEE FORMAT

To,
Women and Child Development Corporation, Bihar,
Patna, Bihar.

Whereas M/s [Name of Successful Bidder] has been awarded the contract for Supply, Installation, Testing, Commissioning and Maintenance of Centralized Command and Control Centre Infrastructure vide Letter of Award No. [●] dated [●].

We, [Name of Bank], hereby irrevocably and unconditionally guarantee payment to WCDC up to Rs. [●], being 5% of the contract value, in case of default, breach, non-performance or failure by the successful bidder.

This guarantee shall remain valid up to [date] and shall be extended if required.

Authorized Signatory of Bank

Seal:

Date:

ANNEXURE XI: UNDERTAKING FOR DATA CONFIDENTIALITY

We undertake that all data, documents, system information, network configuration, credentials and official information accessed during execution of the project shall be kept strictly confidential.

We shall not disclose, transfer, copy, publish or misuse such information without prior written approval of WCDC.

Authorized Signatory

Name:

Designation:

Company Seal:

Date:

ANNEXURE XII: UNDERTAKING FOR ACCEPTANCE OF RFP TERMS

We hereby confirm that we have read, understood and accepted all terms and conditions of the RFP No. WCDC/CCC-ICT/2026.

We agree to comply with all provisions of the RFP, corrigendum/addendum, technical specifications, scope of work, SLA, payment terms and contract conditions.

Authorized Signatory

Name:

Designation:

Company Seal:

Date:

ANNEXURE XIII : Format for Pre-Bid Queries

Bidders may submit their pre-bid queries in the following format within the date and time specified in the RFP. Queries received after the prescribed timeline may not be considered.

Sl. No.	RFP Clause / Section No.	Page No.	Existing Clause / Provision	Query / Clarification Requested	Suggested Amendment, if any	Justification
1						
2						
3						

Name of Bidder:

Name of Authorized Representative:

Designation:

Mobile No.:

Email ID:

Signature:

Company Seal:

Date:

Note: Pre-bid queries shall be submitted in editable format, preferably MS Excel/MS Word, along with signed and stamped PDF copy. WCDC may respond to queries through written clarification/corrigendum, if required. The decision of WCDC shall be final and binding.

Annexure XIV : OEM Authorization Certificate

To,
The Managing Director / Authorized Officer,
Women and Child Development Corporation, Bihar,
Patna, Bihar.

Subject: OEM Authorization Certificate for RFP No. WDCD/CCC/ICT-INFRA/[●]/2026

Sir/Madam,

We, **M/s [Name of OEM/Manufacturer]**, having our registered office at **[Address of OEM]**, hereby certify that **M/s [Name of Bidder]**, having its office at **[Address of Bidder]**, is our authorized dealer/distributor/system integrator/partner for quoting, supplying, installing, commissioning and providing warranty/support services for our products offered against the above-mentioned RFP.

The details of products authorized under this certificate are as follows:

Sl. No.	Item Description	Make	Model	Warranty Period	Support Period
1	Camera, along with STQC Certificate			Minimum 3 Years	Minimum 3 Years
2	NVR			Minimum 3 Years	Minimum 3 Years
3	Commercial 32" TV / Display			Minimum 3 Years	Minimum 3 Years
4	Commercial 55" TV / Display			Minimum 3 Years	Minimum 3 Years
5	LAN Cable / CAT6 Cable			Minimum 3 Years	Minimum 3 Years
6	VMS Software			Minimum 3 Years	Minimum 3 Years

We further certify that:

1. The products quoted by the bidder are genuine, new and unused.
2. The quoted products are not end-of-life or end-of-support as on the date of bid submission.
3. We shall provide warranty/support for the above-mentioned products for a minimum period of **3 years** from the date of successful installation/commissioning or as specified in the RFP.
4. We shall provide necessary technical support, spare parts, firmware/software updates, patches and replacement support during the warranty/support period.
5. In case the bidder fails to provide support during the warranty period, we shall extend necessary support to WDCD directly or through our authorized service network, as per OEM warranty/support policy.
6. This authorization is valid for the purpose of submission and execution of the above-mentioned RFP.

7. This certificate is issued specifically for participation in the above-mentioned RFP and shall remain valid for the bid validity period and contract/warranty obligations, as applicable.

Authorized Signatory of OEM

Name:

Designation:

Signature:

Seal:

Email:

Mobile No.:

Date:

Place:

Note: The bidder may submit **one or more OEM Authorization Certificates**, depending upon the make/OEM of the quoted items. If products are quoted from different OEMs, separate OEM Authorization Certificates shall be submitted from the respective OEMs for the concerned items. Each OEM certificate shall clearly mention item name, make, model, warranty/support period and authorization in favour of the bidder for the subject RFP.